

**Veterans Educational Benefits**

Student Financials Product Advisory Group



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**Topic Veterans Educational Benefits**

**September 2011**

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# Purpose and Introduction

After many discussions about Veterans Educational Benefits on various user lists, during conference calls and at the Alliance Conference during Birds of a Feather Sessions, the Student Financials Product Advisory Group (SF PAG) decided to sponsor a working group to create a white paper that could gather feedback from the PeopleSoft user community and address the issues raised by institutions that have to certify and monitor students who receive these benefits. Because Veterans issues cross over into many areas in Campus Solutions, a cross-PAG meeting was held during the 2011 PAG Summit and members from Campus Community, Financial Aid and Student Records participated in the discussion and agreed that a white paper on this topic would benefit many in the user community.

In April 2011, a group of individuals working with one or more of the functional areas impacted by Veterans Educational Benefit processes convened as the Veterans Working Group. The group decided that the time had arrived for the request of an end-to-end process within PeopleSoft to enable veterans processing to be more efficient from the user perspective.

A few higher education institutions have developed bolt on solutions, but the majority of schools have attempted to use the functionality currently available to them in PeopleSoft Campus Solutions. This white paper strives to meet the needs of all by identifying information needed to create a Veterans Center page and new processes and reports to meet the needs of all higher education institutions that participate in benefit programs no matter the size of their veteran population.

The purpose of this whitepaper is to describe the processes and data elements that are necessary to identify our veteran students and then to accurately, timely and compliantly certify and track these Veterans Educational Benefits.

# Business Justification and Need

In August 2009, the Post 9/11 GI Bill was implemented and brought with it additional requirements for the certification and compliance of Veterans Educational Benefits. This additional GI Bill program, along with the downsizing of the military has also increased the usage of benefits. According to a report from the American Council on Education “Veterans program administrators reported increased workloads of between 50-200 percent under the new law due to increases in total GI Bill enrollment.” This increased demand has been met by higher education institutions with no increase in staff, just by adaptation and additional hours spent by staff to meet the increased needs.

Gone are the days of the simple certification of benefits by providing only the number of enrolled credits and the beginning and end dates of the term. Certifying Officials are now also mandated to provide the tuition and fee amounts, Yellow Ribbon payments, residency status and whether any credits are for distance courses. These additional data are not only required on initial certification but any time a student changes his/her enrollment.

Financial Aid Offices must have information about these benefits to ensure financial aid monies are awarded accurately and disbursed in a timely manner according to regulations.

In addition, this information is used by the Student Financials area for the remittance of tuition and fees and for calculations of payments to be returned. Colleges have to review Debt Letters received from the Veterans Administration (VA) and do multiple calculations to determine the amount of any payments to be returned and then await further information from the VA to confirm that payments returned were correct based on the VA’s calculation. Many times multiple calculations and communications take place between Student Financials, the institution’s Veterans Services areas and the VA. It should be noted that it took the VA approximately one year to institute an accounting system to assist in calculating these payments to be returned.

As this program has matured, the Department of Veteran Affairs (VA) has also seen the need to justify the cost of the program back to the United States Congress. Continuing changes in certification and compliance, such as monitoring and reporting academic probation and graduation led this volunteer working group to create this white paper to outline requirements for an end-to-end process that will merge the required data elements and make the data available to multiple users across campus including the student veterans who might be able to get more information in self-service.

The key business needs have been grouped into three functional areas: Campus Community and Records/Certification, Financial Aid and Student Financials. The fields needed within these three functional areas have been identified, along with the explanation of business need. Many of these requirements would be used in more than one of the functional areas but to keep the document to a manageable length, we did not repeat those requirements in the later sections.

# Campus Community and Records/Certification Requirements

In this section, we have identified what is needed to identify a potential veteran student, what type of benefit is being utilized, bio/demo data, and all other necessary components for the certification of benefits. In addition, reports and queries to pull the data into a summary report will be necessary. There are also references to where we may need some self service input of data from student veterans and ways for them to view their own veteran information.

Many fields are available within PeopleSoft currently. The need for a Veterans Center Page (one suggestion is that something like the Advising Center be created for this process) will enable a more efficient certification and tracking process.

