VA-ONCE QUICK REFERENCE USER GUIDE

DESIGNED FOR CERTIFYING OFFICIALS
Version 8, March 2015

Introduction

The VA-ONCE Quick Reference User Guide was created especially for you, the school certifying official. Whether you are a novice taking over the duties as certifying official or a seasoned "Veteran of VA-ONCE, we hope that this quick reference guide will make a great desktop reference for you.

VBA Education Staff

NOTE: All information contained within this manual is based on fictitious names, social security numbers, and other personal identifiable information.

The VA-ONCE Quick Reference User Guide is a general reference guide. Always contact your Education Liaison Representative if clarification is needed.

References

GI Bill Web Site:
http://www.benefits.va.gov/gibill/index.asp

National Education Call Center:
1-888-442-4551

SCO Hotline (for certifying official use only):
1-855-225-1159

VA ONCE - Users Guide; Users Tips; Updates:
http://www.benefits.va.gov/gibill/school_training_resources.asp

Education Liaison Representative (for certifying official use only)
http://www.benefits.va.gov/gibill/resources/education_resources/school_certifying_officials/elr.asp

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STEP 1: INITIAL SET UP – Go to the VA-ONCE Home page for School Certifying Officials
The full web address is https://vaonce.vba.va.gov/vaonce_student/default.asp

NOTE: Your browser should be Internet Explorer (IE) in order to access VA-ONCE. Other browsers can be used to access VAONCE, but VA does not test to certify compliance with browsers other than Internet Explorer. See your IT department for available browsers at your school.

VA is currently using IE 9. There are known issues with VA-ONCE and Internet Explorer (IE) 10 and 11. If you are having problems, please try using VA-ONCE in Compatibility mode. In IE 10, click the compatibility icon at the top of your browser. It is usually found next to the search bar and looks like a piece of paper torn in half horizontally. In IE 11, click the cog icon. It is located next to the star in the upper right corner. On the menu select View in Compatibility Mode, and add va.gov to the list of web sites.
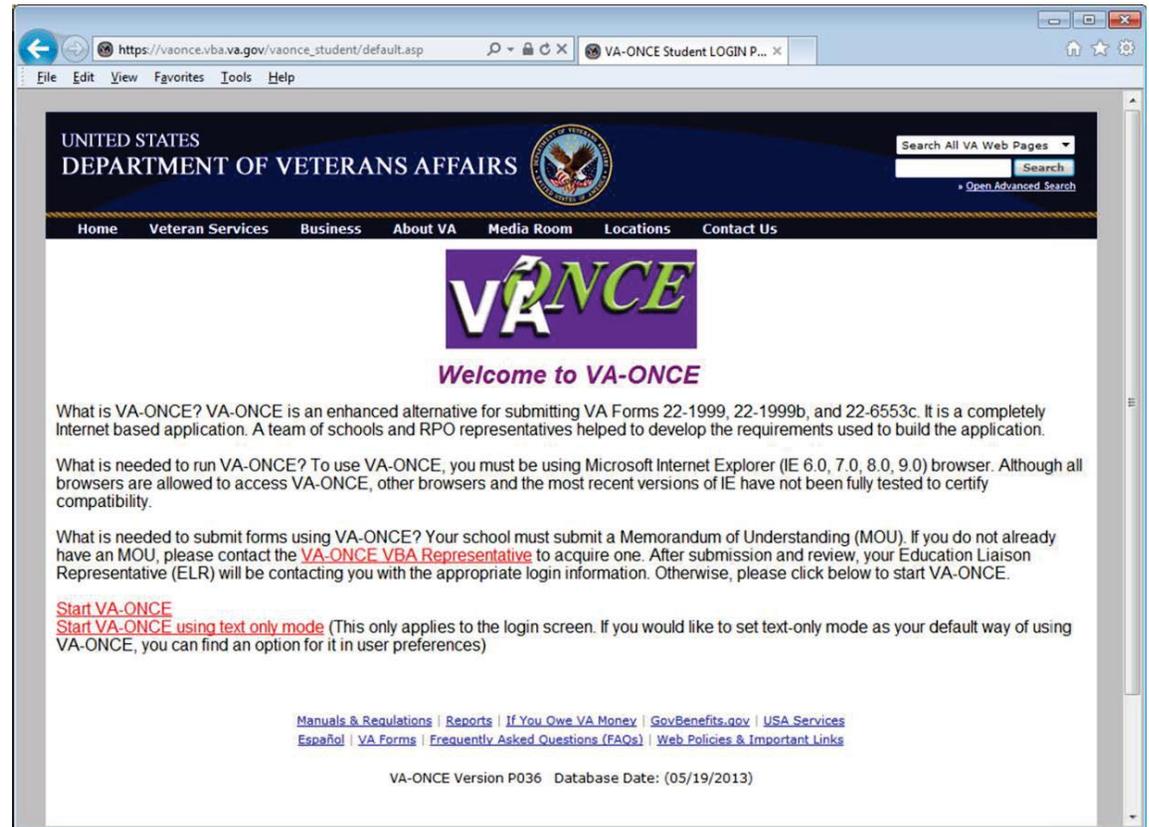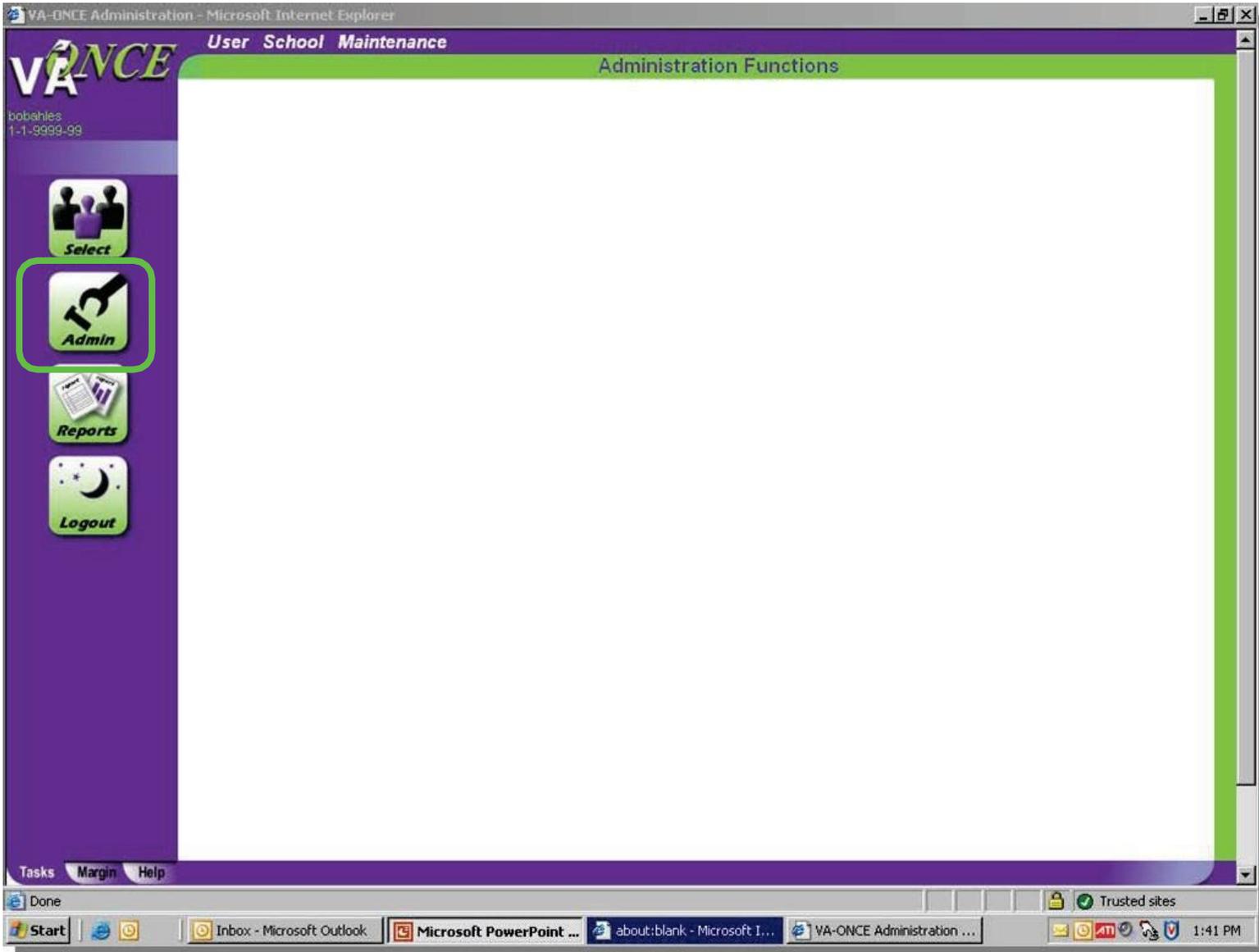
STEP 2: INITIAL SET UP – Log On
Log in using your VA provided user ID and temporary Password.
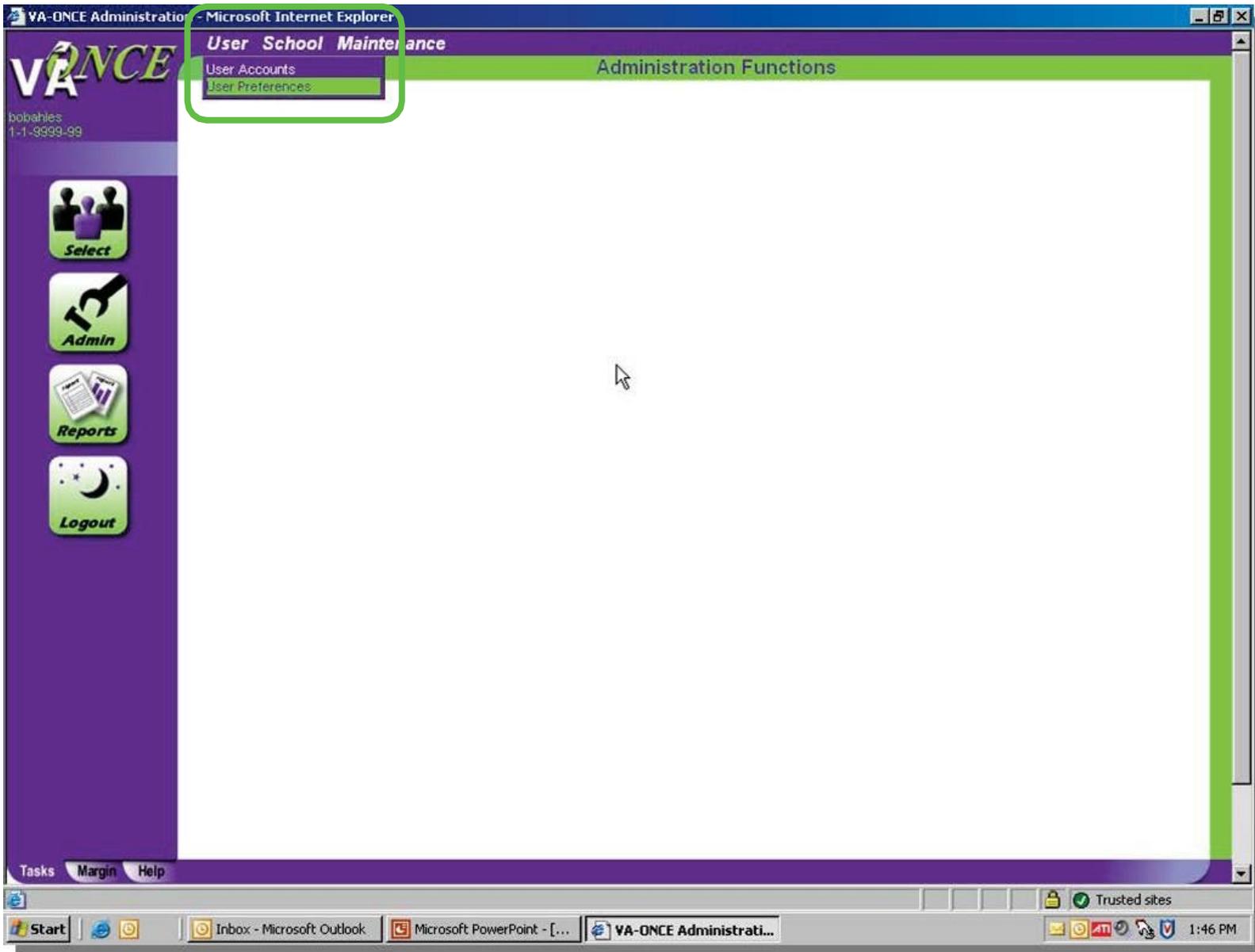Note: Your browser must allow "Pop-Ups" to view this page.

