



**Coalition of Higher Education Assistance
Organization
Mid-Year Conference
July 31, 2017**

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Veterans Benefits Administration

VA



**U.S. Department
of Veterans Affairs**

Overview

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GI Bill History

- 1944
 - Service Member's Readjustment Act of 1944 (GI Bill of Rights)
 - By 1956, 7.8 Million of 16 Million WWII Veterans had participated in an education or training program
- 1984
 - “Montgomery” GI Bill
 - First revamp since 1944
- 2008
 - Post-9/11 GI Bill
 - Added living allowance, money for books, and added the ability to transfer unused benefits to spouses and children

FY 2012 – FY 2016 Trainees/Dollars Paid

Benefit	Education Programs	FY 12 Trainees/Dollars Paid	FY 13 Trainees/Dollars Paid	FY 14 Trainees/Dollars Paid	FY 15 Trainees/Dollars Paid	FY 16 Trainees/Dollars Paid
Chapter 30	Montgomery GI Bill (MGIB)-AD	118,549 / \$932M	99,755 / \$775M	77,389 / \$512M	61,403 / \$442.2M	47,307 / 365.1M
Chapter 32	Veterans Educational Assistance Program (VEAP)	76 / \$682K	29 / \$496K	8 / \$359K	4 / \$35K	4 / \$22K*
*Chapter 33	Post-9/11 GI Bill	646,302 / \$8.5B	754,229 / \$10.2B	790,408 / \$10.8B	790,507 / \$11.2B	790,090 / \$11.6B
Chapter 35	Survivors' and Dependents' Educational Assistance Program (DEA)	87,707 / \$455M	89,160 / \$483M	90,789 / \$514M	91,755 / \$493.2M	96,762 / \$520.5M
Chapter 1606	Montgomery GI Bill Selected Reserve (MGIB-SR)	60,393 / \$157M	62,656 / \$156M	63,745 / \$150M	63,030 / \$141.1M	61,388 / \$139.3
Chapter 1607	Reserve Educational Assistance Program (REAP)	19,774 / \$77M	17,297 / \$70M	13,784 / \$56M	9,965 / \$40.5M	4,538 / \$20.7M
	Veterans Retraining Assistance Program (VRAP)	12,251 / \$6.1M	67,918 / \$428M	52,288 / \$413M	N/A	N/A
Total Note: Dollars may not add due to rounding. *Dollar Amount does not include CH 32 Refund		945,052 / \$10.1B	1,091,044 / \$12.1B	1,088,411 / \$12.4B	1,016,664 / \$12.3B	1,000,089 / 12.6B

As of June 2017, VA issued over \$75.6 billion in Post-9/11 GI Bill benefit payments to 1,763,848 individuals since program inception (August 2009).

Post-9/11 GI Bill (Ch33)

- The Post-9/11 GI Bill is an education benefit for individuals who served on active duty after 09/10/01
- Veterans may be eligible if they served at least 90 aggregate days on active duty after 9/10/01 OR were honorably discharged from active duty for a service connected disability after serving 30 continuous days after 9/10/01

Ch33 Benefits

- Eligible students will generally receive a percentage of the following:
 - Tuition and Fees paid directly to the school
 - A monthly housing allowance
 - Books and Supplies (up to \$1000 per year)

Ch33 Benefit Calculations

- Percentage of benefits are calculated as follows:

Individuals serving an aggregate period of active duty after September 10, 2001, of:	Percentage of Maximum Benefit Payable
At least 36 months	100%
At least 30 continuous days and discharged due to service-connected disability	100%
At least 30 months < 36 months	90%
At least 24 months < 30 months	80%
At least 18 months < 24 months	70%
At least 12 months < 18 months	60%
At least 6 months < 12 months	50%
At least 90 days < 6 months	40%

Additional Ch33 Eligibility Information

- Students generally may have up to 36 months of entitlement
- Students will generally have 15 years to use their benefits from their last date of discharge (90 days of consecutive service)

Provisions Related to Ch33

- Transfer of Entitlement
 - Service members can transfer unused benefits to their spouse and children
 - They must have at least 6 years of service AND commit to an additional 4 years of service
 - Department of Defense determines eligibility and VA administers the benefit
 - Transfer benefit can only be approved by Department of Defense while the service member is still on active duty

Provisions Related to Ch33

- Yellow Ribbon
 - Program allows institutions of higher learning in US to voluntarily enter into an agreement with VA to fund tuition and fee expenses that exceed amounts payable under Ch33
 - Institution can contribute a specific dollar amount and VA matches the contribution, not to exceed 50% of the difference