The Veterans Working Group has identified what must be tracked; where it is located within PeopleSoft and what is needed, along with a notation if it is required by the Federal VA or a State VA Agency.

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Who is currently serving or has a prior military service. | No current universal process. | A universal way to identify/flag all students that are currently serving or have served in the US Military in the past regardless of if they are using GI Bill benefits or not. It may be most helpful to have this be a self service option for the student to self identify. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| What military branch did the student serve in. | No current universal process. | Students can and have served in multiple military branches, so there is the need/ability to add multiple rows. |
| Who is eligible for GI Bill benefits. | No current universal process. | A mechanism for flagging or displaying students on one central ‘roster’. There is a need in many states to identify not only Federal VA Educational Benefits; but, also State VA Educational Benefits so there is a need/ability to track numerous benefit types and retain history. |
| What type of benefit the veteran is eligible for. | No current universal process. | A field, with the ability to define new setup values since the VA can and will change benefits. This can be used to identify each recipient’s benefit types(could be used to identify other benefits such as State VA Benefits; Tuition Assistance or MyCAA or any other program which may be introduced over time). A single student record may have multiple benefits available, so there is a need for multiple rows. |
| Do we have all needed documents:* DD-214
* NOBE
* 1905 (Voc Rehab)
* COE

State VA or Other Program documents. | No current universal process. | Federal VA requires certain documents be retained for each student receiving GI Bill benefits. Each benefit requires different student-provided documents. A method of listing and tracking each requirement or document that a student must submit or fulfill based on their individual situation. A way to convey that the student is missing particular documents via self service. A summary report to identify missing documents by student and to facilitate communication to students in this situation. This is needed for Federal, State or other VA programs. |
| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| For those receiving the Post 9/11 GI Bill, what % they may be eligible at. | No current universal process. | A field to enter an eligibility percentage. This percentage may be increased as a student progresses through school, so we may need to add a new row to show an increase, but still save historical data of past percentages.  |
| Is the student eligible for the Yellow Ribbon Program (YRP). | No current universal process. | For those schools who do participate (this program is voluntary) the School Certifying Official (SCO) will need to be able to flag/code these students as YRP eligible. |
| Is the student a dependent of a veteran/service member. | No current universal process. | Some students may not be a veteran themselves, but may be a spouse or child receiving benefits that have been transferred to them by the veteran/service member. We need to be able to identify/tag them separately as dependents. Additionally, some may be vets/service members themselves with their own benefits as well as the transferred benefits. We should have the ability to add rows and list them as both in the instances needed. There is a need in many states to identify not only Federal VA Educational Benefits; but, also State VA Educational Benefits. |
| How many months of entitlement does the student have.  | No current universal process. | When the student starts with a school they have a letter, known as a Certificate of Eligibility, from the VA stating how much entitlement the student has. As the student attends each semester, this level of entitlement decreases. This field needs the ability to be updated with “real time” information from the VA. |
| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Is the student coded as resident or non-resident. | Bio/Demo DataResidency Official Table | A way of identifying if a student is being billed resident or nonresident charges (as this impacts what the VA will pay for public institutions of higher learning - IHLs). |
| Has the student appealed and/or been granted resident status. | Bio/Demo Data | When a student has been granted resident status, we must report the change to the VA. If the change is retroactive, the updated tuition and fees must be reported to the VA as well. There would be a need to track the historical data. |
| What is the student’s Bio/Demo data:* Name
* Address
* E-mail address – Primary and Preferred
* Phone number
* Full Social Security Number
* Student ID Number
* Military Email
* Military Address
 | Bio/Demo Data | All bio/demo info must be manually entered by the SCO into the online VA system, known as VAOnce. To have all veterans related information located in a single view would be helpful. Another option to gather all information in a report or to be able to define file that could interface with VAOnce to load all basic bio/demo information without the SCO manually entering each new student would be beneficial. (Interface with VAOnce is not currently available.) |
| What degree are they working towards and term admitted, other career, program plan information. | Program/Plan Stack | To know that they are a degree seeking student, and what degree they are working towards is a Federal VA regulation. One example of current summary information for this area is the Academic Information in the Customer Account view. |
| Student Report to summarize student status. | Potential Query/Report | A summary report to identify all veteran students and their academic and personal attributes. This would allow for follow up of students who were missed or should be contacted for follow up. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Do their classes count towards their degree. | No current universal process | A degree audit/advisement report type function that can identify what classes are needed for their stated degree, or a way for their assigned academic advisor to sign off on or approve their current course schedule. This is a Federal VA regulation. |
| When do their classes meet (term and session dates). | Class Schedule Details. | The start and end date of each course must be reported to the VA. This is a Federal VA regulation. |
| How are their classes offered. | Class Schedule Details and Class Delivery Modes. | Courses that are taught via distance learning (via web), must be reported separately from on campus coursework. In addition, there is a need to identify any course identified as a hybrid course. This is a Federal VA regulation. |