STEP 3: INITIAL SET UP – Changing your Password

Each certifying official will be assigned a temporary password. Click on the "Admin" button to change the password.

STEP 4: INITIAL SET UP – Changing your Password
Click on "User" and then "User Preferences" in the drop down menu..

STEP 5: INITIAL SET UP – Changing your Password
Click on "Change" next to the current password.

STEP 6: INITIAL SET UP – Changing your Password

Complete "New Password", "Confirm Password", and "Password Hint". Click "Change Password".

Passwords must consist of 3 of the 4 following categories: Uppercase; Lowercase; Numeric; Special Characters.

NOTE: You will be prompted to change your password every 90 days. If you do not log in, your account will be deleted after 120 days of inactivity.

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VA-NCE

Overview

ACTIONS

MAIN TASK BUTTONS
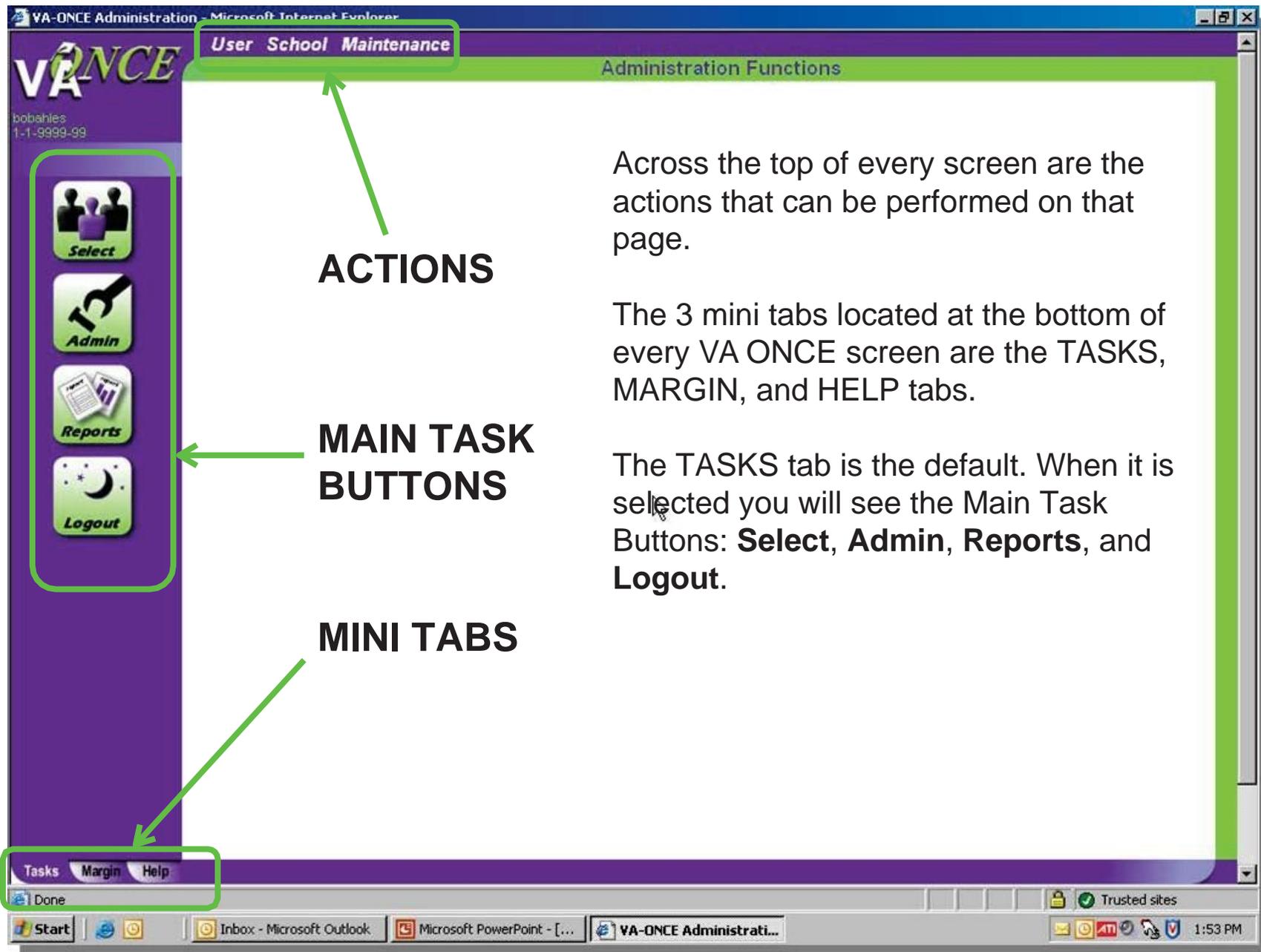
MINI TABS

Across the top of every screen are the actions that can be performed on that page.

The 3 mini tabs located at the bottom of every VA ONCE screen are the TASKS, MARGIN, and HELP tabs.

The TASKS tab is the default. When it is selected you will see the Main Task Buttons: **Select**, **Admin**, **Reports**, and **Logout**.

MARGIN TAB - When the Margin Tab is selected, the left margin will change as you enter each individual field on the page and give you information specific to that field.
In this example the cursor is in the "Search Text" box and the Margin text instructs the user on what to enter.

HELP TAB - When the Help Tab is selected, the left margin will display Help questions related to the page you are viewing.

If you click on the question, the answer will appear in a separate pop-up.

In this example the user clicked "What do the status codes mean?". The pop-up provides the answer.
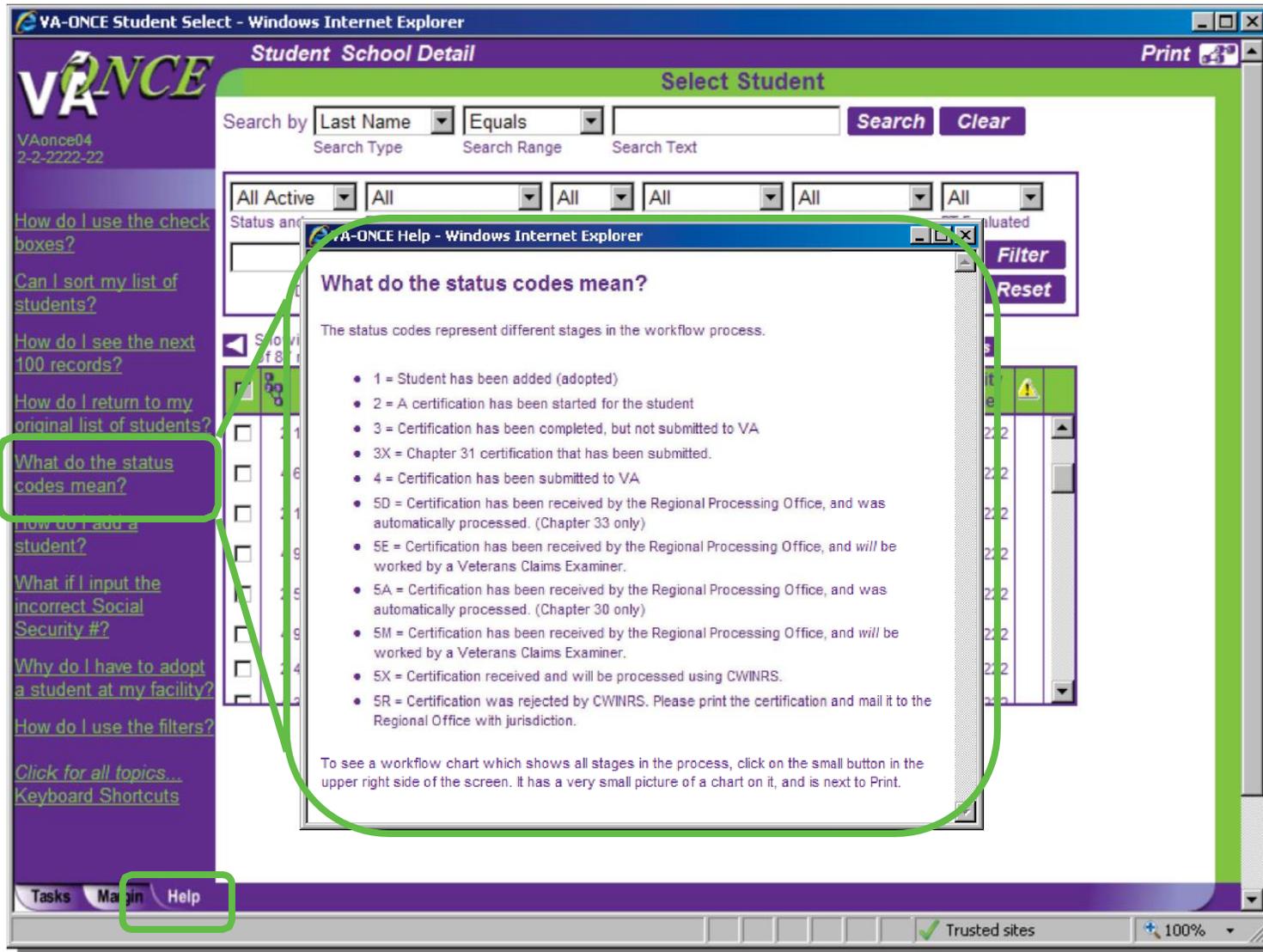
Remember that you have 3 mini tabs that will help you move through VA-ONCE.

☐ The TASKS tab located at the bottom left corner of every VA ONCE screen will bring you back to Main Task Buttons.

☐ The MARGIN tab located next to the Tasks tab provides you with help text specific to each field on the page. If the cursor is not in a field, the Margin text will be specific to the page.

☐ The HELP tab located next to the Margin tab provides you with Frequently asked questions regarding the page. Clicking on the question will bring up a pop-up box with the answer. At the bottom of the screen when the Help Tab is selected is also a link for Keyboard shortcuts, if you prefer using the keyboard to the mouse.