Provisions Related to Ch33

- Fry Scholarship
 - Marine Gunnery Sergeant John David Fry Scholarship
 - Allows children and surviving spouses of service members who died on active duty after 9/10/01 to receive up to 36 month of entitlement at the 100% rate
 - Note: Fry Scholarship Beneficiaries are not eligible for Yellow Ribbon Program benefits

MGIB-SR Ch1606 Benefit

- The Montgomery GI Bill-Selected Reserve (Ch1606) benefit is for members of the Selected Reserve of the Army, Navy, Air Force, Marines, Coast Guard, and Army & Air National Guard
- Reserve components determine eligibility and VA administers the benefit
- VA can't pay benefits without eligibility information from the student's Reserve or Guard component

Ch1606 Eligibility

- Students can be entitled to receive up to 36 months of full-time education benefits under Ch1606
- Generally, if a student leaves the Selected Reserves, entitlement will end on the date of separation
- If the student stays in the Selected Reserves, eligibility is generally retained for up to 14 years if eligibility was established on or after 10/1/92

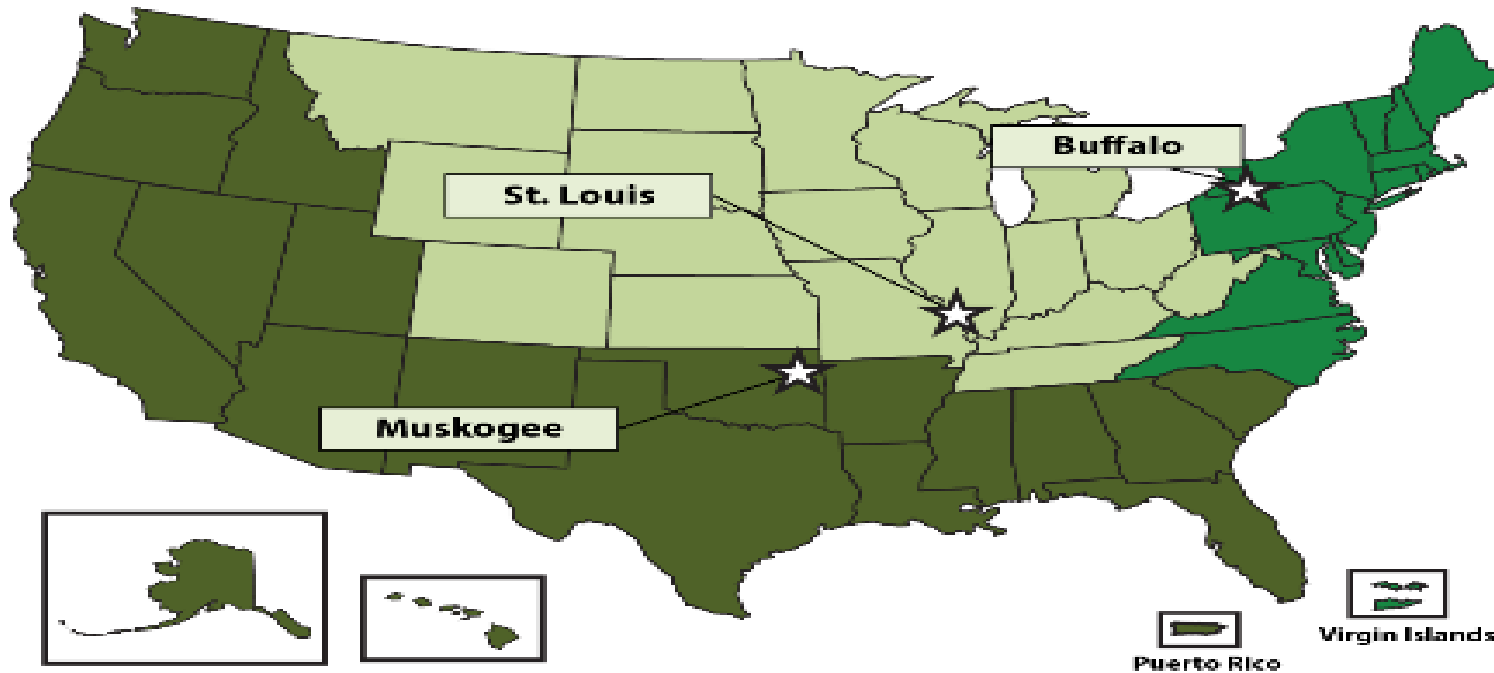
Ch1606 Benefit Rate

- Ch1606 is paid as a monthly stipend based on level of school attendance (full time, half time, etc)
- Basic monthly rates generally increase October 1 of every year with the Consumer Price Index (CPI) increase
- Students in a critical unit or a critical job skill may be entitled to an additional amount (a “kicker”) which is determined by the Reserve Component and administered by VA

VA Education Offices

Regional Processing Offices

VA has three Regional Processing Offices (RPO) that handle GI Bill claims. Find your region below.



