U.S. Department of Veterans Affairs

Work Study Allowance Program

Briefed by: Kevin White

Date: October 2026

Disclaimer

The information in this presentation should be considered talking points for discussion and information sharing. More comprehensive information may be available through other VA resources. Information in this presentation was current and correct on the date given.

Annual Training Credit

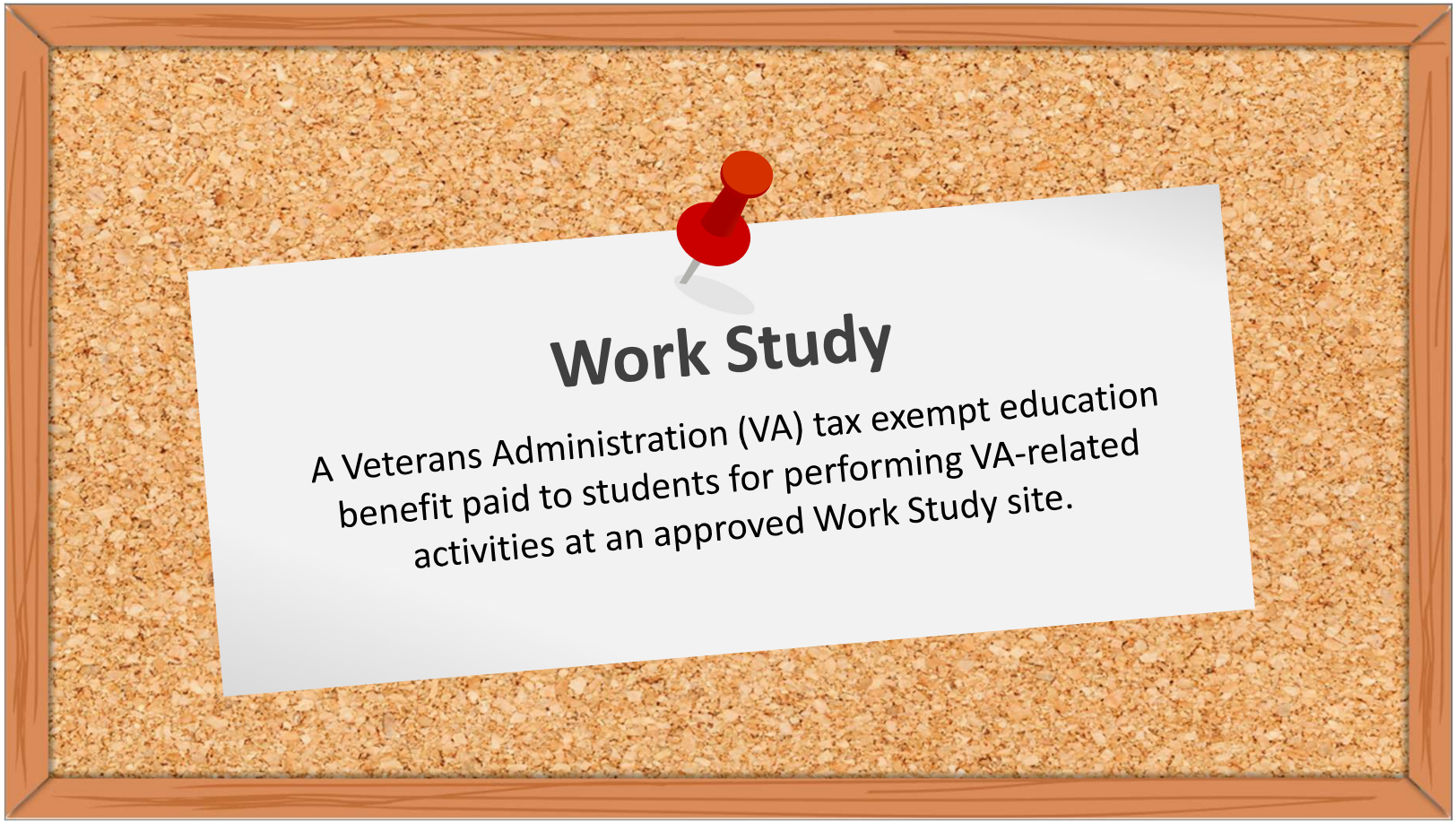


This conference session qualifies for annual training credit.