Processing Status Flow Chart and Definitions
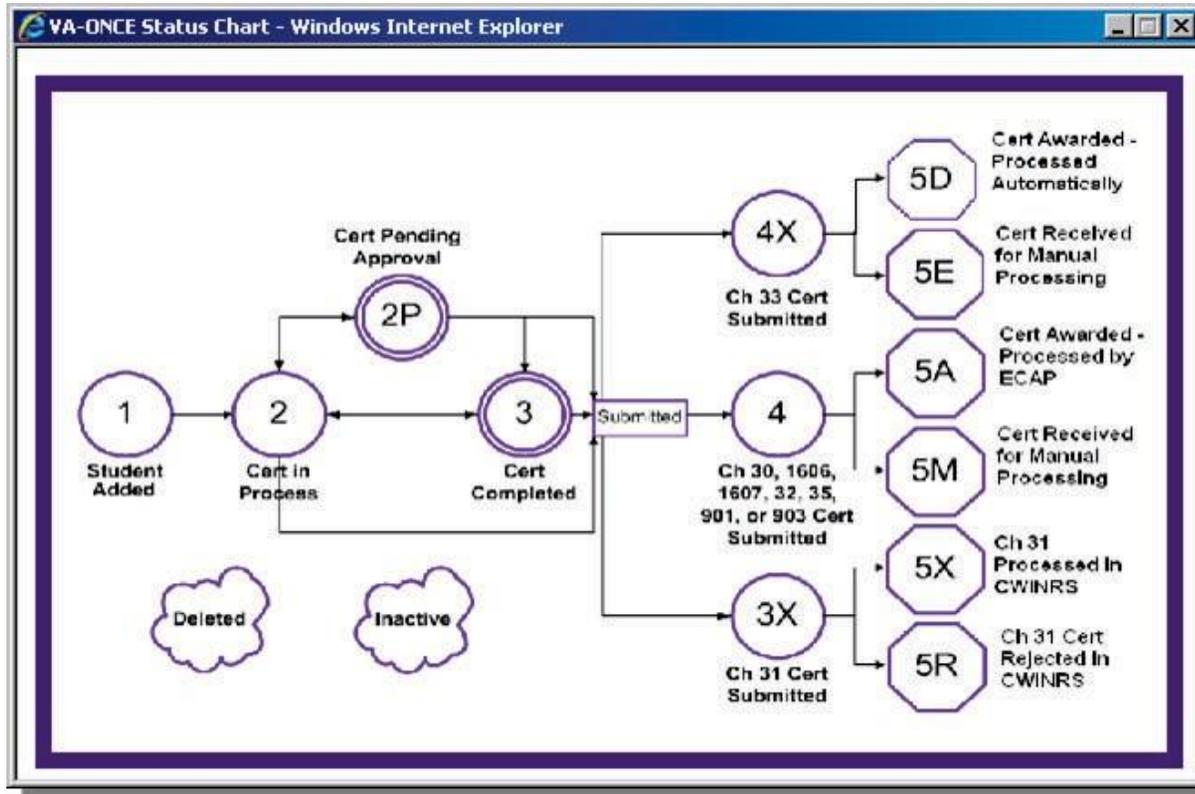
For each major action taken in VA-ONCE there is an associated status code. The status is shown in the top right corner of the screen. The status chart can be viewed at any time by clicking on the icon with the status number.

The status code of the last action taken will also be listed next to your student on the Select Student page.

NOTE: The status will always reflect the last status that occurred. If a certification is started (status 2), but subsequently cancelled or deleted, the status will remain at 2 until another event occurs to change the status.

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User Preference

STEP 1: INITIAL SET UP – **User Preferences**

User Preferences allows you to edit basic functions such as name, phone number, email, password, along with setting defaults.

(1) Click on the "Admin" button.
(2) On the User drop down menu, select "User Preferences".

STEP 2: INITIAL SET UP – User Preferences

(1) Click on "Default State".

(2) Select your state from the drop down menu. This will set the default state for all newly added student addresses.

(3) Click on "Save".

STEP 3: INITIAL SET UP – **User Preferences**
(1) Click on "Always print address on certs".
(2) Set the default to "No", if you do not want the address on the printed Certification. Select Yes, if you would always like the address printed.
(3) Click on "Save".

NOTE: The address is only sent to VA the first time a certification is submitted for the student, or if there has been a change since the submission of the last enrollment.

STEP 4: INITIAL SET UP – User Preferences
(1) Highlight "Default Training Type".
(2) Select the most appropriate type of training for your school from the drop down menu. This will set the default training type for newly added students.
(3) Click on "Save".

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User Accounts

STEP 1: INITIAL SET UP – User Accounts.

User Accounts allows the School Certifying Official the ability to add / delete additional users and give those users specific edit, delete, or read only access.

(1) Click on the "Admin" button.
(2) Select the "User" menu at the top of the page.
(3) Select "User Accounts".

STEP 2: INITIAL SET UP – User Accounts.
(1) Click "Add". (2) Complete the information in the Edit User section. (3) Click "Save".

By checking "Can Delete Student Information", the individual will be able to view, edit, and delete. By checking "Can Edit Student Information", the individual will be able to view and edit only. If you check neither, the individual will have "read only" access.

Entering Term Dates

STEP 1: INITIAL SET UP – **Entering Term Dates**.

Adding term dates allows for quick access later as you will not need to re-type the term each time. A drop-down for the terms you entered will be displayed when you certify your enrollments.

(1) Click on the "Admin" Button.
(2) Click on "Maintenance" drop down menu.
(3) Select "Standard Terms".

STEP 2: INITIAL SET UP – Entering Term Dates.
(1) Click on "Add". (2) Complete the Edit Term section. (3) Click on SAVE
(See additional information on the following page to help you understand how to complete this section.)

VA-ONCE School Standard Terms Maintenance - Windows Internet Explorer

Add   Delete   Deactivate   **Print**

Standard Terms

VAonce04
2-2-2222-22

	Term Name	Facility Code	Begin Date	End Date	Drop Date	Break Days	Order #	Deact
☐	Sum A 10	22222222	05/20/2010	06/20/2010			38	
☐	Spring 10	22222222	01/15/2010	05/15/2010			37	
☐	MidFall09	22222222	10/01/2009	12/15/2009			29	
☐	Fall 09	22222222	08/10/2009	12/15/2009			27	
☐	Junemester	22222222	01/07/2009	01/31/2009	01/10/2009		32	✓
☐	fall1 2008	22222222	10/15/2008	12/15/2008			34	✓
☐	fall 2008	22222222	08/15/2008	12/15/2008			33	✓
☐	Fall Mini	22222222	08/10/2008	09/15/2008	08/15/2008		36	✓
☐	Summer 08	22222222	05/20/2008	07/25/2008	06/01/2008		28	✓
☐	CIS 100	22222222	03/04/2008	05/02/2008			35	✓
☐	Spring 05	22222222	01/15/2008	05/15/2008			1	✓

Select

Admin

Reports

Logout

Edit Term   **Save   Cancel**

Sum A 10
Term Name*

22222222 (DEMO UNIVERSITY IHL)
Facility Code

38 ▼
Order Number

05/20/2010   06/20/2010   Semester ▼
Begin Date*   End Date*   Term Type*

[   ]   [   ]   ☐
Drop Date   Break Days   Deactivated

Tasks   Margin   Help

Trusted sites   100%

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Additional Information to complete New Terms

Term Name – (e.g. FALL 2010, SUM 10) Enter an abbreviation for the term. This abbreviation cannot be duplicated for another term. This is not a required field, but may make it easier for you.

Order Number – Changes the order of how the terms are displayed. You can designate which terms appear at the top of the drop down by the order number. Order number 1 would place that term on top of your list of terms.

Beginning Date, End Date – Enter the dates published in the school catalog.

Term Type – Select Semester, Quarter, or Clock as appropriate.

Drop Date – Enter the date as published in the school catalog. It will enable edits in VA-ONCE that will not allow you to enter the reason "during drop period", if it is after this date.

Break Days – Enter the number of days of the break during the term; must be 7 days or more. Add a remark on the enrollment certification letting the VA know the dates of the break (e.g. Holiday Break: 12/21/2010 – 01/05/2011)

Deactivated – Check the box if you do not want this term to appear in your drop down list, but wish to keep the term in your archive for future use. Click on the box and then click on DEACTIVATE located on the top of the screen. You can also re-activate the term by clicking on the term name and then clicking on the "checked" Deactivate Box to uncheck it.

To delete a term from the list of terms, you can check the box associated with the term you wish to delete and then click on DELETE located on the top of the screen.

VA-ONCE

Entering Programs

STEP 1: INITIAL SET UP – **Entering Programs**.

It is very important that you enter all approved programs (<u>shown in the WEAMS document provided by your ELR</u>) prior to entering your students, as the programs you enter will appear in the Student Bio page drop-down menu.

(1) Click on the "Admin" button.
(2) Click on the "Maintenance" drop down.
(3) Select "Standard Programs".

STEP 2: INITIAL SET UP – Entering Programs.

(1) Click "Add". (2) In the Edit Program section, enter the Program Abbreviation, Program Name, VA Objective Code and VA Course Code accordingly. (3) Click "Save". Repeat to add more programs. *(See additional information on the following pages to help you understand how to complete this section.)*

Additional Information to complete Entering Programs

Program Abbreviation – Enter an abbreviation for the approved program. This abbreviation cannot be duplicated for another program. For example, if you enter "SOC" for BS-Sociology, you cannot use "SOC" for BA-Sociology.

Program Name - Enter the program name. You may type of degree followed by the program of study (e.g. BS-Sociology), or the program of study followed by the degree (e.g. Sociology-BS). If there is more than one type of degree for the program, list each type separately (e.g. BA-Sociology; BS-Sociology; MS-Sociology).

OBJECTIVE CODES AND COURSE CODES ARE LISTED ON PAGES 37 - 42
Adding VA Objective Codes and Course Codes for IHL programs

- If you are adding Objective/Course code(s) to program(s) that were input before the code requirement, select the program name by highlighting it. This will enable the Edit Program area. You can now input the Objective/Course code from the corresponding drop down list. Select Save when complete.

- If you are adding new program(s), you will have to enter all of the required data, to include the Objective and Course codes. Select Save when complete.

VA Objective/Course Codes cont.

Adding VA Objective Codes and Course Codes for NCD programs

Follow the directions above. However, you do **not** need to select the VA Objective Code. Select the appropriate VA Course Code from the drop down list. The VA Objective Code will automatically populate with the same code. The VA Objective code field will be disabled.

VA Objective/Course Codes cont.

On the drop down list, all Course codes are preceded by the type of training.
- IHL – for programs at an Institution of Higher Learning;
- NCD – for programs at Non-College Degree schools;
- NAI – for Non-college degree programs at Institutions of Higher Learning; and
- FLI – for Flight programs

IHL programs are listed first, but you can jump to different portions of the list by typing in "N" (NCD) or "F" (Flight).

N.E.C. stands for Not Elsewhere Classified. If a VA Objective or Course Code does not seem to apply to your program, please use one of the general codes which contain "N.E.C.".

Additional Information to Complete Entering Programs

Order Number – You can designate in which order programs are listed by giving the program an order number. Order number 1 would place the program first in the list of programs shown.