VA Education Activities

- Claims Processing
- National Education Call Center
- Compliance Activities
- GI Bill® Feedback System
- GI Bill® Comparison Tool

VA Education Claims Processing Highlights

Claims Inventory	FY14	FY15	FY16	FYTD June 2017
Claims Processed	4.3M	4.2M	4.1M	2.2M
Original Claims Timeliness (Average Days to Complete)	16.7	18.4	16.7	21.7
Supplemental Claims Timeliness (Average Days to Complete)	5.9	7.0	6.7	8.0
Payment Accuracy	98.7%	99.4%	98.8%	98.48%*

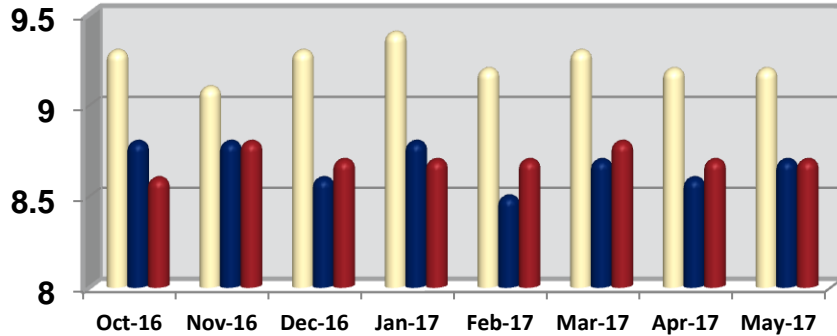
*Percentage reflects FY17 2nd Quarter

Claims Processed		
	Original	Supplemental
March 2017	27,990	276,048
April 2017	26,664	237,541

VA Education Call Center Highlights

JD Power External Quality Scores

■ Courtesy
 ■ Knowledge
 ■ Concern



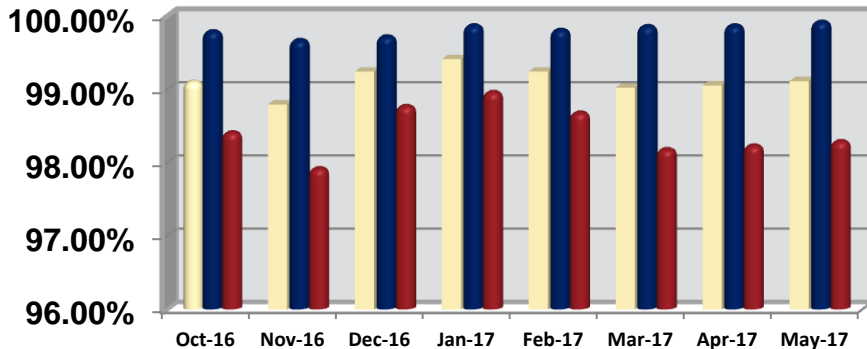
Quarter 2 (FY17) Average Calls Answered Per Month: **230,174**

Overall Satisfaction Score for May 2017: **862**

- Exceeds the government benchmark of 721
- Exceeds the service industry benchmark of 815

Internal Quality Scores

■ Overall
 ■ Technical
 ■ Courtesy-Professionalism



May 2017

Scores

Courtesy of Representative	9.2
Knowledge of Representative	8.7
Representative's Concern	8.7
Overall Quality	99.12%
Technical Quality	99.93%
Courtesy/Professionalism	98.3%

VA Compliance Activity

Compliance Survey Data

	FY16 # of Surveys	FY17 Plan # of Surveys
Dept. of Veterans Affairs	2,427	3,418
State Approving Agencies	2,921	2, 263
Total Surveys	5,348	5,681

FY17 Guidance:

- Continue to use SECVA's waiver authority
- Emphasize private for-profit and non-accredited schools
- Include 100% of IHLs with flight programs, and priority will be given to private for profit, non-accredited schools
- Visit all newly approved institutions

Looking to FY18:

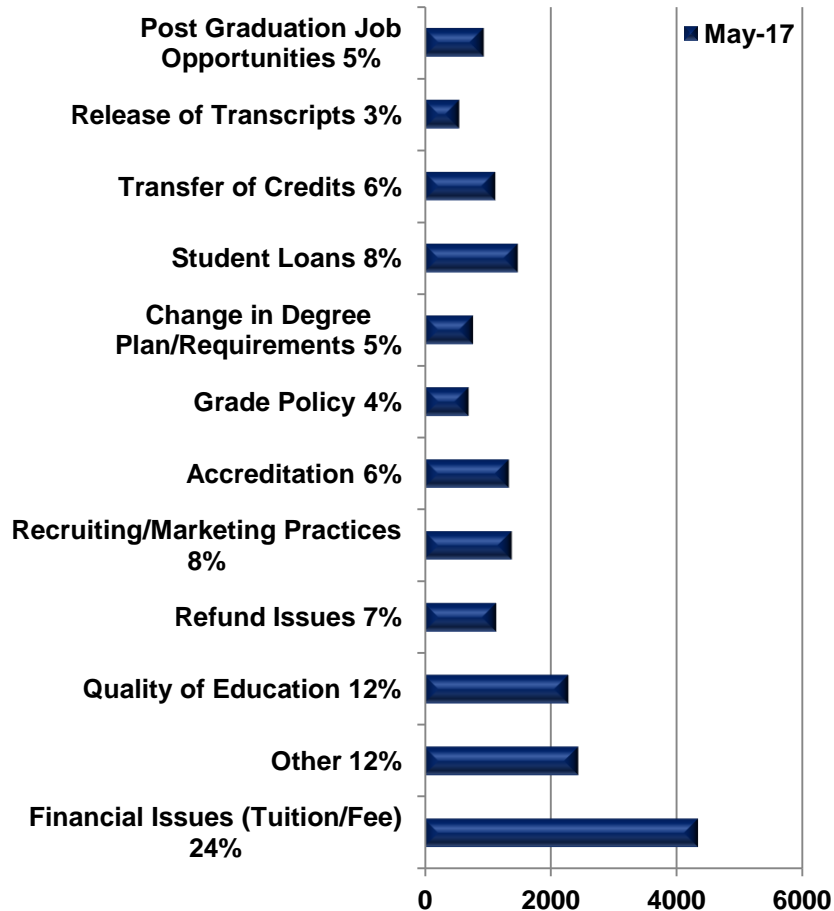
- PL 114-315 changes compliance requirements
- Developing new strategy
- No decrease in numbers, will change mix

GI Bill® Feedback System

- On January 30, 2014, VA launched the Feedback System to intake student complaints concerning non-compliant Principals of Excellence (POE) schools
- Total complaints as of May 31, 2017: 8,252
Of these:
 - POE complaints: 4,736 (57%)
 - Pending: 0
 - Active: 57
 - Non-POE complaints: 3,516 (43%)
- Risk-based reviews conducted as of May 31, 2017: 134
 - 13 withdrawals
- GI Bill Feedback System Observations:
 - Communication – Issues between school staff and students
 - Financial issues – Timeliness of certification submission
 - Transfer of credits – General lack of understanding by students
 - Refund issues – Administration with multiple types of financial aid (Title IV & VA)

GI Bill® Feedback System

% Complaint by Issue: Inception through May 2017



Complaints by Issue (May 2017)

Financial Issues (e.g. Tuition/Fee charges)	4342
Other	2447
Quality of Education	2287
Student Loans	1488
Recruiting/Marketing Practices	1393
Accreditation	1348
Refund Issues	1147
Transfer of Credits	1130
Post-graduation Job Opportunities	949
Change in degree plan/requirements	783
Grade Policy	708
Release of Transcripts	563
Financial Issues	46
Refund/Collection Issues	13

GI Bill® Comparison Tool

Comparison Tool was launched on February 4, 2014, in response to Executive Order 13607 to implement and promote “Principles of Excellence.” As of June 2017, it had over **7.4 million unique page views** with over **6 million schools searched**.

Recent Release:

On April 25, 2017, VA released a redesign of the Comparison Tool to include:

- Improved design of the mobile/tablet profile page
- Enhancements to search result page
- More prominent location of the Benefits estimator

Future Release Will Include:

- School Rating, More Caution Flag Information, School Certifying Official, Contact Information, Detailed Accreditation Information, Major/Program type

Review the Comparison Tool: <https://www.vets.gov/gi-bill-comparison-tool/>

Contact Us



U.S. Department
of Veterans Affairs

WEBSITE: www.benefits.va.gov/gibill

FACEBOOK: www.facebook.com/gibillEducation

TELEPHONE: 1-888-GIBILL-1 (1-888-442-4551)



POST★9/11
GI BILL

It's Your Future

Questions?