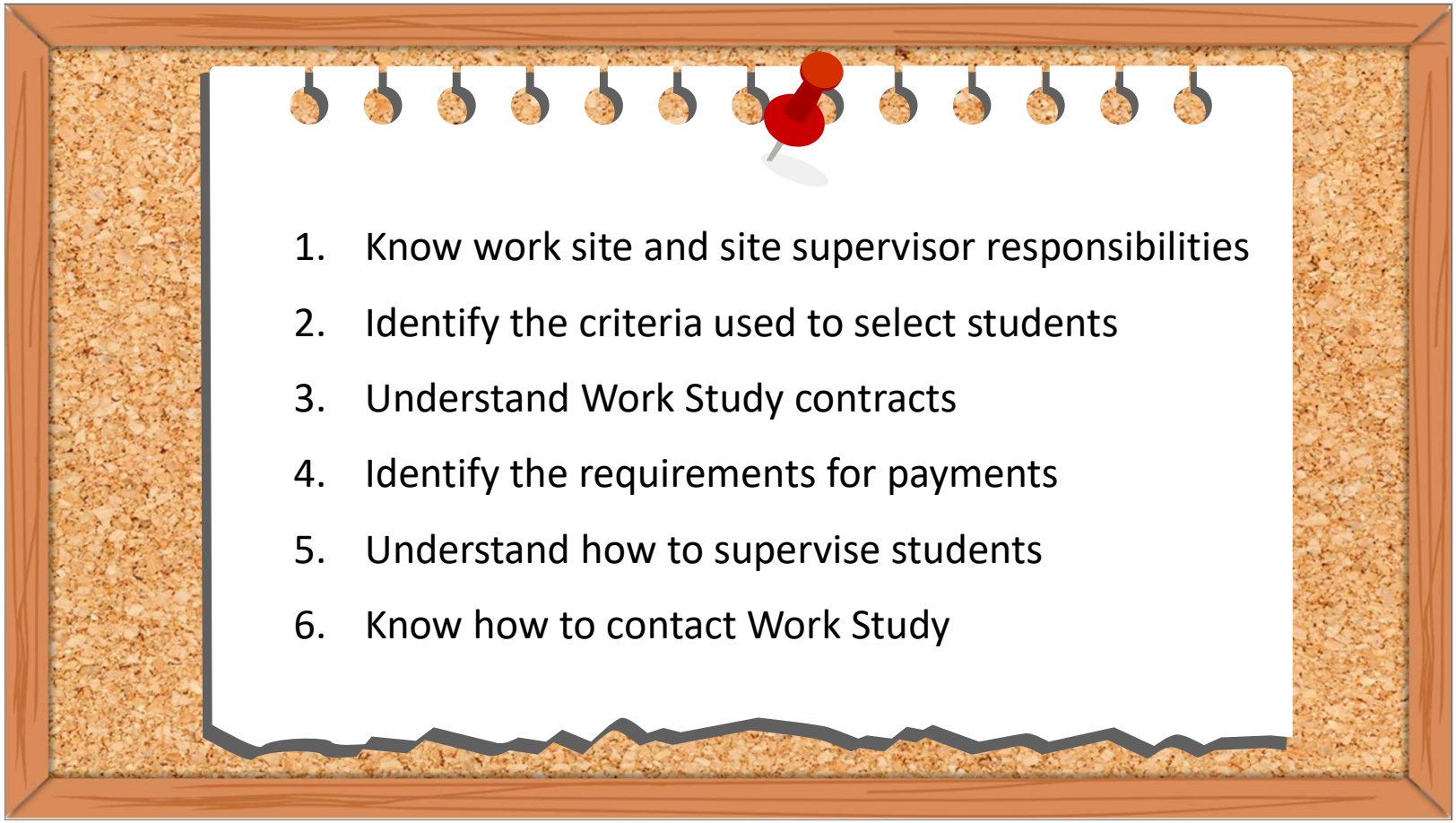
As required by Section 305 of the Harry W. Colmery Veterans Educational Assistance Act of 2017, School Certifying Officials (SCOs) at Covered Educational Institutions must complete annual training administered by the Department of Veterans Affairs (VA).

A Covered Educational Institution is an educational institution, or group of associated campuses, enrolling 20 or more VA students using assistance under Title 10 or Title 38 United Stated Code during a calendar year.

