



# Advanced School Certifying Official (SCO) Training



Date May 2024

# Overview

As an SCO, you wear many “hats” and take on a variety of tasks to assist your students and the VA in helping our Veterans and their beneficiaries achieve their educational goals. This training is a continuation of the information introduced in the New SCO training. This presentation will go further into depth on the pertinent information you will need to know in order to be successful in your role as an SCO.

# State Approving Agency (SAA)



The approval process for GI Bill® programs generally begins with the State Approving Agency (SAA) of jurisdiction.

SAA's are responsible for the approval of education and training programs in their respective states. They are the pathway into VA for a program's recognition and identification as being eligible for the payment of VA education benefits.

Colleges, university, and other training establishments seeking to provide VA eligible training programs should begin by contacting their SAA.



# Learning Objectives



01

**Describe the approval requirements for various programs of education**

02

**Identify miscellaneous payment programs**

03

**Explain school fiscal issues, student payment concerns, and debt collection**



# Approval Requirements





# Approval Type Requirements

- ☐ Accredited Courses
- ☐ Non-Accredited Courses
- ☐ Additional Approval Requirements





# Accredited Courses



Accredited courses must meet the requirements of United States Codes (USC):

[38 USC §3675](#) and [38 CFR §21.4253](#).

For courses to be considered accredited for VA purposes, the course must be recognized by an Accrediting Agency which the U.S. Secretary of Education determines to be a reliable authority as to the quality of training offered by an educational institution.

“Candidate for accreditation” status is not a basis for approval of a course as accredited.



# College-Level Courses



## Accredited

The college or university is accredited by a nationally recognized accrediting agency recognized by the Secretary of Education, or is accredited at the college level by a specialized accrediting agency or association recognized by the Secretary; and

## Entrance

The course has entrance requirements of not less than the Requirement applicable to the college level program of the school; and

## Terms

Credit for the course is awarded in terms of standard semester or quarter hours or by recognition at completion by the granting of a standard college degree.



# Accredited Programs: Catalog Requirements



**A facility wishing to enroll Veterans or eligible persons in accredited programs must submit an application for approval of such programs to the SAA.**

**The facility must submit copies of its catalog or bulletin which are certified as true and correct in content and policy by an authorized representative to the SAA as part of their application.**



# Accredited Catalog Requirements:



Must be true and correct in content and policy.

State with specificity the facility's graduation requirements;



Include any attendance standards of the institution if the institution has and enforces such standards.

Include institution policy and regulations relating to student conduct and conditions for dismissal for unsatisfactory conduct; and

Include institution policy and regulations relative to standards of progress required of the student by the institution. The policy will define the grading system of the institution, the minimum grades considered satisfactory, conditions for interruption for unsatisfactory grades or progress, a description of the probationary period, if any, allowed by the institution, conditions of reentrance for those students dismissed for unsatisfactory progress, and a statement regarding progress records kept by the institution and furnished the student;

[illegible]

The record must be cumulative in that the results of each enrollment period (quarter or semester) must be included so that it shows each subject undertaken and the final result.



[illegible]

The accredited courses, the curriculum of which they form a part, and the instruction connected with those courses are consistent in quality, content, and length with similar courses in public educational institutions and other private educational institutions in the State with recognized accepted standards.

[illegible]

The educational institution is approved and participates in a program under title IV of the Higher Education Act of 1965., or the Secretary has waived the requirement under this paragraph with respect to an educational institution and and submits to the Committee on Veterans' Affairs of the Senate and the Committee on Veterans' Affairs of the House of Representatives notice of such waiver.

# Non-College Degree Courses



Any course not leading to a standard college degree in a school approved  
by the SAA will be accepted as accredited when:

## Accredited School

The course or the school offering such course is accredited by the appropriate accrediting agency;  
and

## Accredited Level

The course offers training in the field for which the accrediting agency is recognized and at a level for which it is recognized;  
and

## Objective

The course leads to a high school diploma or a vocational objective.



# Non-Accredited Courses



Non-Accredited courses must meet the requirements of United States Codes (USC):

[38 USC §3676](#) and [38 CFR §21.4254](#).

Non-accredited programs are those which are not approved as accredited courses by a Department of Education recognized accrediting agency and which are offered by a public or private, profit or nonprofit, educational institution. Since these courses are not approved as accredited, they have to meet more requirements than accredited courses for the SAA to approve them.



# Non- Accredited Catalog Requirements (1 of 4)



Any school desiring to enroll Veterans or eligible persons in nonaccredited courses will submit an application to the SAA. The application must be submitted with a copy of the current catalog or bulletin which is certified true and correct in content and policy by an authorized owner or official of the school and will include the following:

1

Identifying data, such as volume number, and date of publication;

2

Names of the school and its governing body, officials, and faculty;

3

A calendar of the school showing legal holidays, beginning and ending date of each quarter, term, or semester, and other important dates;



# Non- Accredited Catalog Requirements (2 of 4)



4

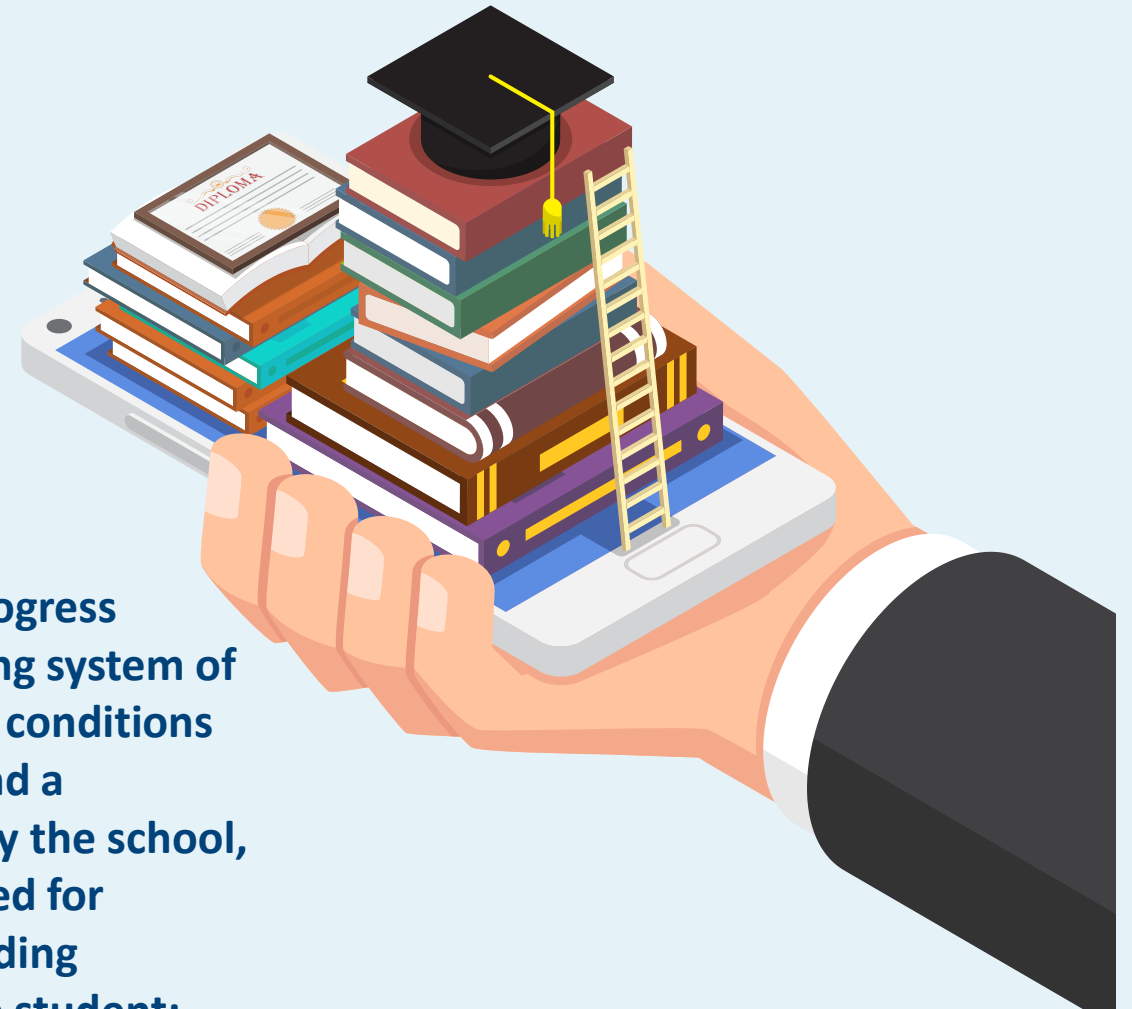
School policy and regulations on enrollment with respect to enrollment dates and specific entrance requirements for each course;

