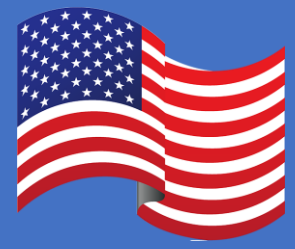




# Serving Veterans on Your Campus

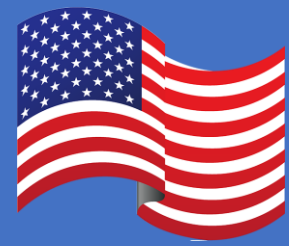
Rachel Cavanaugh  
Sr. Director of Financial Aid and Veterans Services  
VA School Certifying Official  
Cape Fear Community College

Tiffany Ingram  
Assistant Director of Financial Aid and Veterans Affairs  
VA School Certifying Official  
Randolph Community College





# Topics to Cover

- General Overview of Benefits
- VA Debt Management
- Enrollment Manager
- Other Important Information





# Different Chapters of VA Benefits

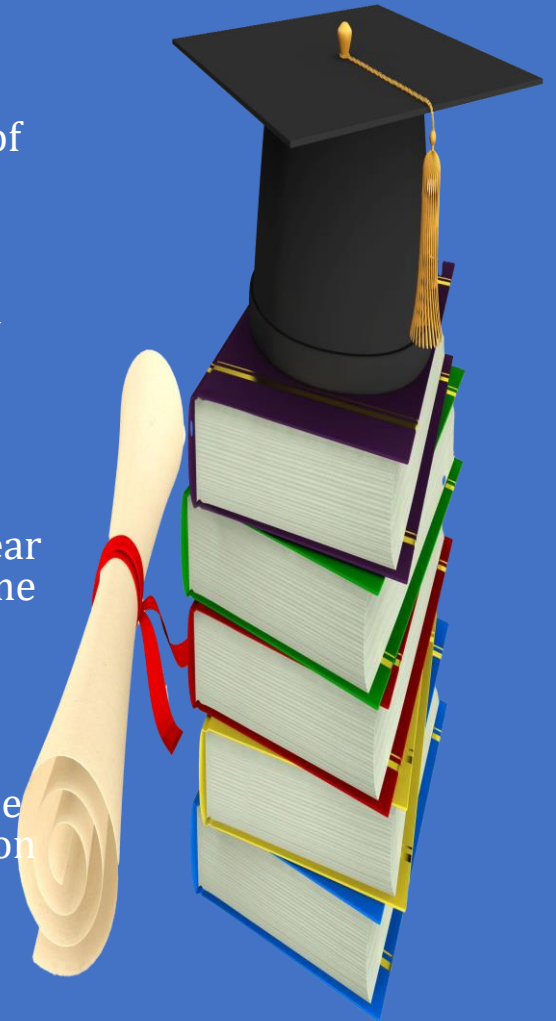
 **Chapter 35** – Dependents of veteran 100% disabled or deceased due to service related. Children, spouses and stepchildren. Pays student monthly based on number of credit hours they are enrolled in. Must be 6 hours or more.

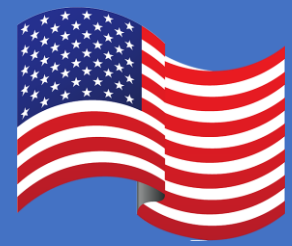
 **Chapter 1606** – Guard and reserves-pays the student monthly based on the number of credit hours they are enrolled in. Must be 6 hours or more. Can receive N.C. TAP or federal tuition assistance.

 **Chapter 30 – Montgomery GI bill** – original GI bill benefit- pays the student monthly based on the number of credit hours they are enrolled in. Must be 6 hours or more




 **Chapter 33 – Post 9/11 GI bill** in effect after 9/11/2001 – pays tuition/fees to the school and book money to the student (\$41.67 per credit hour, limit of \$1000.00 per year runs from fall to fall) as well as monthly housing allowance. Must be more than half time so 7 credit hours. Veterans can transfer this chapter to spouses and children. Tuition/fees are paid to the school through EFT from the Treasury Department

 **Chapter 31 – Veteran Readiness & Employment** – Pays tuition/fees and books to the school as well as the veteran monthly. Must have at least a 10% disability. Authorization is sent to the school with the VA counselor's email through Tungsten Support. Invoices must include an itemized break down of all fees and charges as well as the veteran's signature for purchases in the book store.