Note – You can also alphabetize the programs in your list by either the Program Name or Program Abbreviation. These options are at the top of the page and will re-order the programs accordingly.

Deactivated – Check the box if you want this term not to appear in your list, but wish to keep the term in your archive for future use. Click on the box and then click on DEACTIVATE located on the top of the screen. You can also un-deactivate by clicking on the name of the program and then clicking on the "checked" Deactivate Box.

To delete a term from the list of terms, you can check the box associated with the term you wish to delete and then click on DELETE located on the top of the screen.

Additional Information on Changing Programs

Special characters that are not allowed are removed when you are first entering programs, but if you are changing the name of a program, they are not. Please DO NOT use slashes (forward "/" or backward "\") when changing the name of the program, as it can cause errors with the Standard Programs page.

VA Objective and Course Code Listings

VA Objective Codes:

Non-Mat (000) = Non-matriculated

AA (011) = Associate of Art

AS (012) = Associate of Science

AD (013) = Associate Degree Not Elsewhere Classified

BA (021) = Bachelor of Art

BS (022) = Bachelor of Science

BD (023) = Bachelor Degree Not Elsewhere Classified

MA (031) = Master of Art

MS (032) = Master of Science

M (033) = Masters Degree Not Elsewhere Classified

Dr of Philosophy (041) = Doctor of Philosophy

Doctors Degree (042) = Doctors Degree Not Elsewhere Classified

Postdoctoral (051) = Postdoctoral Degree Not Elsewhere Classified

VA Course Codes – <u>**Institutes of Higher Learning (IHL):**</u>

Nonmatriculate (000)

Undecided Major (001)

Business and Commerce (060)

Engineering (070)

Preparation for Teaching (080)

Applied Arts (091)

English and Literature (092)

Fine Arts (093)

Foreign Languages (094)

Liberal Arts, N.E.C. (095)

Performing Arts (096)

Philosophy (097)

Theology (098)

Law (except prelaw) (100)

Agricultural Sciences (110)

Biological Sciences (120)

Medicine and Surgery (131)

Dentistry (D.D.S. and D.D.M. only-Not predental) (132)

Nursing (133)

Osteopathy (134)

Pharmacy (135)

Veterinary Medicine (D.V.M. only-Not Preveterinary) (136)

Optometry (137)

Chiropody or Podiatry (138)

Physical Therapy (139)

Dental Hygiene (141)

Occupational Therapy (142)

Other Medical or Related Courses (exclude Technicians) (143)

Mathematics and Statistics (150)

Astronomy (161)

Chemistry (162)

Environmental Sciences (163)

Physic (164)

Physical Sciences, N.E.C. (165)

Economics (171)

History (172)

Industrial Relations (173)

Political Science (174)

Psychology (175)

Public Administration (176)

Social and Welfare Work (177)

Sociology (178)

Other Social Sciences (179)

Computer Science and Systems Analysis (191)

Home Economics (192)

Library Science (193)

Other Academic Fields, N.E.C. (194)

Agricultural and related courses (911)

Marine engineering and navigation (912)

Mortuary science (913)

Stationary engineer (914)

Other institutional courses, N.E.C. (915)

VA Course Codes – **Non College Degree (NCD):**

Accounting (421)
Acting (331)
Advertising (422)
Air Conditioning and Refrigeration (510)
Aircraft Mechanics (576)
Airline Service (437)
All Other Crafts and Trades, N.E.C. (632)
Applied Arts N.E.C. (320)
Automobile or Motor Vehicle Mechanics (571)
Baking, Canning, and Preserving (561)
Ballet Dancing (332)
Barbering (431)
Blacksmithing (581)
Bookbinding (621)
Bookkeeping (423)
Bricklaying (521)
Cabinetmaking (522)
Carpentry (523)
Ceramics and Design (Not Engineering) (328)
Chemical and Related Products (622)
Clerical (425)
Commercial Art (321)
Computer Technology (424)
Custodial Service (432)
Dairying (562)
Decorating and Window Display (322)
Design (325)
Diesel and Heavy Equipment Mechanics (572)

Drafting (323)
Dressmaking and Tailoring (530)
Electrical Trades (540)
Electronic & Communication Mechanic (553)
Electronic Technician (311)
Electronics Assembly and Installation (551)
Electronics Operation (552)
Elementary Courses (451)
Engineering Technician (312)
Engraving, Hand and Machine (582)
Glass Products (623)
Grain Processing and Packing (563)
Heavy Equipment Operation (629)
Hospital or Medical Services (435)
Hotel and Motel Training (433)
Jewelry and Watchmaking (583)
Laundry & Dry Cleaning (434)
Leather and Leather Products (624)
Legal Technician, Including Law Clerk (315)
Lumber and Lumber Products (625)
Machinists (584)
Meat Processing (564)
Mechanical Courses, N.E.C (577)
Medical & Related Technologies (313)
Metalwork Courses, N.E.C. (586)
Musicians (333)
Optical Mechanics (575)
Other Services, N.E.C. (438)

VA Course Codes – <u>**Non College Degree (NCD):**</u>

Other Business and Commerce, N.E.C. (429)
Other Construction and Related Courses (526)
Other Electrical Trades, N.E.C. (554)
Other Food Trades (565)
Other Technical Courses, N.E.C. (314)
Painting (524)
Paper and Paper Goods (626)
Performing Arts, N.E.C. (335)
Photography (324)
Plumbing (525)
Printing (590)
Protective Services (436)
Radio and TV Broadcasting (334)
Railroad Mechanics and Repairmen (573)
Real Estate and Insurance (427)
Salesmanship (428)
Secondary Courses (High School & College) (452)
Secretarial (426)
Sheetmetal Working (585)
Shoe Making and Repair (610)
Surveying (329)
Textile Manufacturing (627)
Tobacco Manufacturing (628)
Upholstering (631)

Agricultural and related courses (911)*
Marine engineering and navigation (912)*
Mortuary science (913)*
Stationary engineer (914)*
Other institutional courses, N.E.C. (915)*

* These 5 codes are listed under IHL.
However, they can by used for NCD and
at IHL, if applicable

VA Course Codes – **Non College Degree (NCD):**

Applied, Fine and Graphic Arts Technology (201)
Automotive Technology (214)
Bible Study or Religious Work (Technology) (202)
Building and Construction Technology (203)
Business and Commerce Technology (204)
Data Processing Technology (205)
Electrical Technology (206)
Mechanical Technology (207)
Medical or Related Technology (208)
Police, Criminology, or Fire Protection (Technology) (209)
Miscellaneous Engineering-Related Technology (211)
Miscellaneous Science-Related Technology (212)
Other Technologists, N.E.C. (213)
Agricultural and related courses (911)*
Marine engineering and navigation (912)*
Mortuary science (913)*
Stationary engineer (914)*
Other institutional courses, N.E.C. (915)*

* These 5 codes are listed under IHL, however
they can be used for NCD and NCD at IHL, if
applicable.

VA Course Codes – **Flight:**

Advanced Flight or Commercial Pilot (341)
Airline Transport pilot Training (342)
Flight Instructor Course (344)
Glider Training (343)
Instrument rating Course (345)
Multiengine Class Rating Course (346)
Other Flight Training, N.E.C. (347)

VA Course Codes – Other:

Special Program (999)

VANCE

User Defined Fields
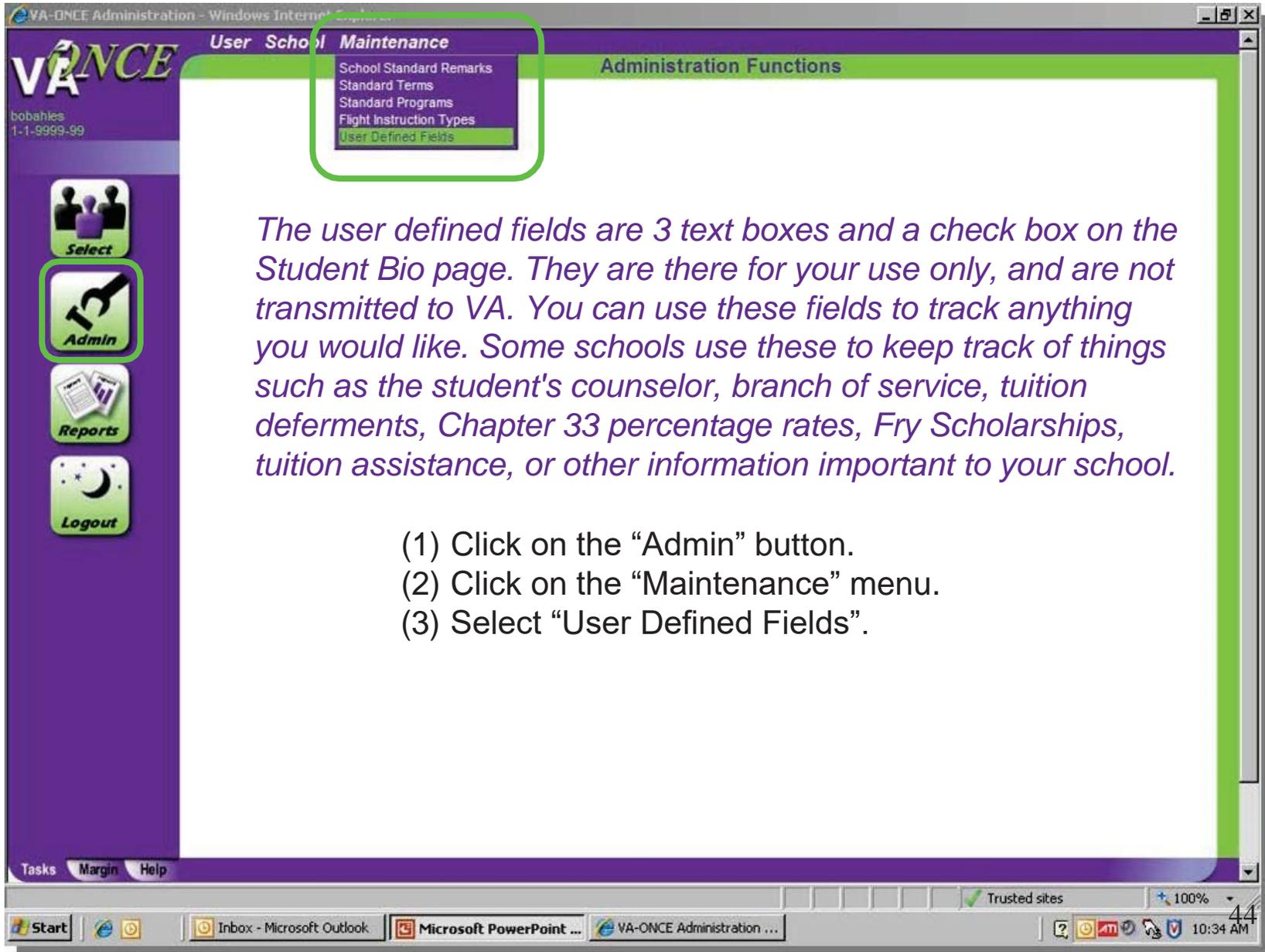
STEP 1: INITIAL SET UP – User Defined Fields.