5

School policy and regulations relative to leave, absences, class cuts, makeup work, tardiness, and interruptions for unsatisfactory attendance;

6

School policy and regulations relative to standards of progress required of the student. This policy will define the grading system of the school, the minimum grades considered satisfactory conditions for interruption for unsatisfactory grades or progress, and a description of the probationary period, if any, allowed by the school, and conditions of reentrance for those students dismissed for unsatisfactory progress. A statement will be made regarding progress records kept by the school and furnished to the student;





# Non- Accredited Catalog Requirements (3 of 4)



7

School policy and regulations relating to student conduct and conditions for dismissal for unsatisfactory conduct;

8

Detailed schedule of fees, charges for tuition, books, supplies, tools, student activities, laboratory fees, service charges, rentals, deposits, and all other charges;

9

Policy and regulations relative to the refund of the unused portion of tuition, fees, and other charges in the event the student does not enter the course, or withdraws, or is discontinued therefrom;



# Non- Accredited Catalog Requirements (4 of 4)



10

A description of the available space, facilities, and equipment;

11

A course outline for each course for which approval is requested, showing subjects or units in the course, type of work, or skill to be learned, and approximate time and clock hours to be spent on each subject or unit; and

12

Policy and regulations relative to granting credit for previous education and training.



[illegible]

Educational and experience qualifications of directors, administrators, and instructors are adequate.



# Non-Accredited Required Criteria (2 of 4)



## Prior Credit

The school maintains a written record of the previous education and training of the Veteran or eligible person and clearly indicates that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the Veteran or eligible person and the Department of Veterans Affairs are notified.



## Students' Program Information

A copy of the course outline, schedule of tuition, fees, and other charges, regulations pertaining to absences, grading policy, and rules of operation and conduct will be furnished to the Veteran or eligible person upon enrollment.

## Completion

Upon completion of training, the Veteran or eligible person is given a certificate by the school indicating the approved course and indicating that training was satisfactorily completed.

The school does not utilize advertising of any type which is erroneous or misleading, either by actual statement, omission, or intimation.

[illegible]

# Additional Approval Requirements: Accredited & Non-Accredited

01	*Compliance with 2-year period of operation law: <u>38 CFR §21.4251</u> & <u>38 U.S. Code §3680A</u>	02	Disapproval of Courses <u>38 U.S. Code §3679</u>
03	Disapproval of Enrollment in Certain Courses <u>38 U.S. Code § 3680A</u>	04	Third Parties must also be approved <u>38 CFR §21.4233(e)</u> and <u>38 CFR §21.4252(m)</u>
05	Cooperative Training <u>38 CFR §21.4257</u>	06	Practical Training <u>38 CFR §21.4265</u>
07	Off-campus sites (not including practical training sites) <u>38 CFR §21.4266</u>	08	Advertising <u>38 CFR §21.4252</u>

\*Compliance with the 2-year period also applies to branches that have not been in operation for 2 years and who have undergone a change of ownership.



The image features several US one-dollar bills scattered across a plain white background. The bills are oriented in various directions, some showing the front with George Washington and others showing the back with the Great Seal. The bills appear slightly worn and are partially overlapping. The central text 'Miscellaneous Payment Programs' is overlaid on the bills in a large, bold, black font.

# Miscellaneous Payment Programs





# Miscellaneous Payment Programs

- ☐ VET TEC
- ☐ Accelerated Payment
- ☐ Cooperative Training
- ☐ Program Objectives
- ☐ Incarcerated Claimants
- ☐ Study Abroad



# VET TEC

Was Five-Year Pilot Program whose goal was to give Veterans the high-tech skills sought by today's top employers



- Separate approval requirements & procedures
- May be dual approved as NCD-only facility & VET TEC
- IHL facilities are not eligible

**IMPORTANT NOTICE:** We stopped accepting applications and new enrollment for this program as of April 1, 2024.

If a Veteran student is currently enrolled in VET TEC, they will continue to get their payments through the end of the term. This includes monthly housing allowance and payment for tuition and fees.

# VET TEC



APPLICANT



## PARTICIPATION AGREEMENT

VA signs Participation Agreement with Training Provider



## ACCEPTANCE

Training Provider accepts veteran into program. Veteran provides approved VET TEC COE



## TRAINING



## VETERAN COURSE COMPLETION 25%

Training Provider certifies Veteran's course completion to VA to receive initial 25% payment



## VETERAN ENROLLMENT 25%

Training Provider certifies Veteran's enrollment to VA to receive initial 25% payment



## JOB PLACEMENT

Training Provider assists Veteran with Job Placement



## VETERAN COURSE COMPLETION 50%

Training Provider and Veteran certify meaningful employment to VA to receive remaining 50% payment



## ANNUAL RENEWAL

VA annually reviews Training Provider's Participation

# VET TEC Contact Information & Resources



- For any questions, contact VA's Federal and State Approvals by email at [ELR-VETTEC.VBABUF@va.gov](mailto:ELR-VETTEC.VBABUF@va.gov).
- Visit the [VET TEC homepage](#)
- [VET TEC Certifying Official Handbook](#)

# Accelerated Payments



## Meaning

Lump sum payments of a maximum of 60% of the established tuition and fees for an individual's enrollment in certain high-cost, high-tech programs. Replaces the monthly benefit otherwise received through Montgomery GI Bill. (Chapter 30 and 1606)



## Entitlement

*If there is not enough entitlement for 60% of tuition and fees, VA pays based on actual remaining entitlement.*



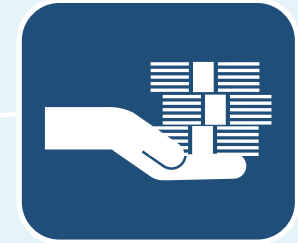
## Terms

*Paid one semester, quarter or term at a time. If program is not term-, semester-, or quarter based, Accelerated Payment is paid for entire program.*



## High-Technology High-Tech

*programs/industries listed on VA website. Student must enroll in listed program and certify their intent to seek employment in High-Tech industry.*



## High-Cost

*High-cost means tuition and fees must be more than double the benefit the student would otherwise receive.*



# Accelerated Payment: MGIB-AD Eligibility



Active-Duty claimants must meet all of the following requirements:

Accelerated Payment is not available under Post-9/11 (CH 33), Dependents' Education Assistance (CH 35) or the Veterans' Educational Assistance Program (VEAP).



Must be eligible for the Montgomery GI Bill Active Duty (MGIB-AD) (CH 30) program, and



Must be enrolled in a qualifying high-tech degree or non degree program, and



Tuition and fees must cost more than 200% of the monthly amount of educational assistance the claimant would otherwise qualify to get during the certified enrollment period.



# Accelerated Payment: MGIB-SR Eligibility



Selected Reserve claimants must meet all of the following requirements:

Accelerated Payment is not available under Post-9/11 (CH 33), Dependents' Education Assistance (CH 35) or the Veterans' Educational Assistance Program (VEAP).