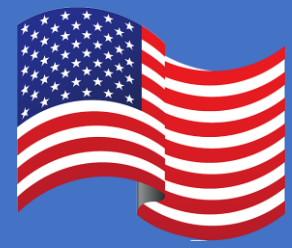







# Chapter 33 Post 9/11

-  School Certifying Official certifies the student after they have registered for classes. Tuition/fees can be reported on the initial certification. After the drop period a 2<sup>nd</sup> certification has to be completed for each chapter 33 student.
-  Tuition/fees are reported to the Business Office by student name, ID number, percentage of eligibility and amount of tuition/fees reported to VA.
-  Tuition/fee money is received by the Business Office and posted to the student's account.

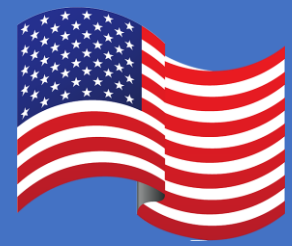




# Chapter 33 Post 9/11 (con't)

-  If the student drops or withdraws the SCO reports the changes through Enrollment Manager to VA. VA RPO processes the changes and established debt. A letter is sent to the school that the debt has been issued.
-  DMC sends letter to the school which is needed to return payment to Debt Management.
-  School pays debt and posts debt to student's account



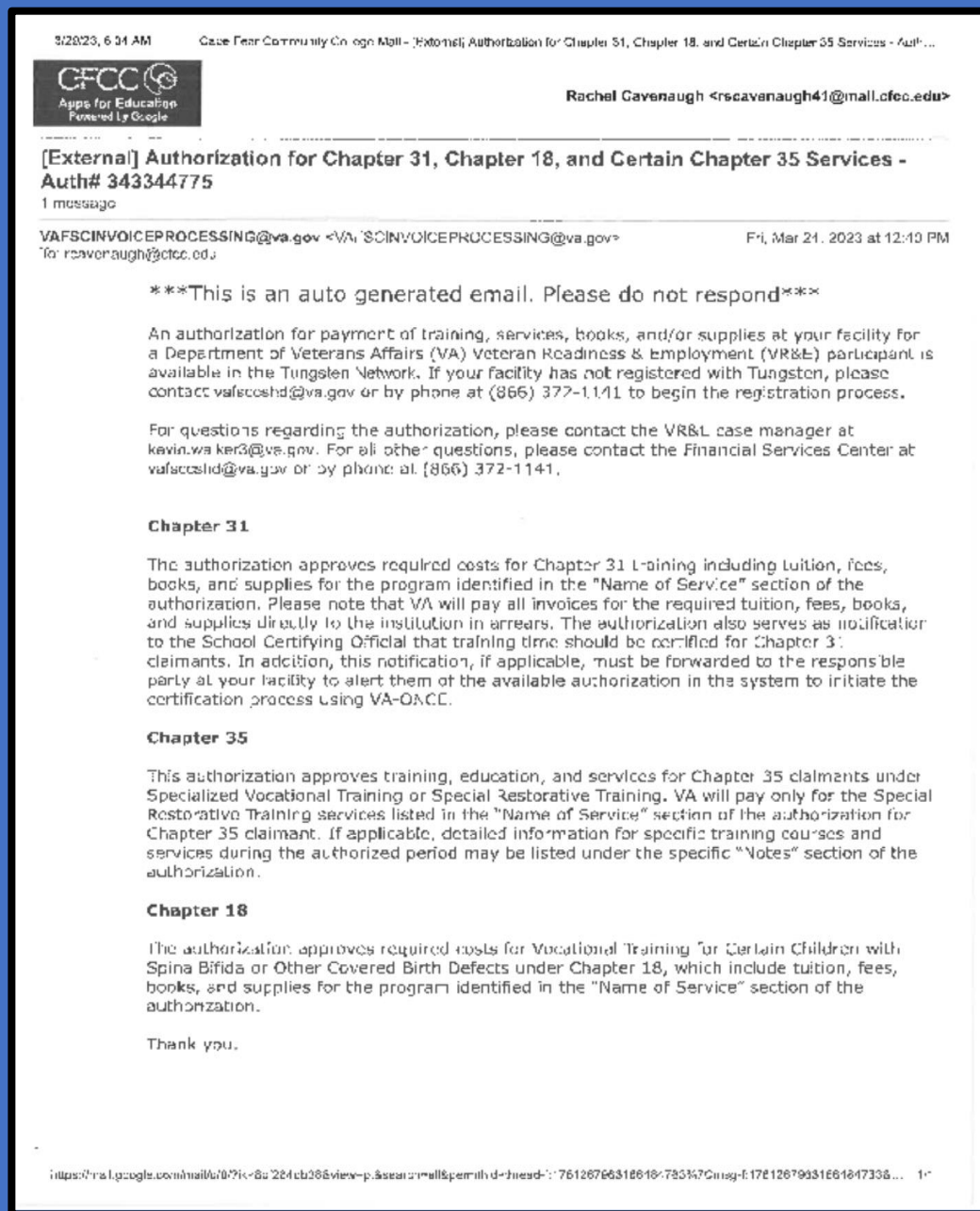


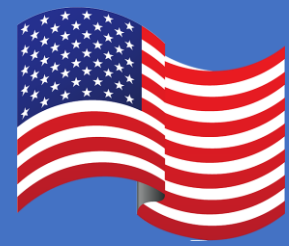
# Chapter 31

- **Veteran Readiness & Employment** is the new name for Chapter 31 known as Voc. Rehab before. Short name VR&E. “E” stands for employment.
- Primary Focus is pathway to suitable employment and career stability for veterans and servicemembers with service-connected disabilities
- Secondary Focus is increased independence in daily living for veterans currently unable to work.
- Basic eligibility period is generally 12 year period.



# Authorization Email





# PO TUNGSTEN Network

**PO NUMBER**  
318346005  