| Is the course being repeated. | Transcript/Advisement Report | To validate that a repeated course is required for degree completion (degree audit functionality with flags to catch repeats). This is a Federal VA regulation. |
| Is the remedial course required or has the student proved a deficiency in a course. | Testing Scores | VA will only pay for a remedial course if the student has proven a need (most commonly through placement test scores). Centralize this information along with the other information that must be gathered for easy review by the SCO. Documentation for the Federal VA is required. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Have the student made adjustments to their class schedule. | Class Schedule Details and Enrollment Screens. | If a student drops or adds, their record with the VA (in VAOnce) may need to be adjusted. Any adjustments made to a student’s schedule must be reviewed and reported within 30 days as regulated by the Federal VA. |
| Has prior training been evaluated for their military training. | Transcripts/Transfer Credit | An identifier to be added to student record once prior training for military transfer work has been assigned to a student. The SCO should be able to capture those that have been coded as eligible for benefits, but have not yet had this identifier assigned so they can follow up with student for needed records for evaluation. This is a Federal VA regulation. |
| Have grades been changed:* Punitive to non-punitive
* Non-punitive to punitive
* Incomplete to punitive
* Incomplete to non-punitive
 | Class Schedule Details/Transcript/Enrollment | Punitive and non-punitive grades affect GI Bill benefits differently. We need the ability to track these changes for as long as a student has received benefits. Example: A student received benefits 7 years ago, sat out, came back and changed grades from 7 years ago, we need to identify these changes and report them to the VA. This is a Federal VA regulation. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Students who have been made inactive in their program plan stack. | No current universal process | Need for a query to pull activity on inactivated students to monitor when grades has been changed. Student could be inactivated if they have exhausted benefits, graduated, transferred or simply stopped attending. |
| Has a student received a punitive grade because they stopped attending a course or never attended a course. | No current universal process. | If a student is given a punitive grade of F because they stopped attending or never attended the course, we need the professors to be able to load that last date of attendance on the grade roster with the grade (withdrawals or non-punitive grades should be gathered/reported as addressed above). This is a Federal VA regulation. |
| Is the student currently on academic probation. | No current universal process. | Schools should have the ability to add students to academic probation (with or without impact). We as certifying officials should have a way of identifying who is on probation (via reports or identifiers in the system). If there are any communications available from academic advisors regarding the probation and actions needed. Also, we should be able to see or be notified when a student is no longer on probation or if they successfully appeal the probation. Current Federal VA regulation requires the reporting of academic probation/continued academic probation and removal from academic probation. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Has the student been academically dismissed.  | No current universal process. | This should mirror the academic probation functionality. We need to be able to track who has been dismissed, if they have appealed and been approved to return and what if any communications may be available regarding the dismissal. Current Federal VA regulation requires the reporting of benefit suspension and any subsequent reinstatement. |
| Has the student graduated, and with what degree. | Program/Plan stack or Transcript | As quick and easy mechanism to identify those students that have graduated, and what program they graduated from. This is a Federal VA regulation. |
| Number of credit hours that had been reported to VA for a given term. This will also need to include tuition and fees reported for the Post 9/11 GI Bill, those students on active duty and those attending at less than half time status.  | No current universal process. | Currently, there is no way of running effective reports in VAOnce to audit against what is actually reflected against student current enrollment. It should be noted that each individual session must be reported separately to the VA, so it may not be a single row/entry of info to be captured, but multiple rows reflecting all separate enrollment dates for an entire semester or enrollment period. Automated audits must be run on a regular basis to catch adjustments to a student’s enrollment. These adjusted hours will then need to be added as a new row/entry, to ensure future audits capture future adjustments. In addition automated audits must be run on a regular basis for adjustments on tuition/fees. There is a 30 day reporting requirement so we need to have some triggers that alert the SCO of changes to these types of data. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Calculation of tuition/fees for projected enrollment changes | No current universal process. | There is a need for a “what if” calculator to calculate tuition/fees that will need to be reported to the VA. This is essential to those higher education institutions who charge a flat fee. This calculator would take into account all fluctuating program, class, career, etc. specific fees. The VA will require the institution to show how they calculated the lower fee.  |
| Affirmation of Credit Hour Certification | No current universal process.Comments Box | Certifying Official/School Administrator system designation that the credit hour total has been finalized and reviewed. |
| Review Sign-off by Certifying Official/School Administrator Oprid/Name | No current universal process.PS Query/Report | Confirmation that the student – in total – has been evaluated and reviewed by a staff member and the date of this review. |
| Certified Flag | No current universal process. | A flag/check box that would be marked when the information is “official” and ready to be used across the campus community. |
| Student Report to Summarize all the above. | No current universal process.PS Query/Report | A summary report to identify all veteran students and whether or not a Certifying Official/School Administrator has completed final file review for each student. |
| Comments and Communications . | No current universal process/CRM. | Not only would it be helpful to have the ability to have CRM functionality for veterans needs, but to also be able to easily access all other communications added elsewhere within the college. It is also necessary to track any comments received regarding approved course substitution, etc. |