Must be eligible for the Montgomery GI Bill- Selected Reserve(MGIB-SR) (CH 1606) program, and



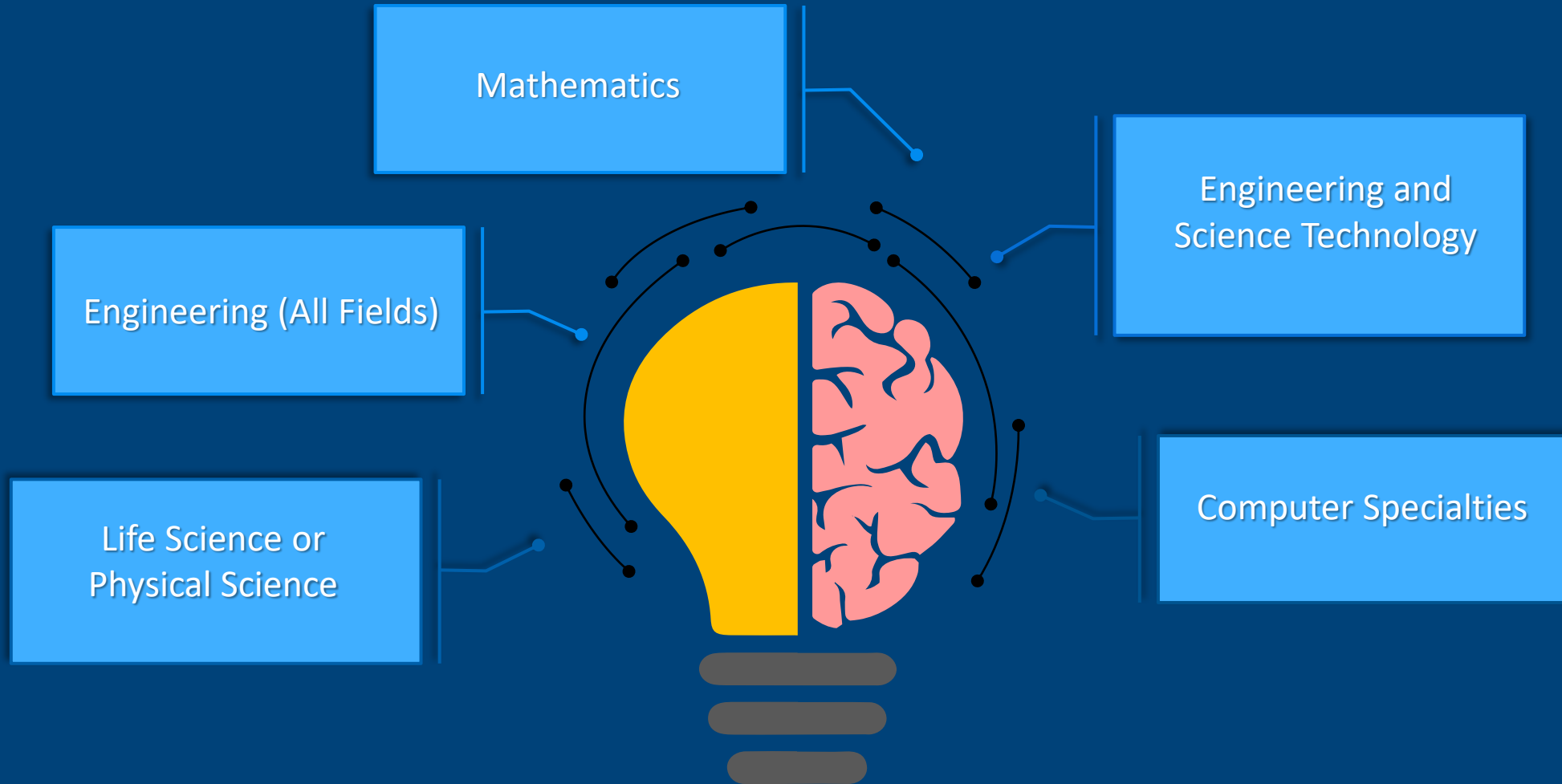
Must be enrolled in a qualifying high-tech, non degree Program that lasts for 2 years or less, and



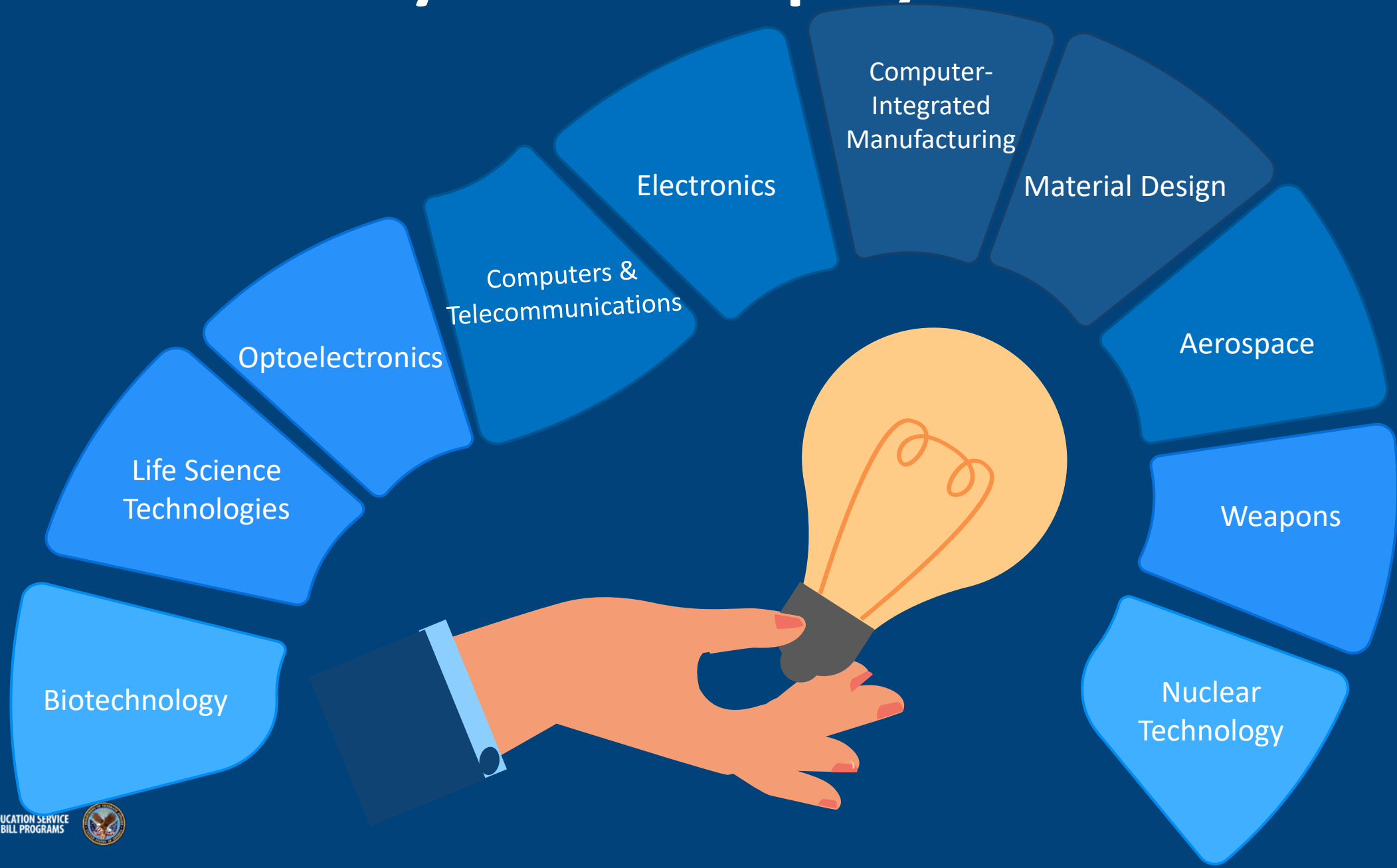
Tuition and fees must cost more than 200% of the monthly amount of educational assistance the claimant would otherwise qualify to get during the certified enrollment period.