**TN Buyer Number:**  
AAA980055082  
**PO Date:** 17 March 2023  
**Currency:** US Dollar

**PO from**  
VBA VRF  
P.O. Box 140071  
Financial Services Center  
Austin  
TX  
78711-8971

**Invoice to**  
VA REG VBA VRF  
INVOICES MUST BE SUBMITTED  
ELECTRONICALLY  
DO NOT MAIL OR FAX  
AUSTIN  
TX  
78711-7777

**Reference numbers**

**PO to**  
CAPE PEAR COMM COLG  
411 N FIDELITY ST  
WILMINGTON  
NC  
28403-3813  
CAPE PEAR COMM COLG  
ncvbaug@cpcc.edu

**Participant**  
[REDACTED]

## ADDITIONAL INFORMATION

Invoice Number  
Participant ID  
Start Date for web PO  
End Date  
Buyer Contacts  
Party Code  
Address Contacts  
Name  
Last 4 SSN  
VA File Number  
Business Registration Num  
Supplier Tax Registration Number

59112140  
20230001  
20231231  
VA REG VBA VRF - [ncvbaug@cpcc.edu](mailto:ncvbaug@cpcc.edu)  
17-025-423  
CAPE PEAR COMM COLG - [ncvbaug@cpcc.edu](mailto:ncvbaug@cpcc.edu)  
BRIANNA MARIE RESELI  
2270  
XXXXXXXXXX  
741612229  
05-0752881

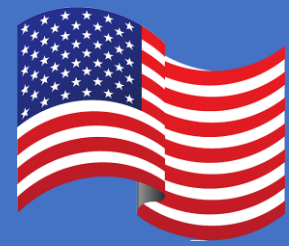
## PO HEADER TEXT

make a copy

Associate degree in Medical Sonography (AAS-45); Tuition, books, fees, and supplies.

## PO Line Details

PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount
1		Tuition and fees	1.000	Each	0.00000	0.00
End Date: 31 March 2023 End Date: 31 December 2023						
PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount
2		Required Books	1.000	Each	0.00000	0.00
End Date: 31 March 2023 End Date: 31 December 2023						
PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount





# PO TUNGSTEN Network (con't)

3	Restricted Supplies	1.000	Each	0.00000	0.00	
General Note						
Line Detail	Supplies not to exceed \$100 for required courses only.					
Start Date	01 March 2023					
End Date	31 December 2023					
PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount
4		Handling Charges * Applicable only to books & supplies	1.000	Each	0.00000	0.00
Start Date	01 March 2023					
End Date	31 December 2023					
PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount
5		Required Equipment	1.000	Each	0.00000	0.00
Start Date	01 March 2023					
End Date	31 December 2023					
PO Line Number	Part code	Description	Qty	UoM	Unit price	Net amount
6		Required One-Time Miscellaneous	1.000	Each	0.00000	0.00
Start Date	01 March 2023					
End Date	31 December 2023					
Number of lines 6						
Net total \$ 0.00						
TUNGSTEN NETWORK						
www.tungsten-network.com						

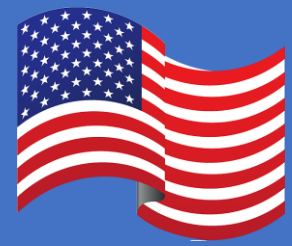


# VA Debt Management Center

 DMC is a franchise fund aligned with VA's Office of Finance (OF) with the Office of Management (OM)




 Chapter 33 –Post 9/11 is the chapter that the school is financially responsible for tuition/fees. Student is responsible for book stipend and housing allowance. If a student drops or withdraws the tuition is reported for the new number of credit hours. The school has to pay the difference of the original tuition/fees and the new tuition/fees after the change.





# VA Debt Management Center (con't)



-  Letters come to CFCC through the postal system. Copies are made and the originals are sent to the Business Office. The copies are put in the veteran's file as they occur.
-  DMC sends 1<sup>st</sup> letter 30 days then a 2<sup>nd</sup> letter 30 days after that (60 days) then a 3<sup>rd</sup> letter 30 days after that. Debt is referred to Treasury 60 days after the third letter or 120 days
-  This debt falls under Federal Debt collection Laws. The Treasury uses 2 programs to collect this debt. Treasury Offset program (TOP) which can collect from Federal grants, Social Security, Civilian pay and military retirement. Cross-Servicing (CS) uses private collections agencies (PCA), telephone collections and Administrative Wage Garnishment (AWG)

# Department of Veterans Affairs Overpayment Letter



DEPARTMENT OF VETERANS AFFAIRS  
BUFFALO REGIONAL OFFICE  
P.O. BOX 4616  
BUFFALO NY 14240-4616

OCTOBER 6, 2022

2110319\_6867\*\*\*\*AUTO\*\*ALL FQH AADC 285  
NORTH CAMPUS  
411 N FRONT ST  
WILMINGTON, NC 28401-3910  
[Barcode]

T19 P2



Dear School Certifying Official:

We are writing to notify you about an overpayment of Post-9/11 GI Bill benefits for [REDACTED]. Please ensure your Bursar's Office (or Financial Business Office) receives a copy of this letter.

On January 5, 2021, the President signed the *Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020, Public Law 116-315*. The new law requires schools and training providers to be financially responsible, instead of the student, for benefits paid directly to an educational institution. This applies to tuition and fee payments and Yellow Ribbon program payments under the Post-9/11 GI Bill (38 USC 3685(b)).

Our records show VA released payment(s) to your school as follows:



Certified Enrollment Period	Tuition and Fees	Yellow Ribbon
August 22, 2022 - December 15, 2022	\$ 1,137.00	\$ 0.00

NORTH CAMPUS must return the payment(s) for enrollment beginning August 22, 2022 for the reason(s) below:

## How Much Is Owed

Total overpayment of **\$967.45** for NORTH CAMPUS during the term that began on **August 22, 2022** was determined as follows:

- Tuition and Fees:** We paid \$1,137.00 for 7 credit hours; however, NORTH CAMPUS is only due \$169.55 based on the chairman's current course load of 0 credit hours. The Tuition and Fees overpayment is \$967.45.




## Returning Funds

Our Debt Management Center will send you additional information about the amount of the debt and how to repay it.