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Grade Reporting for Tuition Assistance. | Transcript, Class Schedule Detail, Grade Report. | Each branch of the military has Tuition Assistance programs and those programs require that the schools report grades earned on a term by term basis. It would be helpful to have an interface for the various branches. ( It should be noted that GoArmyEd, for Army tuition assistance is currently using a PeopleSoft delivered product, so that may be the best pilot program) |
| Self Service Interface for students to request benefits. | No current universal process. | The majority of higher education institutions require some sort of request (usually a self-made form) to be completed by the student to request to be certified for benefits each term. Providing an optional interface that students can use to request their enrollment information be sent to the VA is needed. |
| Approved degree plans. | No current universal process. | Each time a new degree or certificate is made available to students, all information that was sent to the accrediting body needs to be sent to the VA/SAA for approval. It would be good to flag each program that has been approved for easy tracking (\*VA regulations have changed and IHLs do not have to send degree plans to SAA for approval, but there has been no confirmation yet that information will not need to be sent to VA). |
| Early Warning Rosters | Possible Financial Aid functionality for Title IV funds/R2T4. | If a student never attends for the term, we must terminate the student for GI Bill benefits and return any Chapter 33 payments we have received. Financial Aid must track these ‘no show’ students to return Title IV funds. The same functionality should be made available to SCOs. |

# Financial Aid Requirements

In this section, we have identified additional information that is needed within the Financial Aid environment for the accurate determination of a student veteran’s financial aid award package. In addition to the requirements noted, reports and queries to pull the data into a summary report may be necessary.

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| **What must be tracked** | **Where to locate it in PeopleSoft** | **What is needed** |
| Tuition, fees and Yellow Ribbon amounts reported to the VA. | No current universal process. | For students receiving the Post 9/11 GI Bill, the ability to review these amounts may be necessary. |
| Whether or not aid must be reported under the “VA as last payer” provision. | No current universal process. | A common code that impacts VA benefits – a field in: Setup SACR>Product Related>Financial Aid>Awards>Financial Aid Item Types. Ideally, aid that is coded appropriately in this way could appear on a Veterans summary page accessible to the Certifying Official. |
| Total VA Payments received by the Bursar Or Student Accounts area. | No current universal process. | One location that can track all VA payments received instead of having to calculate amounts by viewing a student account term by term. In addition, State VA benefits should be included, as they are counted as a resource when awarding financial aid. |
| An automated method or mechanism for getting the benefit awarded as part of the aid package. | No current universal process. | An automated process that will add benefits to the financial aid awards and allow these expected benefits to show as anticipated aid on the student account. |
| Programs/Classes exempt from VA Benefits (Federal and/or State) | No current universal process. | The ability to determine when tuition and fees for various classes or programs are exempt from Federal and/or State VA Benefits. This could affect a student’s financial aid award. |

# Student Financials Requirements

In this section, we have identified more information or features needed within the Student Financials environment for the accurate determination of a student veteran’s tuition/fees, Yellow Ribbon, and other benefit amounts reported to the VA and expected to be received into the Student Financials area. In addition to the information above, reports and queries to pull the data into a summary report may be necessary.