# Accelerated Payments: Education Categories



# Accelerated Payments: Employment Industries



# Accelerated Payments: Certification



Certify Term as normal, except:

## Obtain Written Request from Student

The student's first written request for accelerated payment must contain the following: "I certify that I intend to seek employment in a high technology industry as defined by VA. I have read VA's approved list of high technology industries."

Subsequent written requests can be as simple as, "I request accelerated payment", followed by the student's signature and the date.

## Confirm Certification

Accelerated payment certifications must be confirmed;

They can't be signed, dated, and submitted until on or after the beginning date of the enrollment period.

## Certify Term

Certify one term at a time and include the total charges. Students must request accelerated payment separately for each term.

## Enrollment Manager

Check the "Accelerated Pay" Box



# Cooperative Training



Colleges and universities are increasingly offering work experience or work internship programs. VA uses the term cooperative training(co-op) to denote school-sponsored programs that consist of school instruction and on-the-job (OJT) training.

For example, a community college may offer an A.A.S. Automotive Technology degree with course work at the college and OJT at a car dealership. Like all programs, co-op programs must be specifically approved.

Cooperative training can be certified by credit or by clock hours, whichever is to the student's advantage. Cooperative training is paid at the same rate as full-time institutional training. If a student is enrolled in a cooperative program at less than full-time, no benefits may be paid.

Co-op training may occur in two formats: alternating co-op or parallel co-op.

# Cooperative Training: Alternating Co-op

## Attendance

The student alternates full-time school attendance with full-time OJT training.

For example, a student may alternate one term of full-time school attendance with one term of full-time OJT, or a student may take a term of classroom instruction phase and then finish a program with a one term OJT phase (internship or externship). The school and the OJT phases must be full-time.

## Phases

The school and OJT phases may alternate on a weekly, monthly, or term basis.

However, they alternate, the school phase must be at least as long as the OJT phase.

If a school phase is certified for one month, then the subsequent OJT phase cannot be more than one month. A school phase can be longer than an OJT phase, but an OJT phase can never be longer than the school phase.

# Cooperative Training: Parallel Co-op



The student attends school half-time and works (OJT) half-time.

A student takes 6  
classroom credits  
in the morning



And 3 OJT credits  
(20 clock hours) in  
the afternoon

## School Phase

The school phase of training must be at least as long as the OJT phase of training. The student must be attending school at least half.

## Attendance

The student must be attending school at least half-time each day the student works OJT, but the student can't work more than 4 hours per day.

## Note

A student could be attending school three-quarter time each day and working half-time or less, but not the other way around.

# Cooperative Training: Rules



Cooperative Training programs must adhere to a set of rules:

01

Must be a full-time program

04

OJT phase must be supervised by school instructors

02

The school phase and the OJT phase together constitute one co-op cycle

05

The school must arrange OJT phases with employers

03

OJT phase must be an integral part of the school's approved program

06

The school must arrange for the placement of individual students in OJT

07

The school must grant credit for OJT

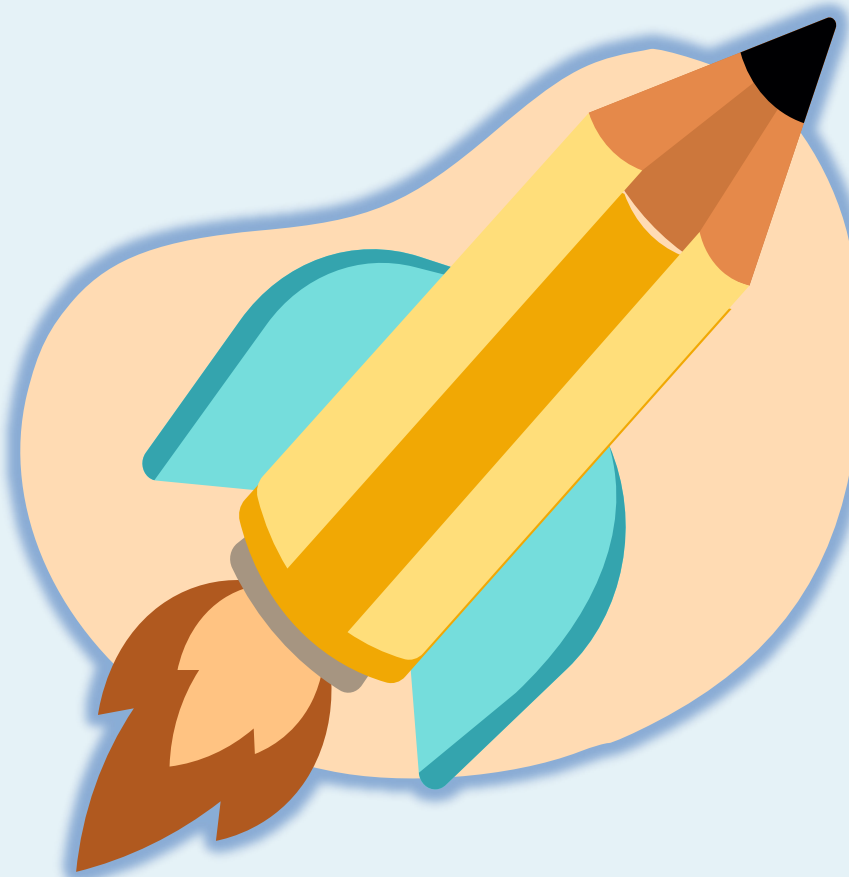
# Program Objectives:



## Dual Majors:

Dual majors pursued under an academic policy that defines the dual major's requirements can be certified if both majors are approved. Only courses required to complete the dual major can be certified.

During VA site visits, or during compliance surveys, VA will ensure students are not enrolled in courses outside either major and that the courses are approved.



## Minors:

A minor pursued as part of an approved major can be certified, even if the minor will require additional credit to graduate.

Only courses required to complete the degree, including the minor, can be certified.



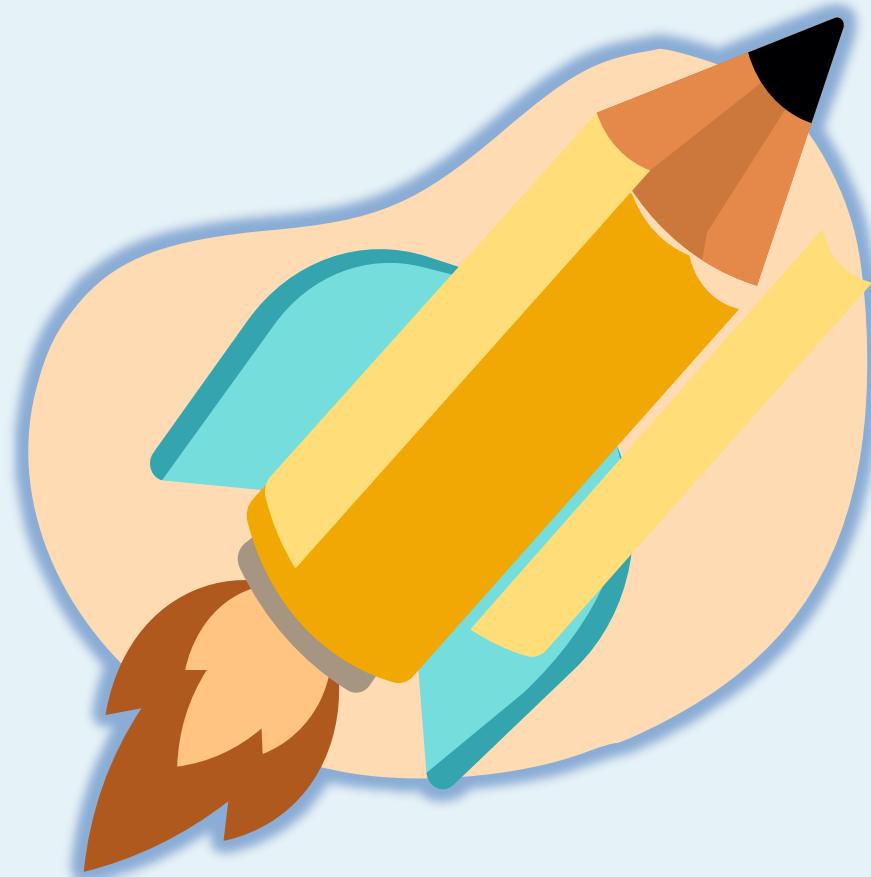
# Program Objectives:



## ROTC:

A student in a Reserve Officer Training Corps (ROTC) program is commissioned as an officer if he or she receives a degree.