The user defined fields are 3 text boxes and a check box on the Student Bio page. They are there for your use only, and are not transmitted to VA. You can use these fields to track anything you would like. Some schools use these to keep track of things such as the student's counselor, branch of service, tuition deferments, Chapter 33 percentage rates, Fry Scholarships, tuition assistance, or other information important to your school.

(1) Click on the "Admin" button.
(2) Click on the "Maintenance" menu.
(3) Select "User Defined Fields".

STEP 2: INITIAL SET UP – User Defined Fields.

(1) Click on the User Defined Field Name (the name containing One, Two, Three, or Box) to highlight it.

(2) Type in the name to be displayed in the User Defined Field Label field.

(3) Click "Save".

The Bio screen will show the new user defined field label. You can display up to 3 user defined text boxes and one check box. If you do NOT want to display the field, uncheck the "Display" Box.

Select Student

STEP 1: INITIAL SET UP – Select Student – School Detail

The Select Student screen has two menus: "Student" and "School Detail".
We will cover SCHOOL DETAIL first. (1) Click on School Detail. The Select School screen will appear.

STEP 2: INITIAL SET UP – School Details.

The SCHOOL DETAIL action allows your Education Liaison Representative (ELR) to input information about you and your school. You will have read only access to most data on the screen. If any is incorrect, contact your ELR. To access, double click on the school name or (1) Click on "School". (2) Select "Access". The School Data screen will appear.

STEP 3: INITIAL SET UP – School Details – School Data – Automated Emails

To establish an automated email to the student each time a certification is submitted:

(1) Place a check in the "E-mail Confirmation" box by clicking the box.

(2) Click "Save" after checking or unchecking the box. An email will be sent to the student email address (or addresses) on the Student Bio page.

STEP 4: INITIAL SET UP – School Details – School Data – Charges per Hour

You also have the option of entering rates in the Undergraduate per hour charges field and the Graduate per hour charges field. By entering the per hour charge, the tuition and fees will be automatically calculated based upon the number of hours you enter on a certification.

For example, if you enter $100 per hour here and enter 12 hours on the enrollment certification, the Tuition and Fees field will be populated with $1200.00. You will be able to change this, if needed.

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STEP 1: INITIAL SET UP – Student – Adding students

(1) Click on the Student menu at the top of the screen.
(2) Select "Add". An Add a Student Box appears.

STEP 2: INITIAL SET UP – Students - Adding students

(1) Enter the Last Name, select the appropriate facility code from the drop down, enter the Student SSN and enter the Student SSN again in the Confirm Student SSN field. **Be very careful to enter the correct SSN for the student.**

(2) Click OK when finished.
- If the student exists at another school, a message appears (see page 53).
- If the student already exists at **your** school, a different message appears (see page 54).
- If the student is being added to VA-ONCE for the first time, you will be taken to the Bio page.

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STEP 3: INITIAL SET UP – Add a Student – **Student Exists at another school**

If you receive this message, the student has been certified in the past by another school. When you add the student, you will be able to see, but not modify, those past certifications.

Click OK to continue, or Cancel if this is not the correct student.

NOTE: If another student's name appears, and you are positive you have entered the correct SSN, click Cancel and contact your ELR. Do not click OK.

STEP 3: INITIAL SET UP – Add a Student – Student Exists at Your School

*If you receive this message, the student **is at your school**. The Student Status column will have an A (Active), D (Deleted), or I (Inactive). If Deleted or Inactive, click cancel to go back to select student page. Then, on the select student page, use the Status filter for Deleted or Inactive. This will bring up a list of students in that status and you can undelete or reactivate the student. (See Page 115 – 119 for instructions.)*

STEP 4: INITIAL SET UP – Adding Students

Enter the required information for the student on the Bio Data page. Required fields are designated by an asterisks. Once you have entered the information, click "Save".

(See additional information on the following page to help you understand how to complete this section.)

Additional Information to complete the BIO DATA page

☐ **The File Number is usually the students' SSN** with the exception of Dependent's Educational Assistance, chapter 35. For chapter 35, this is the dependent's spouse or parent's Social Security Number or 8 digit claim number. The dependents VA File number will be on all award documents sent to the claimant. <u>Don't confuse Ch 35 (dependents) with Ch 33 Transferee dependents.</u> **VA uses the Ch 33 transferee (the student) SSN as the file number.** For chapter 31 students, the file number may be 8 digits. Be sure you input the correct VA File number for chapter 31 students or the certification will not be received by the VR&E counselor.

☐ *Fry Scholarship recipients*: Select Ch 33 as the chapter for this type of beneficiary (not eligible for yellow ribbon) Use the student's SSN as the file number.

☐ The Payee Number for Ch 35 may not be known. If not known, add "XX".

☐ <u>Make sure that the Training Type you choose from the drop down menu reflects the actual type of program the Student is taking (IHL, NCD).</u>

☐ Use "Guest Student" if your school is not the primary institution. (Make sure you have a parent letter on file if you are the guest school). Enter the name of the parent school and the State in order for it to be routed to the correct Regional Processing Office.

☐ *VRAP: This benefit ended on March 31, 2014. The selection was removed from VA-ONCE. If you need to make a change to a certification that was sent as VRAP claim, you will need to change the benefit type on the Bio page to 32.*

Additional Information to complete the BIO DATA page cont.

☐ For additional assistance, review the MARGIN and HELP tabs for complete information on how to fill out the BIO DATA page for your students.

☐ After you SAVE the data, you can go back to the Select Page to add another student by clicking on SELECT button.

VANCE

Certify Enrollment

STEP 1: Certify Enrollment – Single Term

Certifying Enrollments correctly is the most important step in the process of ensuring that benefits are paid correctly. Attention to detail is the key ingredient when creating an enrollment certificate.

(1) Double-click on the student you wish to certify. The student's record will open to the Bio page. Additional tabs will be available.

STEP 2: Certify Enrollment – Single Term

(1) Click on the "Certs" tab. The Certs screen appears.

STEP 3: Certify Enrollment – Single Term

(1) Click on the Cert menu located on top of the screen. A drop down appears.

(2) Select "New". The bottom ½ of the screen will open for editing. The section title will change from "View Current Status" to "Edit Enrollment".

STEP 4: Certify Enrollment – Single Term

(1) Complete the fields in the Edit Enrollment section. All fields with asterisks are required.
NOTE: *If you click on the arrow next to Term Date, you will see all of the terms you entered using the Standard Terms feature. This will save you valuable time.*
See pages 65 – 66 for additional information on Chapter 33 Tuition & Fees (T&F).

STEP 5: Certify Enrollments – Single Term

Once you have entered the required data, review for accuracy.
(1) Click "Save".
(2) Click "Complete". NOTE: You can skip this step and click directly on "Submit". "Complete" can be used if you are not submitting right away and would like to review later.
(3) Click "Submit".

Additional Information to complete the Certs - Edit Enrollment section

Term Name – A corresponding arrow next to the TERM NAME box will allow to access the drop down list of all the terms you have entered. The name, begin date and end date will be entered.

Res – Number of residential (classroom) credits taken during the term. NOTE: THE RES box must not include any DIST, R/D, or Clock hour credits. ONLY Residential (Classroom) should be entered. The field requires a numerical value. Report "0" if necessary.

Dist – Number of distance (online, non-classroom) credits taken during the term. The field requires a numerical value. Report "0" if necessary

R/D – Number of remedial / deficiency credits taken during the term. NOTE: Online Remedial Courses cannot be certified. Only Residential Remedial courses can be certified.

Clock – Number of clock hours taken per week (typically found in NCD programs, internships, externships).

Tuition & Fees – Tuition and fees charged to the student for that term. *(See following page for further information on Tuition & Fees.)*

TT/FT= – Graduate programs – for non-chapter 33, select the training time from the drop down list. For chapter 33, insert the number of credits that is considered full time for that program and term based on your school catalog. See the SCO Handbook for further info.

Yellow Ribbon – Only available for benefit type 33Yellow. Insert the amount your institution has agreed to fund above the highest instate rate for that particular term.

Out of State Charges – Charges above and beyond the in-state charges. These charges will be covered by the Yellow Ribbon program. The out-of-state field will appear only on Yellow Ribbon certifications.

General rules for reporting tuition

Tuition & Fees: Schools should report the net-charge for tuition and fees.

What should be deducted from the Tuition amount reported to VA?

Any waiver, scholarship, aid, or assistance [other than loans and funds provided under section 401(b) of the Higher Education Act of 1965] provided directly to the institution and specifically designated for the sole purpose of defraying tuition and fees.

Only in-state charges should be reported in the Tuition and Fees field.

Any additional out-of-state net charges should be reported in the Out of State Charges field.

What should NOT be deducted from the Tuition amount reported to VA?

Title IV Funds

Waiver, scholarship, aid, or assistance that is not designated for the sole purpose of reducing a student's tuition and fee cost.

Please see the SCO Handbook section, "CERTIFYING TUITION AND FEES" for more guidance. http://www.benefits.va.gov/GIBILL/docs/job_aids/SCO_Handbook.pdf

General Rules for reporting fees

Fees: The mandatory charges (other than tuition, room, and board) applied by the school for pursuit of an approved program of education. Fees include, but are not limited to:

☐ health premiums

☐ freshman fees

☐ graduation fees

☐ lab fees

☐ Tool Kits, Uniforms fees (if listed on the student invoice)

Fees do not include those charged for a study abroad course(s) unless the course(s) is a mandatory requirement for completion of the approved program of education.

NOTE: VA will not pay a mandatory *third party* charge. Third party charges are charges not originating at your institution. For example, if a student requires a toolbox for an approved program, in order to report the fee, the student must buy the toolbox from your institution. You could not report the fee charged the student if the student bought the toolbox from any source other then your institution.

If you are unsure, check with your Education Liaison Representative (ELR).

Chapter 33 Enrollment ERROR MESSAGE

When certifying a term, both Res and Dist must have a numeric value. Report "0" hours, if necessary. Leave the R/D and Clock field blank, if no value applies.

Step 1: Certify Enrollment - Multiple Terms

If you are certifying more than one term at a time, you can use the Multiple Term certification feature. Multiple term enrollments come in handy when you have a variety of term lengths within a semester or quarter, or are certifying past terms.

(1) Double-click on the Student for which you wish to create a multi-term certification.