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| **What must be tracked or monitored** | **Where to locate it in PeopleSoft** | **What is needed** |
| Artificial tuition and fee calculations (a “what if” calculator.) | No current universal process. | If a student drops a course, VA asks for the cost of the remaining courses as if the student had registered for the reduced number of hours at the start of the term.  Currently, these artificial charges must be calculated manually for every schedule adjustment that happens outside of the 100% refund period. We could use a “calculator” to allow us to calculate charges for students, almost like a test environment, that could be captured and stored for audit purposes, to insure the reductions reported are as accurate as possible. This calculator would take into account all fluctuating program, class, career, etc, specific fees.    |
| In-state tuition costs versus out-of-state tuition costs. | No current universal process. | Need a tool to quickly determine the in-state tuition costs for out-of state VA students and calculate per credit hour costs. |
| Tuition and Fees. | No current universal process. | The ability to see the amount that has been certified (billed) to the VA. |
| Eligible amount of tuition and fees to be certified for Post 9/11 GI Bill. | No current universal process. | A way to determine what amount can be certified to the VA after all other eligible awards (scholarships, waivers, tuition assistance, etc.) have credited. Also the ability to break down tuition and fees. |

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| **What must be tracked or monitored** | **Where to locate it in PeopleSoft** | **What is needed** |
| Changes in tuition and fees and waivers. | No current universal process. | Ability to track when fees are removed or added, residency changes, changes in tuition/fees/waivers due to change in program or academic level or credit hours. |
| Programs/Classes exempt from VA Benefits (Federal and/or State) | No current universal process. | The ability to determine when tuition and fees for various classes or programs are exempt from Federal and/or State VA Benefits. This could happen due to dropped classes, courses which do not meet program requirements, special certificate programs, study abroad classes, etc. |
| Yellow Ribbon (YRP) matching payments. | No current universal process. | Tracking yellow ribbon amounts billed to departments. |
| Which students need funds returned. | No current universal process. | Need a way to identify or track returning money to the VA.. |
| Any monies that are applied to the student’s account for the sole purpose of covering tuition and fees. | No current universal process. | Tracking and monitoring payments sent for tuition and fees only. This ties into “last payer” rules that institutions must be able to document. |
| Estimating payment amount. | No current universal process. | A way to estimate amount of the payment from the VA and the ability to have a place holder on account (like anticipated aid). |
| Payments received. | No current universal process | Monitoring when payments are received and when expected payments are missing. |
| If the payments are accurate. | No current universal process | Need to reduce the time spent on analyzing payments for accuracy. |
| When payments apply to previous terms. | No current universal process. | Payments to apply to correct charges or sit as an unapplied credit. |
| Students receiving Federal and State Tuition Assistance. | No current universal process. | Students switch between Federal and State Tuition Assistance and we need a better way to track what benefits the student will be receiving. |

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| **What must be tracked or monitored** | **Where to locate it in PeopleSoft** | **What is needed** |
| Students receiving ROTC scholarship that covers Tuition & Fees. | No current universal process. | Need a way to track students receiving ROTC scholarship. |
| YRP annual amount limits. | No current universal process. | Need a way to determine when a student has received the maximum yellow ribbon amount for the academic year. |
| Interface between PeopleSoft and GoArmyEd (Army). | No current universal process. | Receiving billing authorizations, invoicing tuition and fees, inputting grades. |
| Interface between PeopleSoft and VAOnce. | No current universal process. | Transfer Bio/Demo Data, Amount Certified, Adjustments, Amendments. |
| Interface between PeopleSoft and AI Portal (Air Force). | No current universal process. | Invoicing information. |

# Document Information

This document was developed and reviewed by the Veterans Working Group.

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