Introduction



Learning Objectives

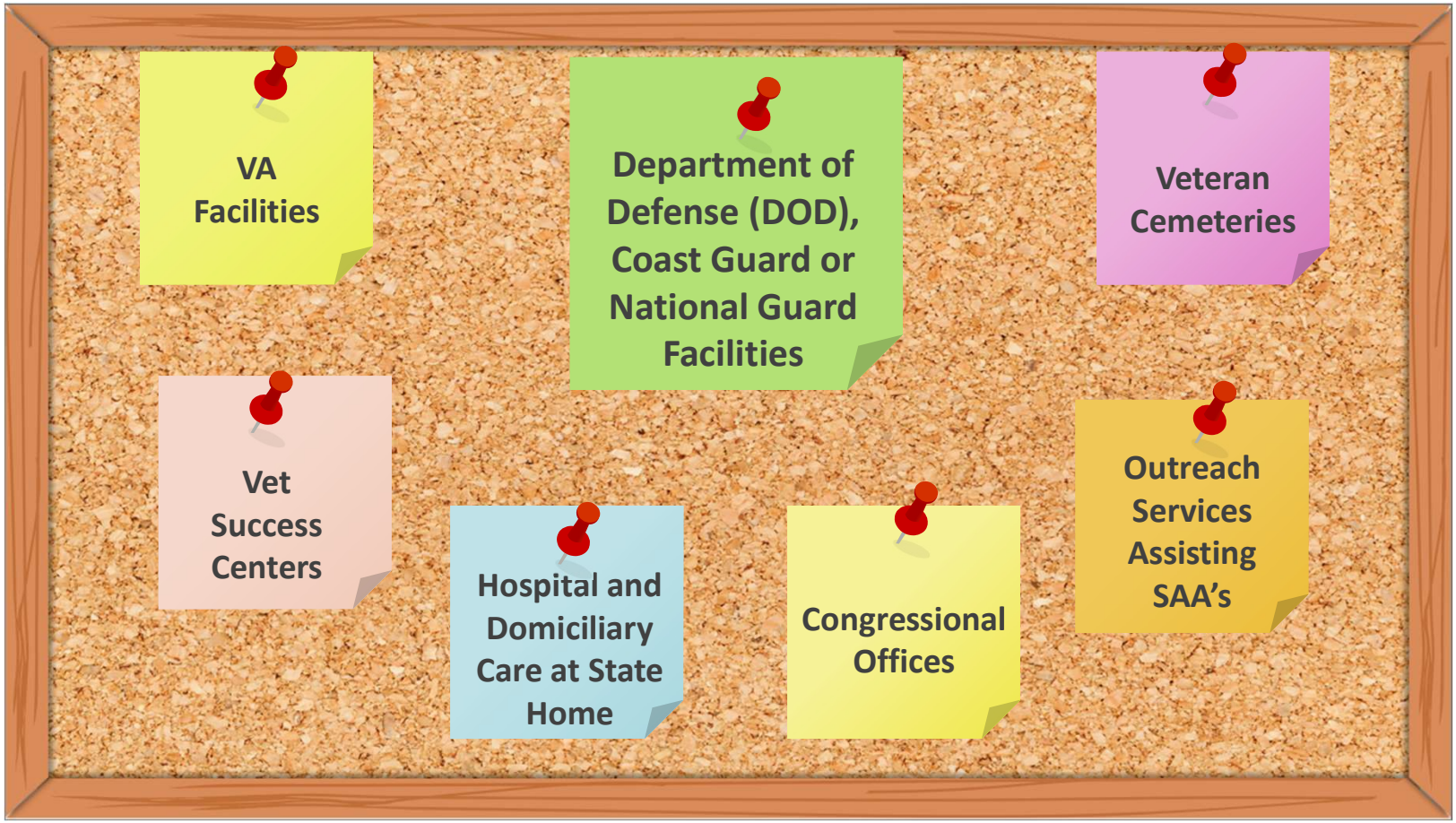


1. Know work site and site supervisor responsibilities
2. Identify the criteria used to select students
3. Understand Work Study contracts
4. Identify the requirements for payments
5. Understand how to supervise students
6. Know how to contact Work Study