## Questions

# Department of Veterans Affairs

## Debt Management Center Letter

		<b>DEPARTMENT OF VETERANS AFFAIRS</b> Debt Management Center Bishop Henry Whipple Federal Building P.O. Box 11930 St. Paul, MN 55111-0930	
2113321_275*****AUTO MIXED AAJU 200 NORTH CAMPUS 411 N FRONT ST WILMINGTON, NC 28401-3910 [Barcode]		T1 P1	
		OCTOBER 12, 2022	
		File Number: [Redacted] Payee Number: 00 Person Entitled: [Redacted] Deduction Code: 75 E-Mail Address: dmccedu.vbaspl@va.gov (Please provide the information above on any e-mail correspondence)	
<p>The Department of Veterans Affairs recently notified you that education benefits were adjusted due to non-entitlement. Since the funds for this enrollment were sent directly to the school, we ask that you return these funds.</p> <p>Student Name: [Redacted] Facility: 14X04533 Amt: \$ 967.45 Term Date(s): Contact Debt Management Center for term dates.</p>			
<p><b>WHAT ARE YOUR RIGHTS</b> You have the right to dispute either the existence or amount of the debt. Your request should be submitted in writing and should explain why you are disputing the debt. You have the right to inspect and copy VA records associated with the debt. You have an opportunity for a review within the Agency of the decision related to the establishment of the debt.</p>			
<p><b>WHAT IF YOU IGNORE THIS LETTER</b> If the debt remains unpaid, your account could be referred to the Department of the Treasury for offset under the Treasury Offset Program (TOP). If the debt is scheduled for referral to Treasury and we hear from you within 30 days of the referral notice, exercising one of the rights described above, we will suspend referral until the issue has been addressed.</p>			
<p><b>IF YOU HAVE QUESTIONS</b> If you have questions regarding payment of the debt, you should contact the VA Debt Management Center at 1-833-720-2374. If calling from outside the U.S., please dial 1-612-843-6508. Payment options are described on the back of this letter. Our office hours are 6:30 AM to 6:00 PM Central Time. Please note that we experience our highest call volumes on Mondays and throughout the first week of each month. By avoiding these peak times, you will minimize your wait time. Your call may be monitored to ensure quality information. You can also contact us via email at <a href="mailto:dmccedu.vbaspl@va.gov">dmccedu.vbaspl@va.gov</a>. If you have questions regarding specific Veterans or payments, please submit a separate inquiry for each.</p>			
FOR PROPER CREDIT TO YOUR ACCOUNT, PLEASE DETACH AND RETURN WITH YOUR PAYMENT			
 Department of Veterans Affairs		202265 PAYMENT REMITTANCE	
237616139007514012008151327 237616139 0075 14012008151327 0076745 1			
FILE NO. [Redacted]		AMOUNT ENTITLED \$	ENTER YOUR CURRENT ADDRESS BELOW ONLY IF THE ONE ABOVE IS INCORRECT. PLEASE INCLUDE YOUR ZIP CODE.  YOUR TELEPHONE NO. (Area Code) Number
PAYEE NO. 00	PERSON ENTITLED NATHAN		
REDUCTION CODE 75			
* Please include this number on your check or money order.			
F. 4-536, JUN 7/21		01076-01 of 1	

CAPE FEAR  
COMMUNITY  
COLLEGE



December 8, 2022

U.S. Department of Veterans Affairs  
Debt Management Center  
P.O. Box 11939  
St. Paul, MN 55111

The attached check in the amount of \$967.45 is being returned to VA. This amount was paid by VA to Cape Fear Community College (VA Facility Code 1-4-9254-33) in the name [REDACTED] tuition & fee payment for the period of 082222 to 121622

**Reason for return: (choose one)**

- ☒ Student never attended (withdrew before term started)  
☐ Payment received for an individual who is not a student  
☐ Duplicate payment was received  
☐ Student died during the term and would have been due a refund  
☐ Erroneous Amount (clear cut cases where VA paid incorrectly, after contacting VA to confirm the amount)

\*Payment should be returned to student for any reason not listed above.

**PLEASE APPLY THE AMOUNT OF \$967.45 TO THE STUDENT'S VA ACCOUNT.**

Sincerely,

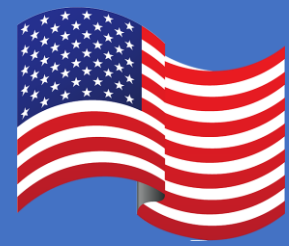
**Rachel Cavanaugh**

Director of Financial Aid & Veterans Services  
Cape Fear Community College  
411 North Front Street  
Wilmington, NC 28401-3910  
(910) 362-7317  
rcavanaugh@cfcc.edu