Students in a ROTC program can be certified for courses required for their degree (including electives) and for courses required for the ROTC program.



# Incarcerated Claimants



An incarcerated claimant is any Veteran, Servicemember, or Eligible Person incarcerated in Federal, State, or local prison, jail or other penal institution for a felony.

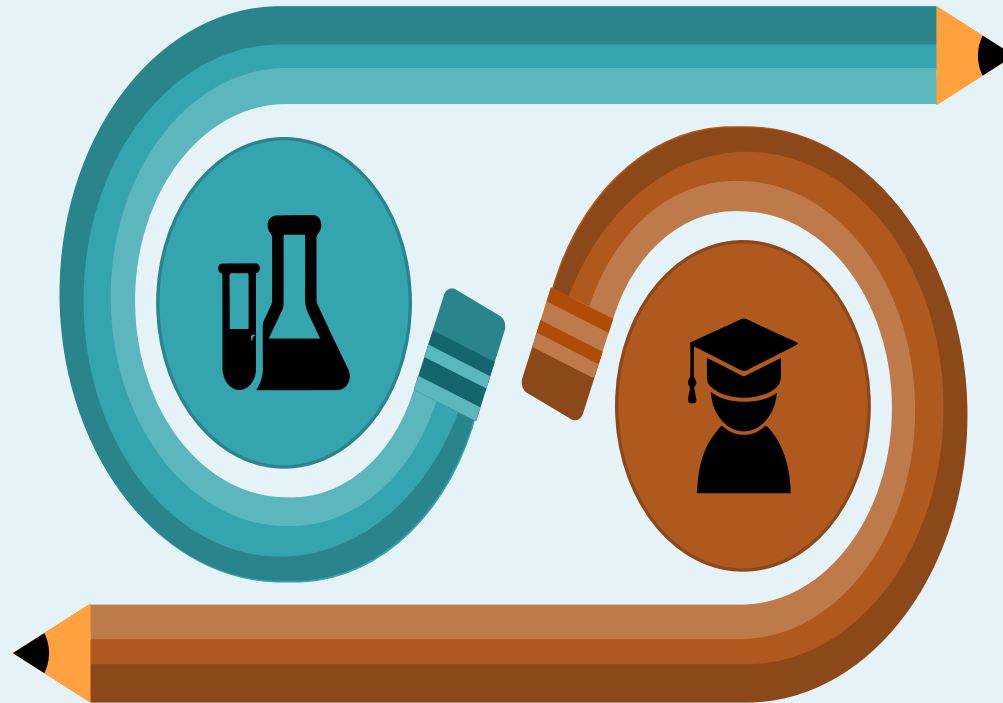
VA can authorize only the costs of tuition, fees, necessary books, equipment, and supplies for a claimant incarcerated under a felony conviction up to the statutory limits for these payments specific to a particular education benefit program. VA cannot make payments for tuition, fees, books, equipment, or supplies if another Federal State or local program pays these costs in full.

Convicted felons residing in halfway houses (also known as "residential re entry centers") or participating in work release programs can receive full benefits.

# Incarcerated Claimants: Certification



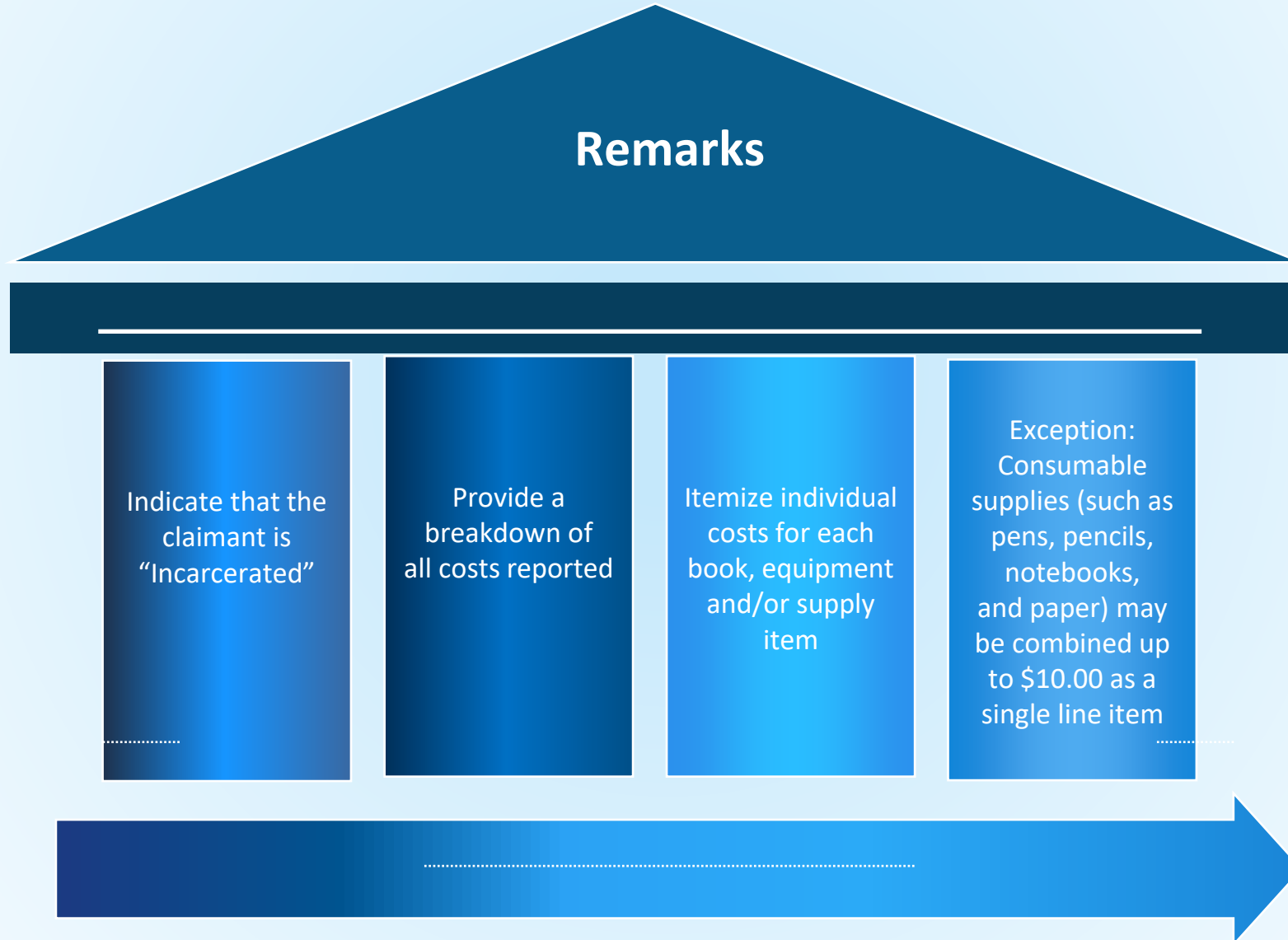
Report “net charges” for  
chapter 33  
Claims.



Report “actual costs” for  
non-33 claims.

# Incarcerated Claimants: Certification

The certification process for Incarcerated Claimants applies to all benefit chapters.



# Incarcerated Claimants: Certification, continued

The certification process for Incarcerated Claimants applies to all benefit chapters.



