



Wrap-around Support for VT's Military Dependent and Veteran Students

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Office of Veteran Services (OVS)

RVS - Backend

School Certifying Official for the VA:

- Data Analysis and Reporting
- Audits
- Administrative
- Chs 30, 31, 33, 35, 1606

OVS - Frontend

Front-Facing Support:

- Intake for 1st Time Benefit Users
- Benefit Education
- Engagement, Outreach

Shared Support:

- Certification Status
- Basic Benefit Questions

RVS vs Academic Certifications

<p>RVS VA Certifications</p>	<p>Chapter 30: Montgomery GI Bill (MGIB-AD) Chapter 31: Veterans Readiness & Employment (VR&E) Chapter 33: Post-9/11 GI Bill & Fry Scholarship Chapter 35: Survivors' and Dependents' Educational Assistance (DEA) Chapter 1606: Montgomery GI Bill (MGIB-SR)</p>
<p>Clearinghouse Enrollment Verification</p>	<p>Hokie SPA > Transcripts and Certifications > Request Enrollment Verification Certificate</p>
<p>All other academic certifications</p>	<p>acacerts@vt.edu (Registrar's Office)</p>
<p>VMSDEP and Tuition Assistance</p>	<p>Bursar's Office</p>

VA Certification Processes



Office of Veteran Services

Forward Facing Advising

- Benefit planning & management
- VA debt management
- Student assistance & support

Student Support and Advocacy

- Benefit onboarding
- Support programming
- Resource connections
- Community building programs
- Institutional navigation (VT, VA, military systems)

Events and Programming

- Military recognition (games, Veterans Day, stoles etc.)
- Veterans at Virginia Tech
- Semester programs (Hokie Focus, kick-off, Veteran Voices, tailgates, Green Zone, professional development, benefit webinars. etc.)

OVS Onboarding Process



- Certificate of Eligibility = letter from the VA proving eligibility of benefit. Must be submitted to OVS to begin certification process.

When to contact RVS vs OVS

<p style="text-align: center;">RVS OUR Veteran Services</p>	<ul style="list-style-type: none"> • Student is contacted by "veteran office" about a course not meeting a DARS/Plan of Study requirement • Student says they are being told their classes can't be certified for their VA benefits • Student needs a Parent Letter to use VA benefits at another school • Student has questions about their VA tuition payment (RVS will consult with University Bursar)
<p style="text-align: center;">OVS Office of Veteran Services</p>	<ul style="list-style-type: none"> • Student wants to withdraw/drop/resign/request academic relief = could cause bill with VA and/or VT • Using VA benefits for student abroad • Student isn't sure a course, program, etc. will be covered • Student hasn't received VA education benefits • Student's bill has not been paid, but using VA benefits • Student needs/wants to be connected to VA support services • Student has questions about certification status
<p style="text-align: center;">OUR Office of University Registrar</p>	<ul style="list-style-type: none"> • Enrollment verification for military/VA (Student use self-service VACHAMPS form) • Military/VA form needs enrollment verification • Student needs VA Academic Worksheet completed for CH 31



Questions?

Registrar Veteran Services

vacerts@vt.edu

<https://www.registrar.vt.edu/veteran.html>

Office of Veteran Services

veteran@vt.edu

<https://www.veterans.vt.edu/>