

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

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RVS - Backend

OVS - Frontend

School Certifying Official for the VA:

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

Shared Support:

- Certification Status
- Basic Benefit Questions

Front-Facing Support:

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



RVS vs Academic Certifications

RVS VA Certifications	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)
Clearinghouse Enrollment Verification	Hokie SPA > Transcripts and Certifications > Request Enrollment Verification Certificate
All other academic certifications	acacerts@vt.edu (Registrar's Office)
VMSDEP and Tuition Assistance	Bursar's Office



VA Certification Processes





Office of Veteran Services

Forward Facing Advising

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

Student Support and Advocacy

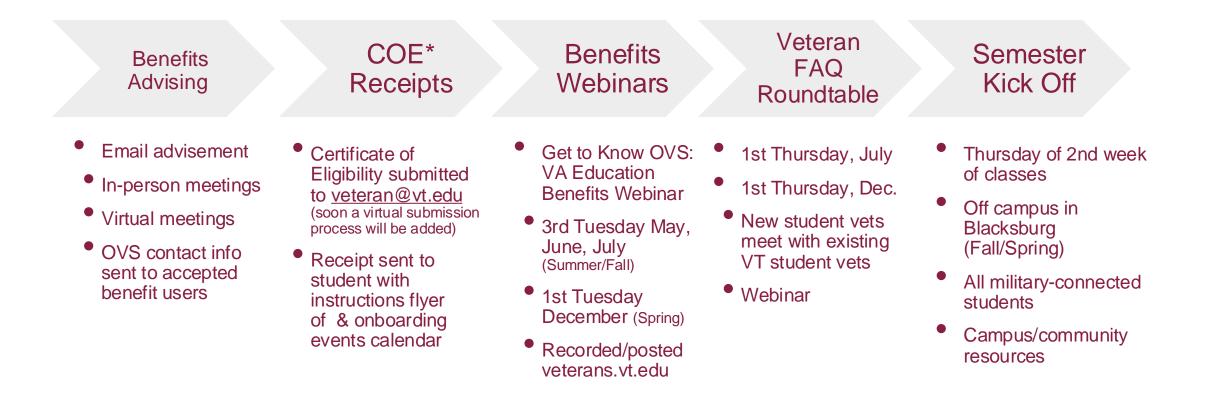
- Benefit onboarding
- Support programming
- Resource connections
- Community building programs
- Institutional navigation (VT, VA, military systems)

Events and Programming

- Military recognition (games, Veterans Day, stoles etc.)
- Veterans at Virgnia 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

RVS OUR Veteran Services	 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)
OVS Office of Veteran Services	 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
OUR Office of University Registrar	 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/