Remarks			
If necessary, add additional remark fields to enter itemized costs	Indicate any tuition, books, equipment, and supplies with the exact payment amount paid in whole or part by a Federal, State or other governmental entity	DO NOT include costs for books, equipment, and supplies with tuition and fees	Provide the student with an invoice and/or receipt for the purchase of books, equipment and supplies whenever possible, to justify funds issued to prison officials

**NOTE:** The Prison Official must notify VA of incarcerated claimants (felony incarceration) receiving education benefits by providing a VA Form 21 4193, Notice to Department to Veterans Affairs of Veteran or Beneficiary incarcerated in Penal Institution.

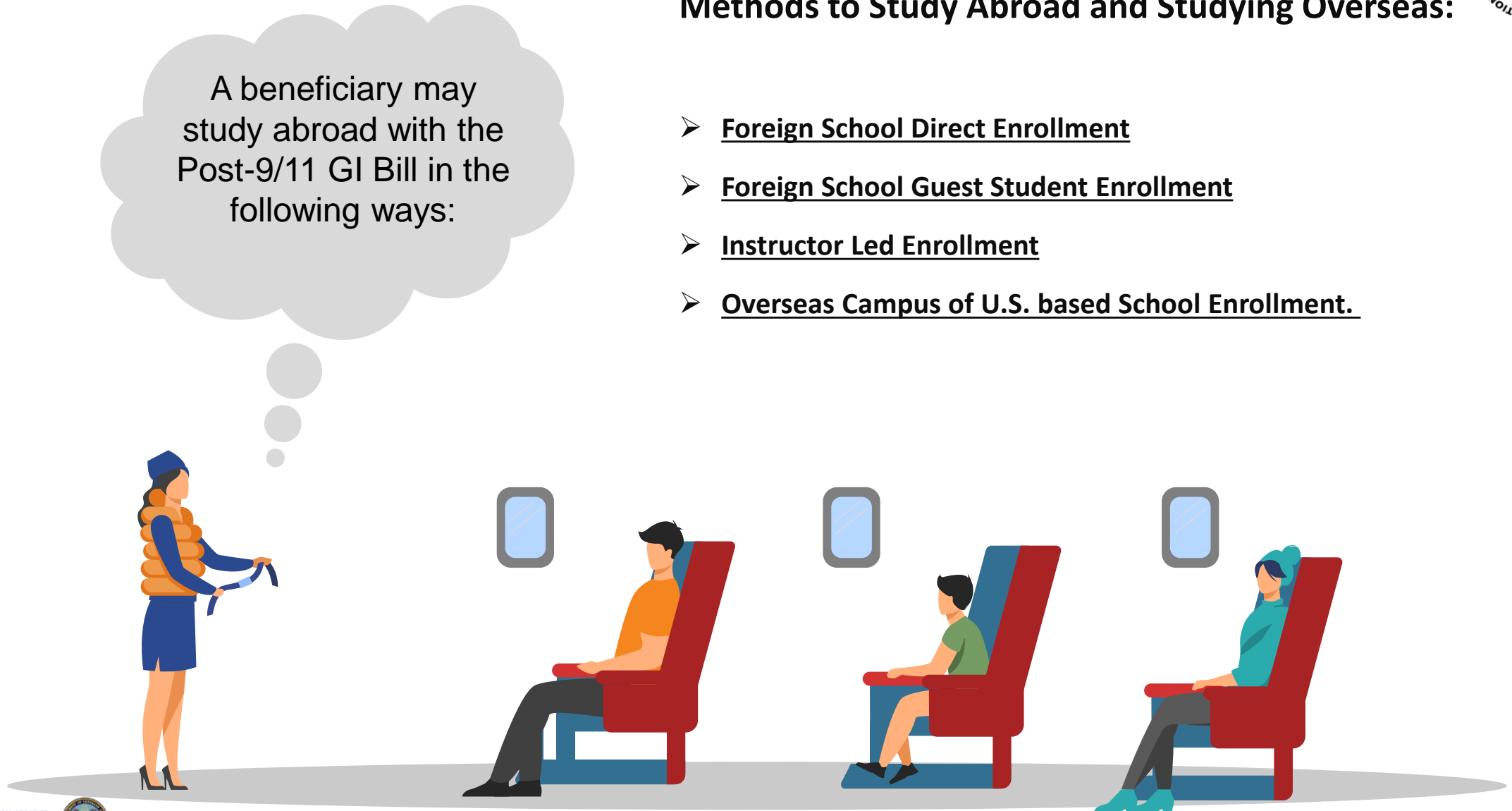
# Study Abroad: Chapters 33



## Methods to Study Abroad and Studying Overseas:

A beneficiary may study abroad with the Post-9/11 GI Bill in the following ways:

- Foreign School Direct Enrollment
- Foreign School Guest Student Enrollment
- Instructor Led Enrollment
- Overseas Campus of U.S. based School Enrollment.







# Foreign School Direct Enrollment

The student is matriculated into a foreign Institution of Higher Learning's (IHL) degree program approved for GI Bill funding.

**No involvement with a U.S. based institution.**





# Foreign School Guest Student Enrollment

U.S. Based Home IHL with Foreign IHL Guest enrollment – The student **remains matriculated in a U.S. based IHL's degree program** approved for GI Bill funding and **enrolls in classes by study abroad modality at a foreign IHL approved for GI Bill funding as a guest student.**

The student's credits will transfer back to the home IHL.

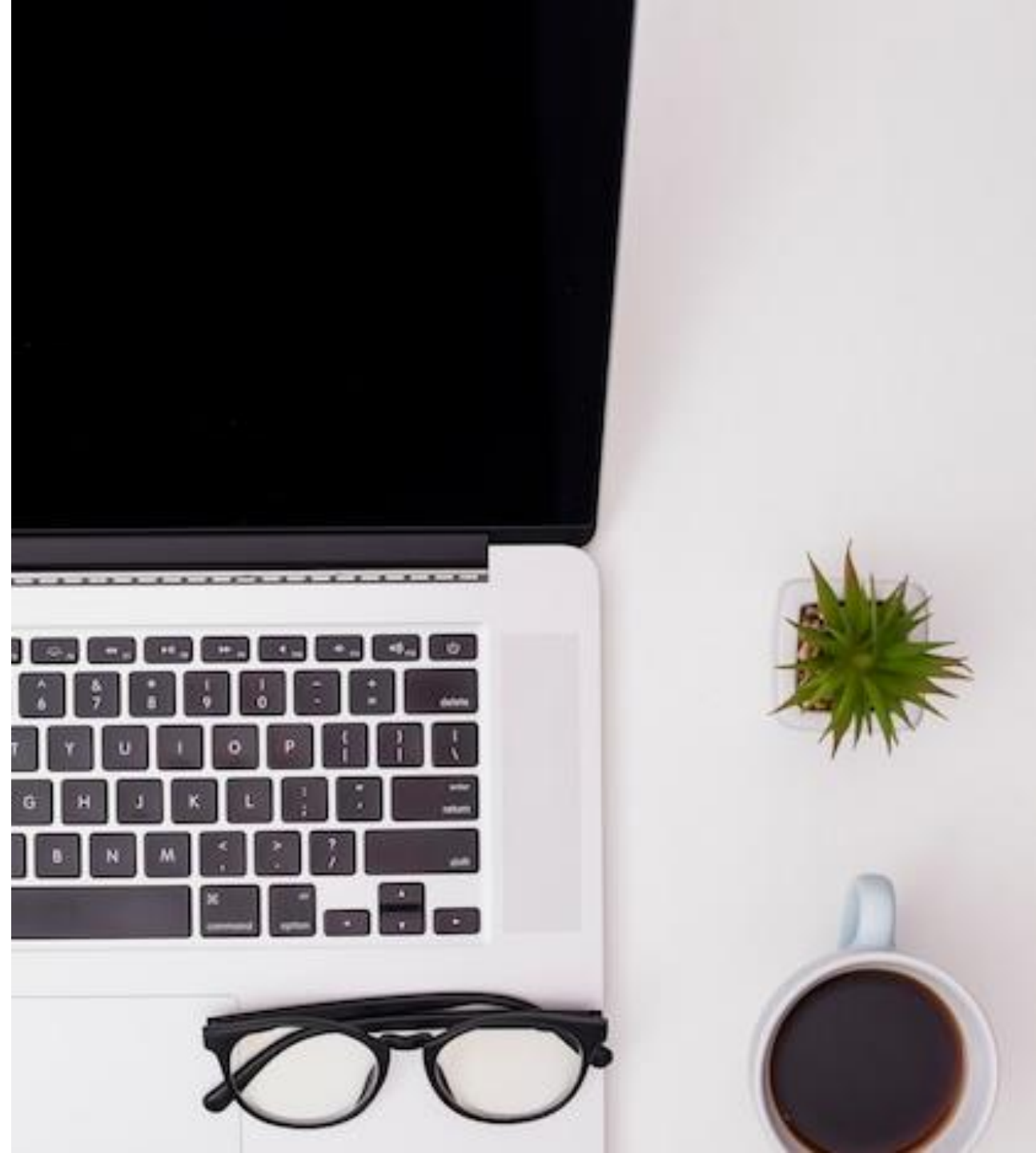
Both the U.S. based and foreign IHLs must follow the Parent/Guest policy in the SCO handbook.