Step 2: Multiple Term Enrollments

(1) Click the "Certs" tab. A Certs screen appears

Step 3: Multiple Term Enrollments

(1) Click on the "Cert" menu located on top of the screen. A drop down appears.
(2) Select "New Multiple Term". A Multiple Terms window appears.
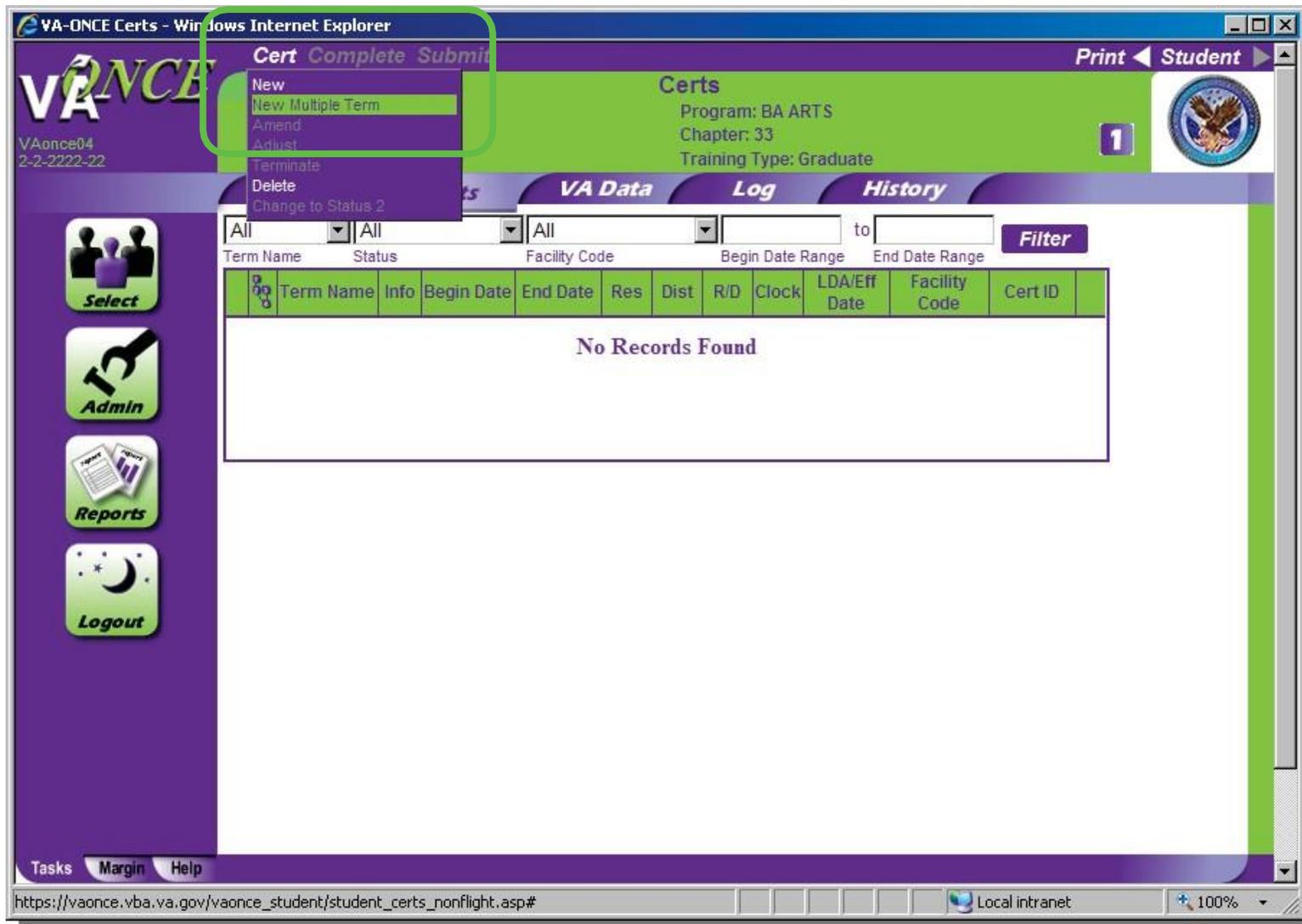
Step 5: Multiple Term Enrollments

Enter the information for each term just as you would for a single term.

When you have entered all of the data, click "Save" to save the terms in status 2. Click "Complete All" to save the terms in status 3. You will be returned to the Certs page.

Step 6: Multiple Term Enrollments

On the Certs page, you will see the terms you created (in a status 2, if you selected Save; in a status 3, if you selected Complete All).

To send all terms at once, on the "Submit" menu select, "Submit All Pending Enrollments".

Adding Remarks

STEP 1: Remarks

Remarks are not usually needed in order to process a claim, and will prevent automation in most cases, but if you need to add them, take the following steps while editing an Enrollment or Change.

(1) Click on "Modify Remarks List". A Remarks Pop-Up screen appears.

STEP 2: Remarks

(1) Click "Add".

(2) Select the VBA Standard Remark from the drop down list. If no VBA Remark applies, select Other.

(3) Select the School Standard Remark from the drop down list. If none apply and you need to enter free text, select Other.

(4) Enter your free text remark in the Other Remarks box. You are limited to 125 characters. There is a character count at the end of the field for your information.

(5) Click "Save". (6) Click "Done".
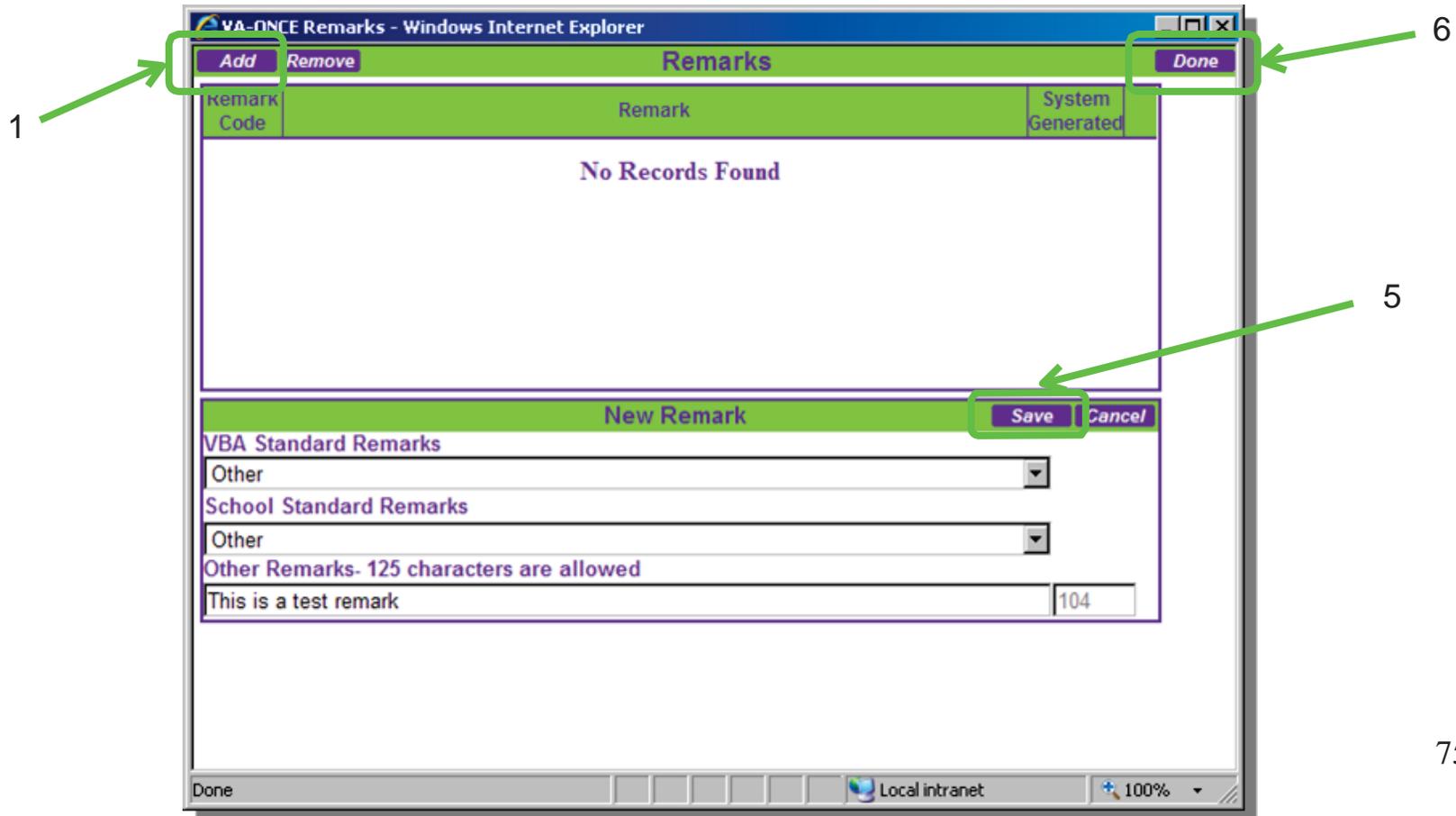
Modifying Enrollments

Helpful definitions for modifying enrollments:

Adjustment – Adjusting the enrollment certificate allows you to report a decrease or increase in hours for the term.

Amend – Amending the enrollment certificate allows you to edit the beginning date, ending date, or tuition and fees. For non- chapter 33 cases you can also add an advance pay or accelerated pay request. This feature should be used if you are correcting something, other than hours, on the original enrollment certification.

Terminate – Terminating the enrollment allows you to report when a student is no longer attending the term (dropped to zero credits).

STEP 1: Modifying Enrollment – Adjustments

Adjust the certification if you want to increase or decrease the number of credits. Adjustments are used when you need to change the number of hours.

(1) Double-click on the student, or select Student, then Access from the drop down at the top of the screen. The Bio Data screen appears.

STEP 2: Modifying Enrollment - Adjustments

(1) Click on the "Certs" tab. The Certs page appears.

STEP 3: Modifying Enrollment – Adjustments

(1) Select the term to adjust by clicking on the arrow to expand the virtual record and then highlighting the term.

(2) Click on the Cert menu. The drop down appears.

(3) Select "Adjust". The bottom ½ of the screen opens up to Edit Adjustment.

STEP 4: Modifying Enrollment – Adjustments

(1) You can now make adjustments to the following fields: Res, Dist, R/D, Clock, Tuition, Fees, Training Time or Full Time Equivalent (graduate training only), Yellow Ribbon (Ch 33),
(2) Select the Reason for Adjustment from the drop down.
(3) Enter the LDA/EFF Date (Last Date of Attendance/Effective Date of the change).

STEP 4: Modifying Enrollment – Adjustments (continued)

(4) Based upon the Reason for Adjustment, a Mitigating Circumstances field may appear. If the student has provided you with one of the reasons in the list as a reason for adjustment, please select it from the drop down.

If the student has provided mitigating circumstances not on the list, or has not provided a reason for adjustment, leave the Mitigating Circumstance drop down blank.

You may enter a reason not provided in the drop down list as a free text remark.
See page 73-75 for adding Remarks.

STEP 5: Modifying Enrollment – Adjustments

The steps to submit an adjustment are the same as for an enrollment, as are the status codes.
To submit - Review for accuracy.
(1) Click "Save".
(2) Click "Complete". NOTE: You can skip this step and click directly on Submit. Complete can be used if you are not submitting right away and would like to review and submit later.
(3) Click "Submit".

Helpful definitions for completing adjustments:

Res – Number of residential (classroom) credits taken during the term after the adjustment. NOTE: THE CREDITS box must not include any DIST, R/D, or Clock hour credits. ONLY CLASSROOM CREDITS ARE PLACED IN THIS COLUMN.

Dist – Number of online credits taken during the term after the adjustment.

R/D – Number of remedial / deficiency credits taken during the term after the adjustment. _Online Remedial Courses cannot be certified. Only Residential Remedial courses can be certified_.

Clock – Number of clock hours taken per week (typically found in NCD programs, internships, externships) after the adjustment.

Tuition & Fees – Tuition charged to the student as shown on the student's billing statement for that term _based on the adjusted credits_, and mandatory fees charged to the student as shown on the student's billing statement for that term _based on the adjusted credits_.

TT/FT= – Graduate programs only. For non-chapter 33 select the training time after adjustment from the drop down list. For chapter 33, insert the number of credits that is considered full time for that program and term based on your school catalog.