Wilmington Campus

411 North Front St., Wilmington, NC 28401-3910 910.362.7000 • cfcc.edu  
WILMINGTON • CASTLE HAYNE • BURGAW • SURF CITY

## CFCC Correspondence to Veterans Affairs



# Enrollment Manager

 Released March 6<sup>th</sup>, 2023

## Required Training

NEW SCOs will need to complete the required training to become a certifying official as well as the Enrollment Manager Training. These trainings can be found at the VA Training Submission Portal

[https://vba-tpss.vbatraining.org/assess/\(X\(1\)S\(hj0l5pdvwrcucfvmvmhods45\)\)/trkSignIn?refid=XSCO&AspxAutoDetectCookieSupport=1](https://vba-tpss.vbatraining.org/assess/(X(1)S(hj0l5pdvwrcucfvmvmhods45))/trkSignIn?refid=XSCO&AspxAutoDetectCookieSupport=1)

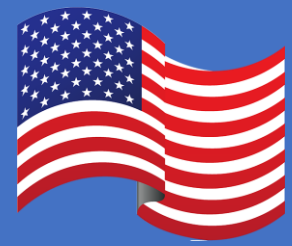
## Certifying Guest Students in EM

Need to know the parent school's facility code and objective type prior to certifying the student at the guest school

 We can now certify students even if they are no longer active at the school.

Added four new VBA remarks to prevent free text (**none are needed**):


1. Second Certification for Enrollment Verification
2. Change to Tuition & Fees – Replacement of “Updating Tuition and Fees”
3. Correcting / Updating / Amending Previous Enrollment
4. Graduated / Received Diploma or Certificate / Completed Objective




# In-state Tuition

 VA expanded the marine Gunnery Sergeant John David Fry Scholarship to include the spouses of service members who died in the line of duty

 Programs of education may not be approved for Post 9/11 GI Bill and Montgomery GI Bill if they do not charge all recently released veterans and their family members instate tuition and fees.


 Effective August 1, 2022 chapter 35 beneficiaries must be able to receive in state tuition. Any student using VA benefits have to be given in state tuition rates.

 **THRIVE Act**-gives descriptions on the limitations on advertising, sales and enrollment practices placed on educational institutions-schools must be honest with student and refrain from engaging in certain prohibited recruiting practices.



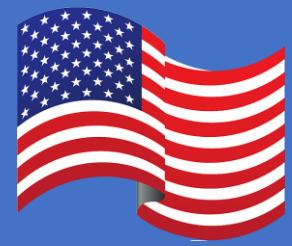
# Other Facts



 85/15 35% Exemption

 Supported vs Unsupported

 State Approving Agency- Determining risk of school instead of compliance surveys



# Tuition Assistance

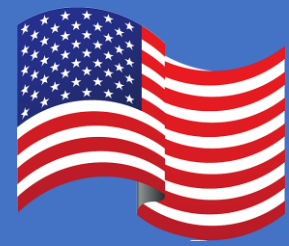
## Federal T/A

-  MyCAA-spouses of active military
-  Navy/Coast Guard
-  ArmyIgnited

## State

-  National Guard





# Training is Important!

 Attend the VA Monthly Office Hours:

Next Webinars - 10/25 and 10/26

 Sign Up for updates/ training through Gov Delivery:

<https://public.govdelivery.com/accounts/USVAVBA/subscriber/new?preferences=true>

 Enrollment Manager FAQs

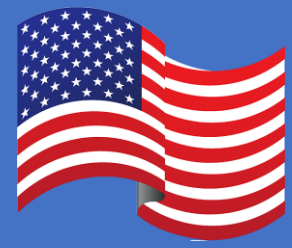
<https://benefits.va.gov/gibill/enrollment-manager/enrollment-manager-frequently-asked-questions.asp>

 Get involved with NCACVA: <https://ncacva.org/>

**Look for this  
logo!**







# Contact Information

*Rachel Cavenaugh, Sr. Director of Financial Aid/Veterans Services*

*Email: [rcavenaugh@cfcc.edu](mailto:rcavenaugh@cfcc.edu)*

*Phone: 910-362-7317*

*Tiffany Ingram, Assistant Director of Financial Aid and Veterans Affairs*

*Email: [taingram@randolph.edu](mailto:taingram@randolph.edu)*

*Phone: 336-633-0308*