# Instructor Led Enrollment

The student is matriculated into a U.S. based IHL's degree program approved for GI Bill funding and attends classes that may meet domestically, internationally, or both. **These types of arrangements usually come in the form of cultural immersion led by an instructor of the U.S. based IHL.** A student typically spends time at the domestic campus and then travels to a foreign country to continue their studies with the instructor and classmates. The student's credits will be granted by the U.S. based IHL.





# Overseas Campus of U.S. based School Enrollment

The student is **matriculated into a U.S. based IHL's degree program** approved for GI Bill funding but **attends classes at an approved branch or extension campus of that U.S. IHL, located overseas.**







## Study Abroad Section 9, U.S. School

The student is matriculated into a U.S. based IHL's degree program approved for GI Bill funding and enrolled in a **study abroad opportunity offered under contract or written agreement** between the U.S. based IHL and a foreign IHL, **where the contract or written agreement has not yet been approved for VA benefits.**







## Study Abroad Section 9, Guest Student Enrollment

The student remains matriculated into a U.S. based IHL's degree program approved for GI Bill funding and enrolls as a guest student in a study abroad opportunity offered by a second U.S. based IHL approved for GI Bill funding.

The U.S. based Guest IHL has a contract or written agreement with a foreign IHL where either the foreign IHL, the contract or written agreement, or both the foreign IHL and the contract or written agreement has not yet been approved for VA benefits.



# Section 9 can be used if:

- ✓ The foreign school is approved, but the contract is not approved
- ✓ The foreign school is NOT approved, AND the contract is not approved



Section 9 cannot be used when:

- ✗ The foreign school IS approved, AND the contract is approved.
- ✗ The contract or written agreement is approved



# Study Abroad

## Things to know for Section 9:

- Request a Study Abroad Section 9 Extension Facility Code via the Study Abroad PL 117-333, Section 9 Extension Facility Code Request Template located in the SCO Handbook.
- **Each IHL will be assigned *only one* such Study Abroad Extension Facility Code.**
- The U.S. based institution **must seek approval from the State Approving Agency** of jurisdiction **no more than five years after the initial date of certification** to the VA.
- **The five-year timeline** begins on **the first day of the term** for **the first student reported** in a program that includes a study abroad requirement, for each Foreign IHL arrangement within a program. If a school has a Section 9 arrangement(s) involving multiple foreign IHLs, they may have multiple five-year approval windows to track. Tracking of the **five-year approval window is per program, and per foreign institution arrangement.**
- **Non-Chapter 33 students** enrolled in a Section 9 qualifying Study Abroad program are certified under the Study Abroad Facility code just like Chapter 33 students are. While it does not affect payment, VA does need this information for tracking purposes.



# Study Abroad: Chapter 33 - VA will pay Students



✓ Book Stipend

✓ Monthly Housing Allowance

## Study Abroad



### Foreign Direct IHL Enrollment

- Foreign Rate (National Average)



### Guest Student Enrollment (U.S. Based School with Foreign IHL Guest enrollment)

- Foreign Rate (National Average)

## Study Abroad-Section 9, Enacted 1/5/2023



### Section 9- U.S. School

- Student matriculated at U.S. IHL with Foreign IHL enrollment under contract or written agreement, not approved by SAA
- Foreign Rate (National Average)



### Section 9- U.S. Guest School

- Student matriculated at U.S. IHL attending U.S. Guest IHL with Foreign IHL enrollment under contract or written agreement, not approved by SAA
- Foreign Rate (National Average)

## Study Overseas



### Instructor-Led Enrollment

- MHA per current main, branch, extension, campus zip code



### Overseas Campus of U.S. Based School

- Foreign Rate (National Average)

# Study Abroad: Chapter 33 - VA Will Pay Schools



## Study Abroad



### Foreign Direct IHL Enrollment

- Foreign School: Up to Annual Maximum Tuition and Fees cap (per academic year)



### Guest Student Enrollment (U.S. Based School with Foreign IHL Guest enrollment)

- Foreign School: Up to Annual Maximum Tuition and Fees cap (per Academic year)

## Study Abroad-Section 9, Enacted 1/5/2023



### Section 9- U.S. School

- Student matriculated at U.S. IHL with Foreign IHL enrollment under contract or written agreement, not approved by SAA
- Public School: Up to all Tuition and Fees for an In-state student or
- Private School: Up to Annual Maximum Tuition and Fees cap (per Academic year)



### Section 9- U.S. Guest School

- Student matriculated at U.S. IHL attending U.S. Guest IHL with Foreign IHL enrollment under contract or written agreement, not approved by SAA
- Public School: Up to all Tuition and Fees for an In-state student or
- Private School: Up to Annual Maximum Tuition and Fees cap (per Academic year)

## Study Overseas



### Instructor-Led Enrollment

- Public School: Up to all Tuition and Fees for an In-state Student or
- Private School: Up to Annual Maximum Tuition and Fees cap (per Academic year)



### Overseas Campus of U.S. Based School

- Public School: Up to all Tuition and fees for an In-state Student or
- Private School: Up to Annual Maximum Tuition and Fees cap (per Academic year)

For VA to pay any additional fees specific to the Study Abroad program, the Study Abroad option must be required for graduation.

# Study Abroad

VA may not pay:



Schools that charge a flat rate for all charges must be able to break down the amounts charged for tuition, lodging, meals, etc., so that the correct amount can be reported to VA.

If the school is unable to provide a breakdown of the charges, they should not certify unless they obtain the student's consent to report with zero T&Fs because the student will only receive the foreign housing and books & supplies stipend.