Yellow Ribbon – Ch 33 Yellow Ribbon Participants. Insert the dollar amount your institution has agreed to fund above the highest instate rate for that particular term _based on the adjusted credits_.

See additional information on following page for Ch 33 specific issues.

Helpful tips for completing a **CH 33 adjustment**

1. You are required to adjust the tuition and fees if adjusting the credits. The adjusted tuition and fees amount will be based on the cost of the new credit load.

2. If your adjustment includes the Yellow Ribbon amount, you must calculate the new Yellow Ribbon amount based on the adjusted credits.

3. When filling in RES, DIST, R/D, CLOCK, the following actions must be completed in order to avoid an error message.

> 1. RES and DIST must have a number placed in the corresponding box. If no RES or DIST credits remain, place a '0' in that box.
> 2. Leave the R/D and CLOCK 'blank' if no credits remain.

Example of an adjustment for Ch 33. Notice how a '0' was placed in the DIST field and the R/D and CLOCK fields remain blank.

STEP 1: Modifying Enrollment – Amendments

Amend the certification if you have made a mistake in any field other than the hours, or to add the tuition and fees if you previously reported zero. For example, to change the start or end date, tuition, fees, Yellow Ribbon Amount (for 33), or to add an advance pay request (for non-33).

(1)Double-click on the student, or select Student, then Access from the drop down at the top of the screen. The Bio Data screen appears.

STEP 2: Modifying Enrollment – Amendments

(1) Click on the "Certs" tab. The Certs page appears.

STEP 3: Modifying Enrollment - Amendments

(1) Select the term to amend by clicking on the arrow to expand the virtual record, and then highlighting the term.

(2) Click on the Cert menu located on the top of the page The drop down appears.

(3) Select "Amend". The bottom ½ of the screen opens up to Edit Amendment.

STEP 4: Modifying Enrollment - Amendments

(1) You can now edit all fields *except* the number of hours. A remark indicating that this is an Amended enrollment is automatically inserted. Review for accuracy.

(2) Click "Save".

(3) Click "Complete" NOTE: You can skip this step and click directly on Submit. Complete can be used if you are not submitting right away and would like to review and submit later.

(4) Click "Submit".

STEP 1: Modifying Enrollment - Terminations

Terminate the certification if the student is no longer attending the term (dropped to zero hours).

(1) Double-click on the student, or select Student, then Access from the drop down at the top of the screen. The Bio Data screen appears.

STEP 2: Modifying Enrollment – Terminations

(1) Click on the "Certs" tab. The Certs page appears.

STEP 3: Modifying Enrollment – Terminations

(1) Select the term to terminate by clicking on the arrow to expand the virtual record, and then highlighting the term.

(2) Click on the Cert menu located on the top of the page The drop down appears.

(3) Select "Terminate". The bottom ½ of the screen opens up to Edit Termination.

STEP 4: Modifying Enrollment - Terminations

(1) Select the Reason for Termination from the drop down menu. Based upon the Reason for Termination, the hours may automatically drop to 0 and/or a Mitigating Circumstances field may appear.

If the student has provided you with one of the reasons in the list as a reason for termination, please select it from the drop down. If the student has provided mitigating circumstances not on the list, or has not provided a reason for adjustment, leave the Mitigating Circumstance drop down blank. You may enter a reason not provided in the drop down list as a free text remark. *See page 73-75 for adding remarks.*

In some instances the LDA/EFF Date is populated automatically. If not, Enter the LDA/EFF Date. Review for accuracy.

(2) Click "Save".
(3) Click "Complete". NOTE: You can skip this step and click directly on Submit. Complete can be used if you are not submitting right away and would like to review and submit later.
(4) Click "Submit".

STEP 4: Modifying Enrollment – Terminations (cont.)

NOTE: If there are terms certified with begin dates *after* the termination date, you will be asked if they remain as certified or if the termination applies to all subsequent terms.

Clicking OK will leave the terms as certified; clicking Cancel will generate terminations for all subsequent terms.

VA-ONCE

Certification Deletion

Certification Deletion – Status 2

NOTE: Only incomplete certifications created by your school that have not been submitted can be deleted (status 2). Status is found on the left column next to the cert.

(1) Highlight the certification you wish to delete.

(2) Click on the Cert menu located on top of the page. A drop down appears.

(3) Select "Delete". The term will be deleted from the list of terms shown.

You may also use the Cancel button in the Edit Enrollment area to delete a certification.

STEP 2: Certification Deletion – Status 3

Certifications in Status 3 are "complete". In order to delete them, you must change them to a status 2.

(1) Highlight the certification you wish to delete.

(2) Click on the Cert menu located on top of the page. A drop down appears.

(3) Select "Change to Status 2". The status will be changed to a '2'.

(4) Now repeat the steps from the previous page. Click on the Cert menu (top of page) and then Select "Delete" to delete the CERT.

REPORTS - There are 2 separate reports that can be run from the Reports menu, The Weekly Certs Report and the Weekly Detail Certs Report. Each are described in the following pages.
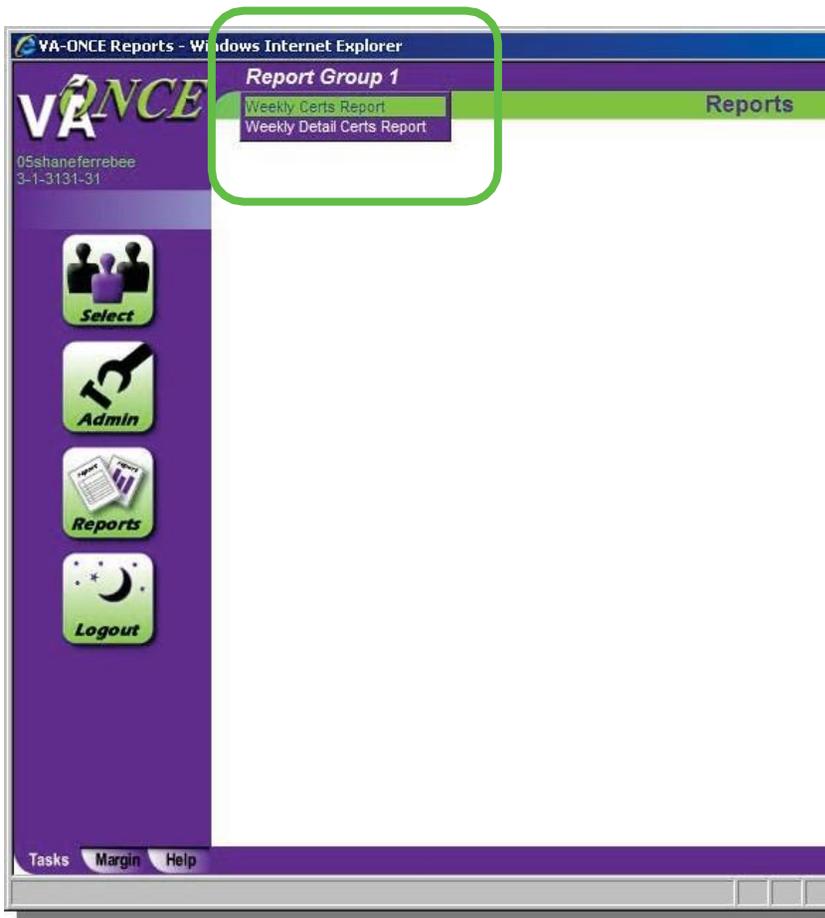
Weekly Certs Report

Step 1: Reports Task button

This feature allows you to print all of the enrollments you submitted or worked upon in any given week. You can print the full certification or the list of students.

(1) Click on the Reports button. A Reports screen appears.

Step 2: Reports Task button

(1) Click on the Report Group 1 menu. A drop down appears.

(2) Select "Weekly Certs Report".

Step 3: The Weekly Certs Report

(1) You can filter your certifications by Facility Code, Cert Type, Chapter Type, and CERT Status. Then select the week and the school certifying official.

(2) Once you have selected your desired filters, click on "Filter". A list of students will appear.
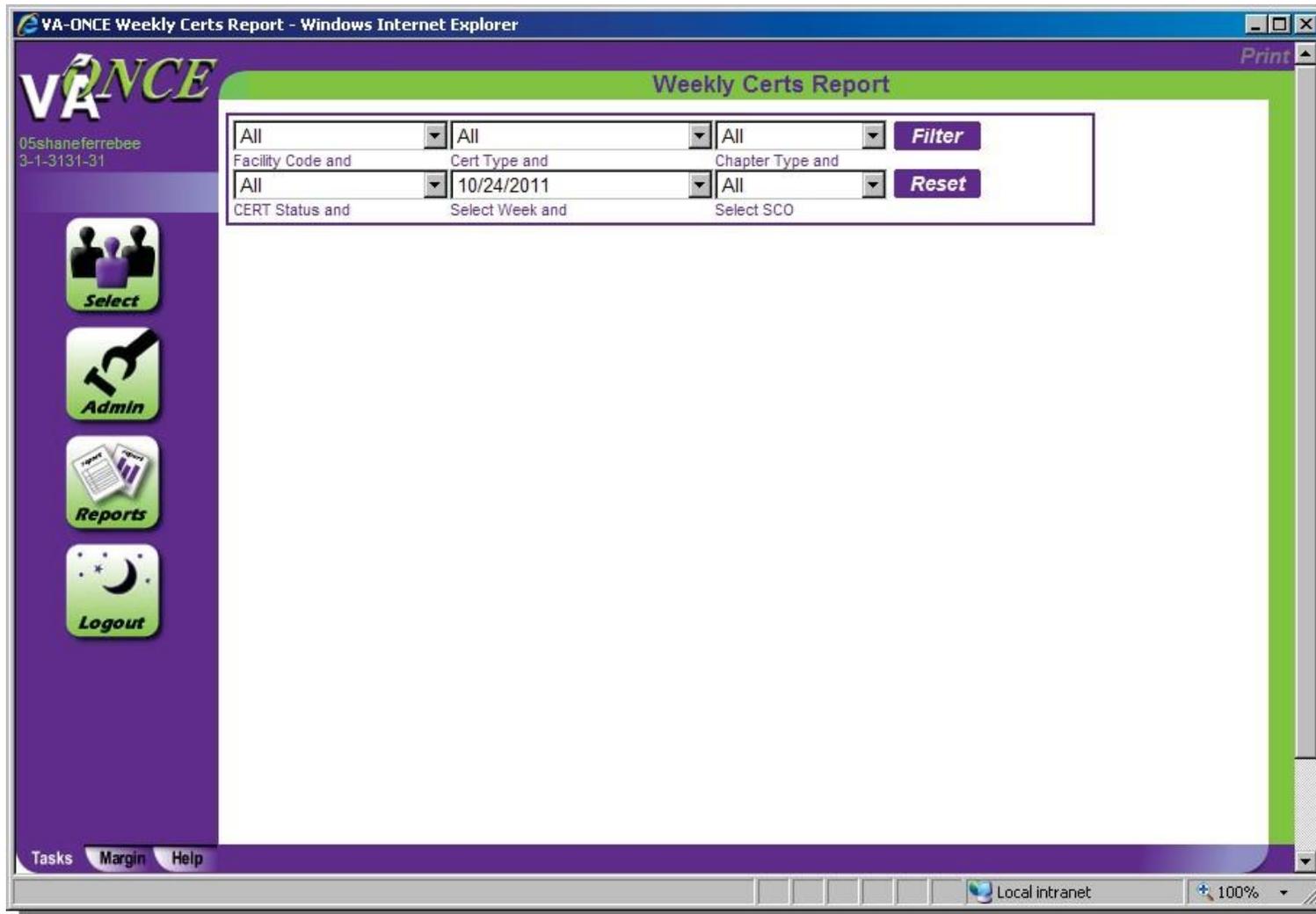
Step 4: Weekly Certs Report
(1) The list can be sorted by any of the columns by clicking on the heading at the top.
(2) To print the list of certifications, select Reports Page on the Print menu.
(3) To print individual certifications, click the box next to each student you wish to print, or click the box in the heading to select all, and then click Selected Certs on the Print menu.