# Study Abroad Refresher Training

**Link to full Study Abroad Refresher Training provided April 2024:**

[Study Abroad Refresher April 2024 \(youtube.com\)](https://www.youtube.com/watch?v=588)







# Overpayments

- ☐ School Overpayments
- ☐ Student Payment Concerns



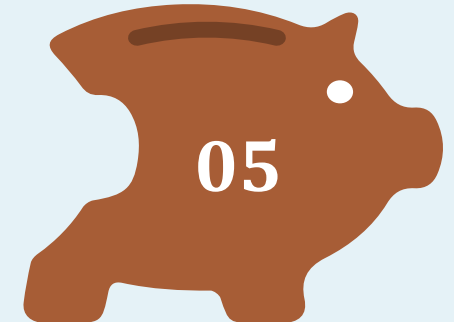
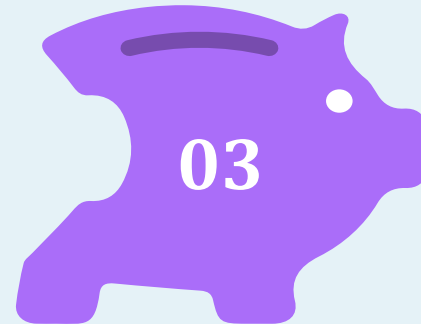
# School Overpayments



*When a school debt is created, the RPO of jurisdiction sends a letter notifying the school of the overpayment with details regarding the associated student, debt amount, and the reason for the creation of the debt.*

*If the school doesn't contact DMC, a second NOI will be issued providing an additional 30 days for the school to respond, and it also informs the school of VA's obligation to report delinquent debts to the Treasury Offset Program (TOP) for further collection.*

*If no response is received within 60 days, the debt will automatically be referred to TOP for further collection.*



*The debt is electronically submitted to VA's Debt Management Center (DMC). Within 3 days of receipt of the debt, DMC will issue the first Notice of Indebtedness (NOI) which provides 30 days to repay or dispute the debt.*

*If the school still does not contact DMC, a third NOI will be sent informing the school of VA's intent to refer the debt to TOP if no response is received within 60 days.*

# School Overpayments: Treasury Offset Program (TOP)



Once debts are referred to TOP, VA is no longer collecting the debt and control of the collection is managed by Department of Treasury.

The TOP process will capture funds payable to the school issued by other government entities. When an offset occurs Treasury will also assess a \$17.00 administrative fee. Once funds are captured, they are forwarded to DMC who is responsible for applying the funds to the school debt.

Additional information on TOP, and contact information, can be found here: [Treasury Offset Program](#)



# School Overpayments: Debt Disputes



Schools must contact DMC to dispute a debt. The best way to submit a debt dispute is through [Ask VA \(AVA\)](#).



Schools may also call DMC's toll-free number at **1-833-720-2574** and speak to a customer service representative. **This number is designated for SCOs ONLY.**



The best way to submit a dispute to DMC is via the ASK VA (AVA) system <https://ask.va.gov/>. You can find more information regarding VA Debt Management here: [VA Debt Management](#) | [Veterans Affairs](#)



DMC will automatically suspend collection of a school debt if a dispute is received prior to referral to TOP. The school will be notified of VA's decision regarding the dispute, and DMC will continue the collection action if appropriate. The TOP toll-free number is **1-800-304-3107**.

Note: DMC does not handle school debt issues pertaining to Vet Tec, STEM or Ch31.





# Student Payment Issues- Overpayment

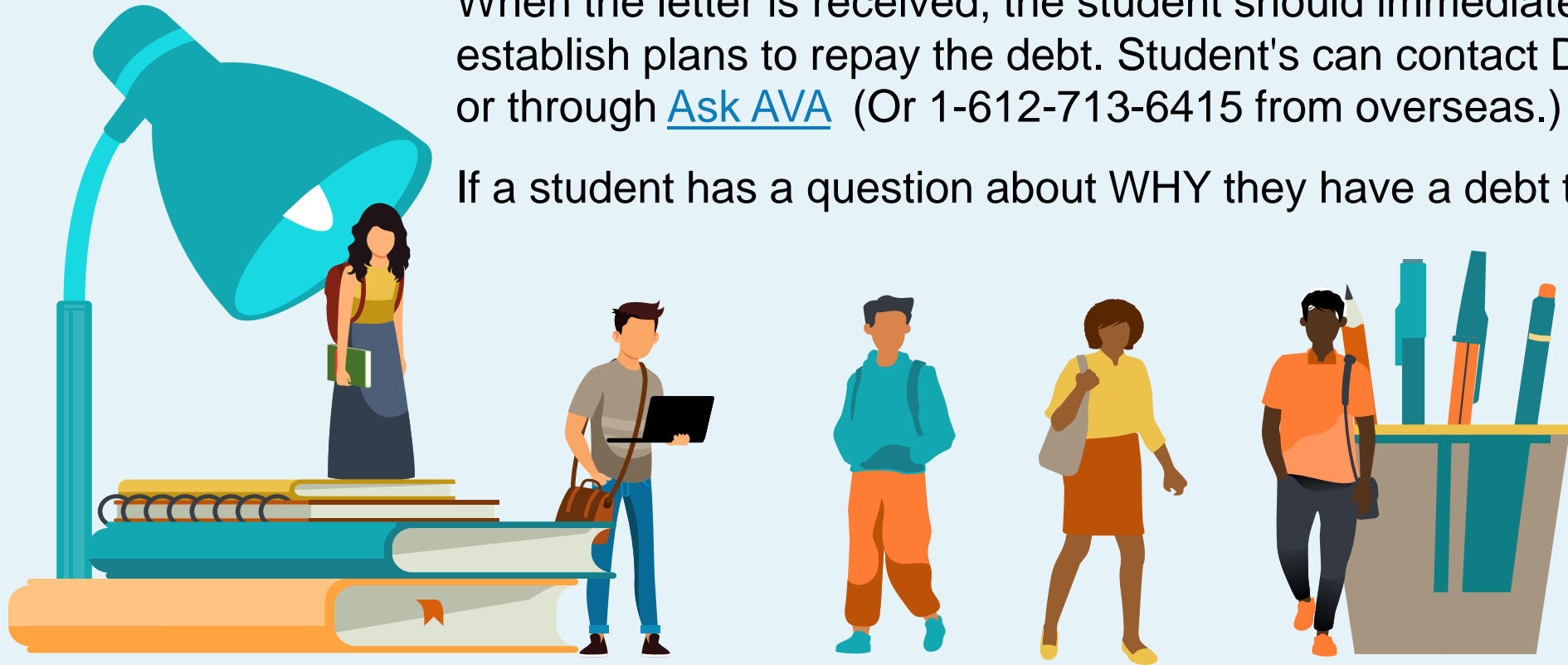


When an overpayment is created, a first demand letter is sent notifying the student of the overpayment.

Due process (rights to appeal or waiver) and time limits for each step in the process are given in the first demand letter.

When the letter is received, the student should immediately contact DMC to establish plans to repay the debt. Student's can contact DMC at 1-800-827-064 or through [Ask AVA](#) (Or 1-612-713-6415 from overseas.)

If a student has a question about WHY they have a debt they can contact VA.





# Student Payment Issues- Lost Checks



If a student does not receive a VA education check or EFT deposit that he/she believes was issued, the VA should be called immediately on our toll-free number:

1 888 442 4551



- Education Case Managers can check the date and amount of any VA education check issued to a student and whether it has been returned.
- If a check or EFT payment was issued, but not received within three business days from the date of the check, VA can initiate tracer action with the U.S. Treasury Department.
- Once Treasury has completed its review, the following action will be taken, as appropriate:
  - If the check is not cashed, a courtesy disbursement check will be issued to the student.
  - If Treasury finds the check to have been negotiated (cashed), the student will be sent a photocopy (front and back), a claim form and instructions on how to complete the form.

# Summary



1

Describe the approval requirements for various programs of education

2

Identify miscellaneous payment programs

3

Explain school fiscal issues, student payment concerns, and debt collection

# Resources



[Education File Upload Portal](#)



[State Approving Agencies](#)



[About GI Bill Benefits | Veterans Affairs \(va.gov\)](#)



[School Certifying Official Handbook \(On-line\) \(va.gov\)](#)

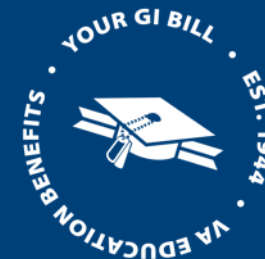


[Resources For Schools | Veterans Affairs \(va.gov\)](#)

# Questions?

Training and Development  
is an never ending process.

Peter Smith



# Thank You!





# Survey

Please provide your  
feedback on this session.

[WAVES July 2024 Conference Survey](#)  
[Advanced SCO Training \(surveymonkey.com\)](#)