Weekly Detail Certs Report

Step 1: Reports Task button

This feature allows you to view detail of all of the enrollments you submitted or worked upon in any given week. It includes more details about each certification than the Weekly Certs Report, to include the number of hours submitted and tuition and fees.

(1) Click on the Reports button. A Reports screen appears.

Step 2: Reports Task button

(1) Click on the Report Group 1 menu. A drop down appears.

(2) Select "Weekly Detail Certs Report".

Step 3: The Weekly Detail Certs Report

(1) You can filter your certifications by Facility Code, Cert Type, Chapter Type, and CERT Status and SCO. Then select the week.
(2) Once you have selected your desired filters, click on "Filter". A list of students will appear.
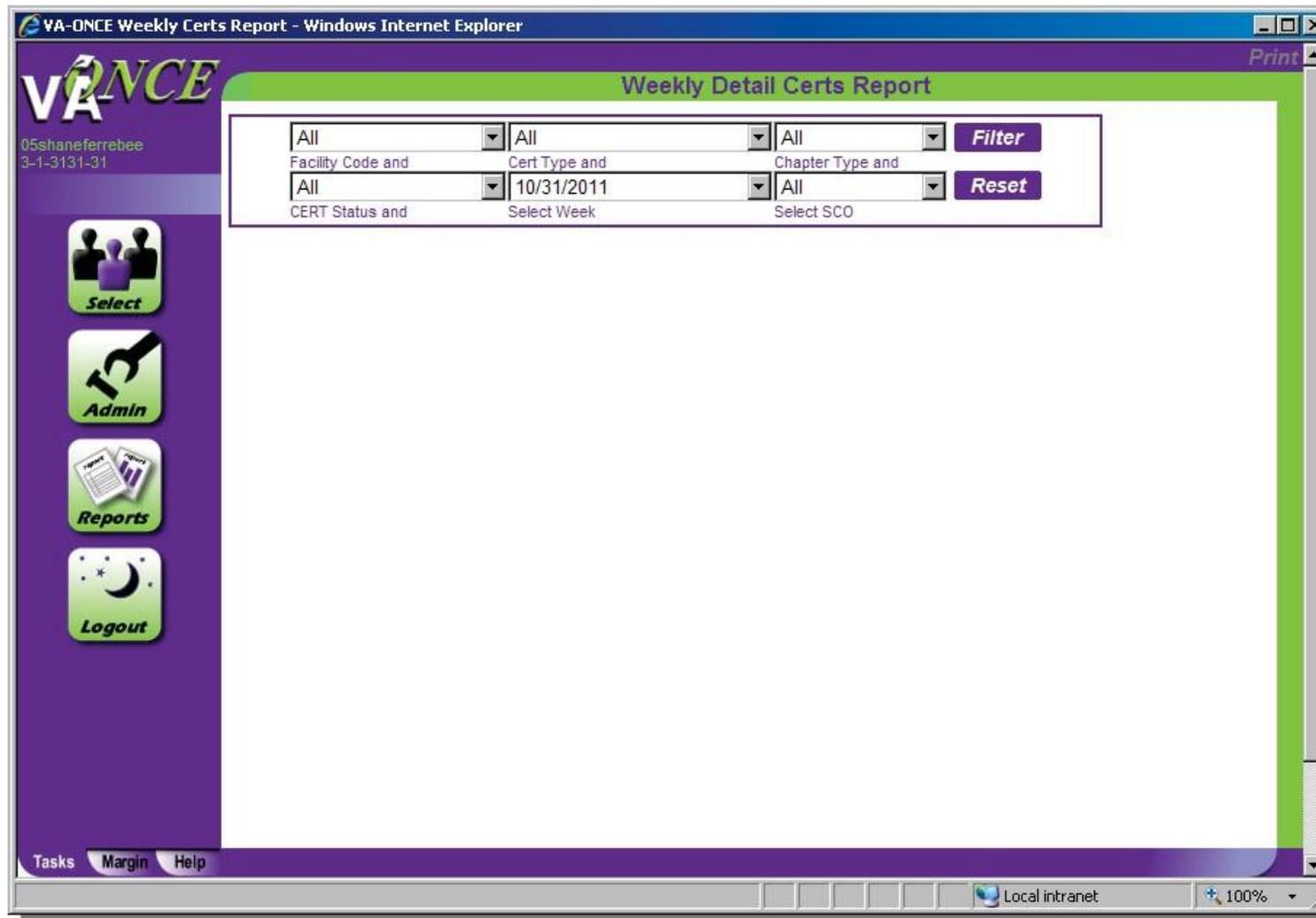
Step 4: Weekly Detail Certs Report
(1) The list can be sorted by any of the columns by clicking on the heading at the top.
(2) To print the list of certifications, select Reports Page on the Print menu. Another window will open and you must use Print on the File menu.
NOTE: Individual certifications cannot be printed from this report. You must use the Weekly Certs Report to print multiple paper certifications

VA Data Tab

VA Data Tab

(1) Provides information from VA's payment system. You can view the student's delimiting date and remaining entitlement.

(2) You can view award data that has been processed for the student's enrollment.

At this time, the feature is only available for students receiving benefits under chapter 30, VRAP, 1606, or 1607. NOTE: *If they have switched to chapter 33 from chapter 30, 1606, or 1607, the previous chapter will appear on this page.*

VANCE

Log Tab

Log Tab

(1) Used to keep a record of notes about a student. The Log is not transmitted to VA. To add a log entry, Click "Add".

(2) The "Edit Log Entry" section becomes active and changes to "New Log Entry".

Log Tab

(3) You can now type your entry in the text box.
(4) Click "Save" to save. The User Name, User Type, Date and Time, and Facility code are automatically recorded.

Log Tab

(5) If you need to take further action on the log you created you can utilize the Follow Up check box. When the action is complete, highlight the log and uncheck the box.

(6) Some VA users have the ability to enter a log. If so, there will be a ⚠ notification symbol on the Student Select page when you click Show Logs. The log entry will be in red. Once you have read the entry, checking the Read box and clicking Save will change the font to the standard color, and delete the notification symbol.

History Tab

(1) Allows you to view each action (event type) that was taken on a student, the user performing the action, and the date and time it occurred. The History is automatically generated, and cannot be modified.

(2) You can sort the history report by clicking on the heading. This may be useful if the student is enrolled in multiple facility codes, and you would like to trace the actions taken at yours.

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VANCE

Sorting Data

Sorting Data

Sorting Data using the FILTER feature allows you to sort and choose students by using the various filter options. This comes in very handy with large student Populations.

(1) Select from each drop down the criteria upon which you would like to match.

(2) Click on "Filter". The new list of students includes only those based on your choices.
NOTE: Click on RESET to clear the filters and bring up all of your active students.

VA2NCE

Inactive/Deleted Students

Deleting and Inactivating Students

To better manage your list of students, VA-ONCE provides the options to delete or to inactivate students. This removes them from your list of active students that is shown on the Student Select page.

(1) Check the box next to the student, or students, you wish to delete or deactivate.

(2) Click on the Student menu and select the appropriate option, "Delete" or "Deactivate". The student will be removed from your active list.

Un-deleting and Re-activating Students

(1) Using the Status Filter, select "Deleted" or "Inactive".
(2) Click on Filter. The list of students currently in the Deleted or Inactive state appears.

Un-deleting and Re-activating Students

(3) Highlight the student you wish to undelete or activate.
(4) On the Student menu, select either "Activate" or "Undelete". The Student will be moved back to the Active list of students.

<u>Helpful tips for Deleting and Deactivating Students:</u>

1. Students that were added in error or for which you have never submitted a certification, should be deleted.

2. Deleting a student performs like the recycle bin on your computer. The student will stay in the deleted status. Periodically, usually during a version update, all deleted students that have not had a certification submitted will be deleted entirely.

3. Students that have had certifications submitted will be left in deleted status for historical purposes.

4. Students that are no longer attending your school, or that are on a temporary leave of absence, should be inactivated.

5. Students can not be moved directly from deleted to inactive or inactive to deleted. The student must be moved from Active to either deleted or inactive.

VANCE

# Changing a Social Security Number

Correcting a Social Security Number

(1) Highlight the student whose SSN needs to be changed.

(2) On the Student menu select "Change SSN".

(3) A pop-up will appear with the Current SSN and a field for the new SSN. Enter the correct SSN in the New SSN field.

(4) Click "OK". The SSN will be changed. Be sure to change the file number, if appropriate.

Social Security Number Exists

In some instances, the Social Security Number exists elsewhere in the system. You will not be able to change the SSN, and will receive a message that the SSN must be unique.
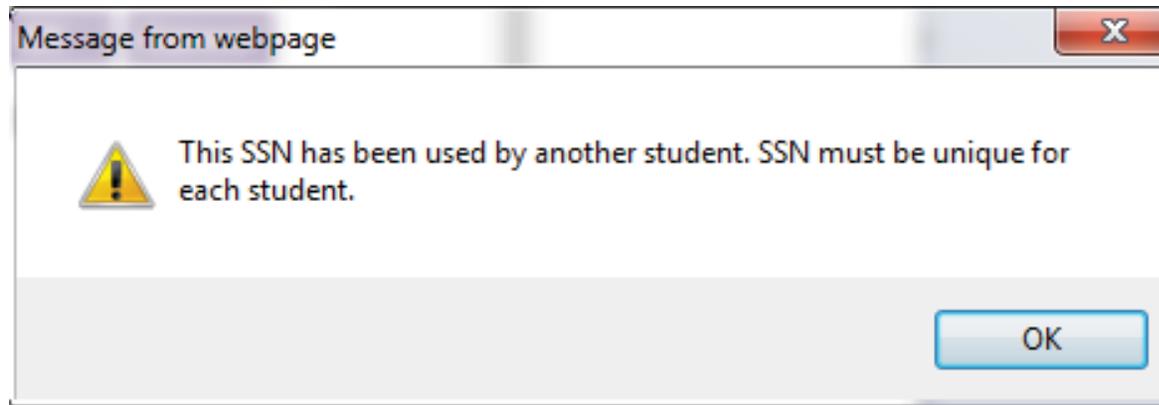
If this occurs, add the student using the correct SSN. Deactivate the incorrect SSN.

You will not be able to see any of the certifications submitted under the incorrect SSN unless you view the deactivated student. If you need the records merged, contact your ELR. NOTE: The process of merging the records can take a lengthy amount of time. Only contact the ELR if you need to see the past certifications under the correct SSN.