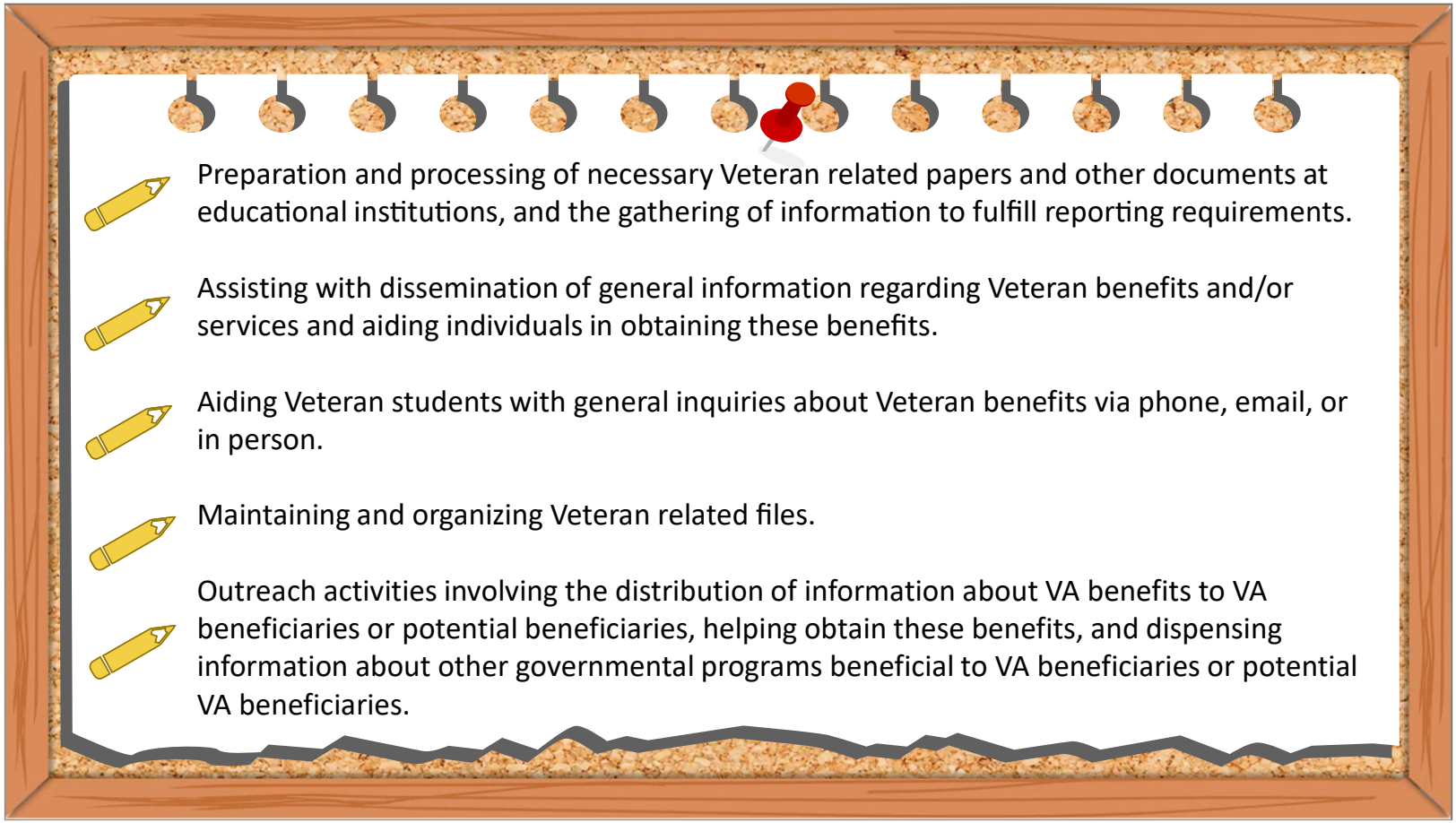
Work Site Qualifications

- ☑ Approved Work Sites
- ☑ Work Assignments/Duties
- ☑ Site Supervisors

Approved Work Sites

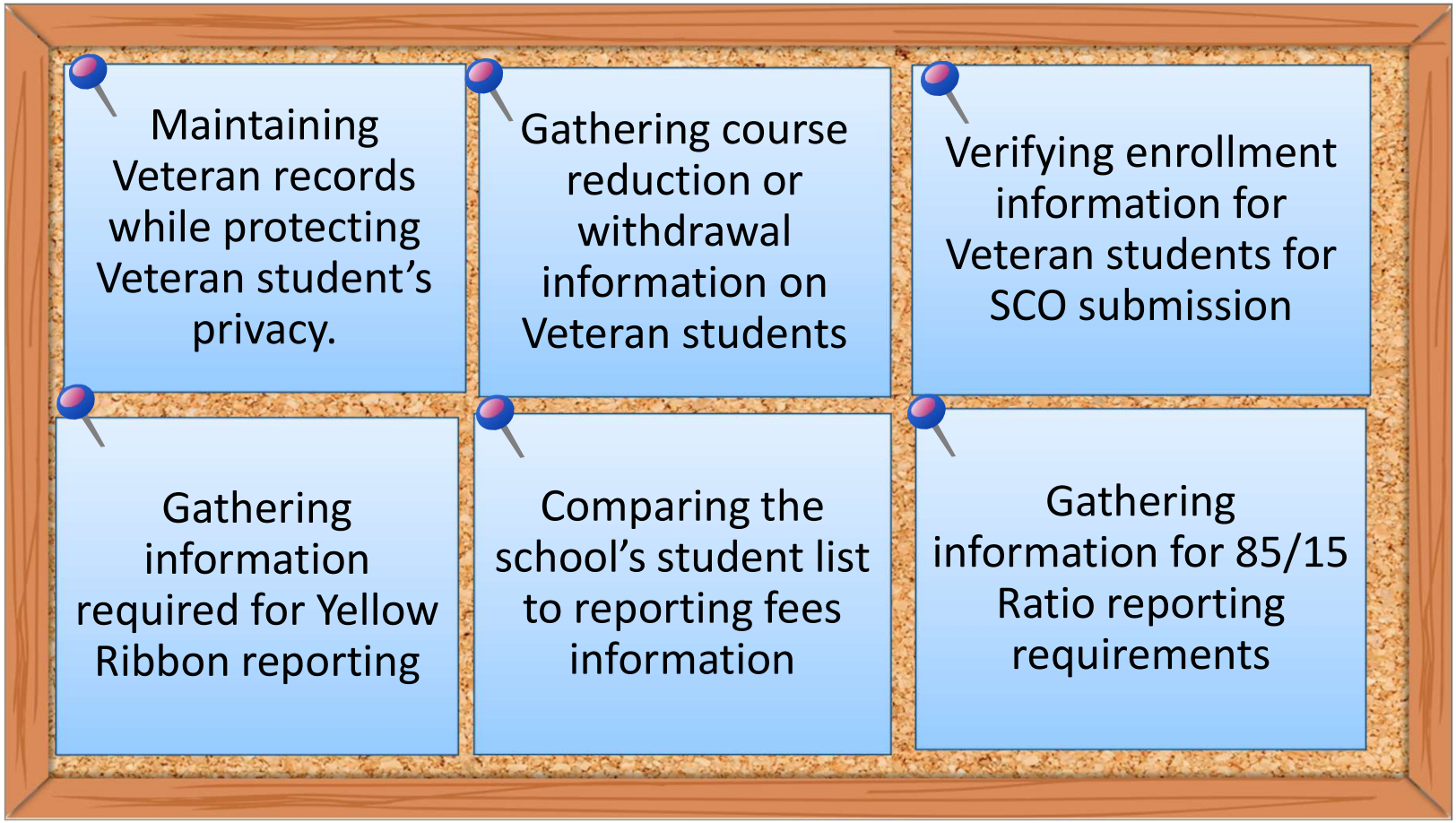


Work Assignments for Educational Institutions



- Preparation and processing of necessary Veteran related papers and other documents at educational institutions, and the gathering of information to fulfill reporting requirements.
- Assisting with dissemination of general information regarding Veteran benefits and/or services and aiding individuals in obtaining these benefits.
- Aiding Veteran students with general inquiries about Veteran benefits via phone, email, or in person.
- Maintaining and organizing Veteran related files.
- Outreach activities involving the distribution of information about VA benefits to VA beneficiaries or potential beneficiaries, helping obtain these benefits, and dispensing information about other governmental programs beneficial to VA beneficiaries or potential VA beneficiaries.

Examples of Work Study tasks for Educational Institutions



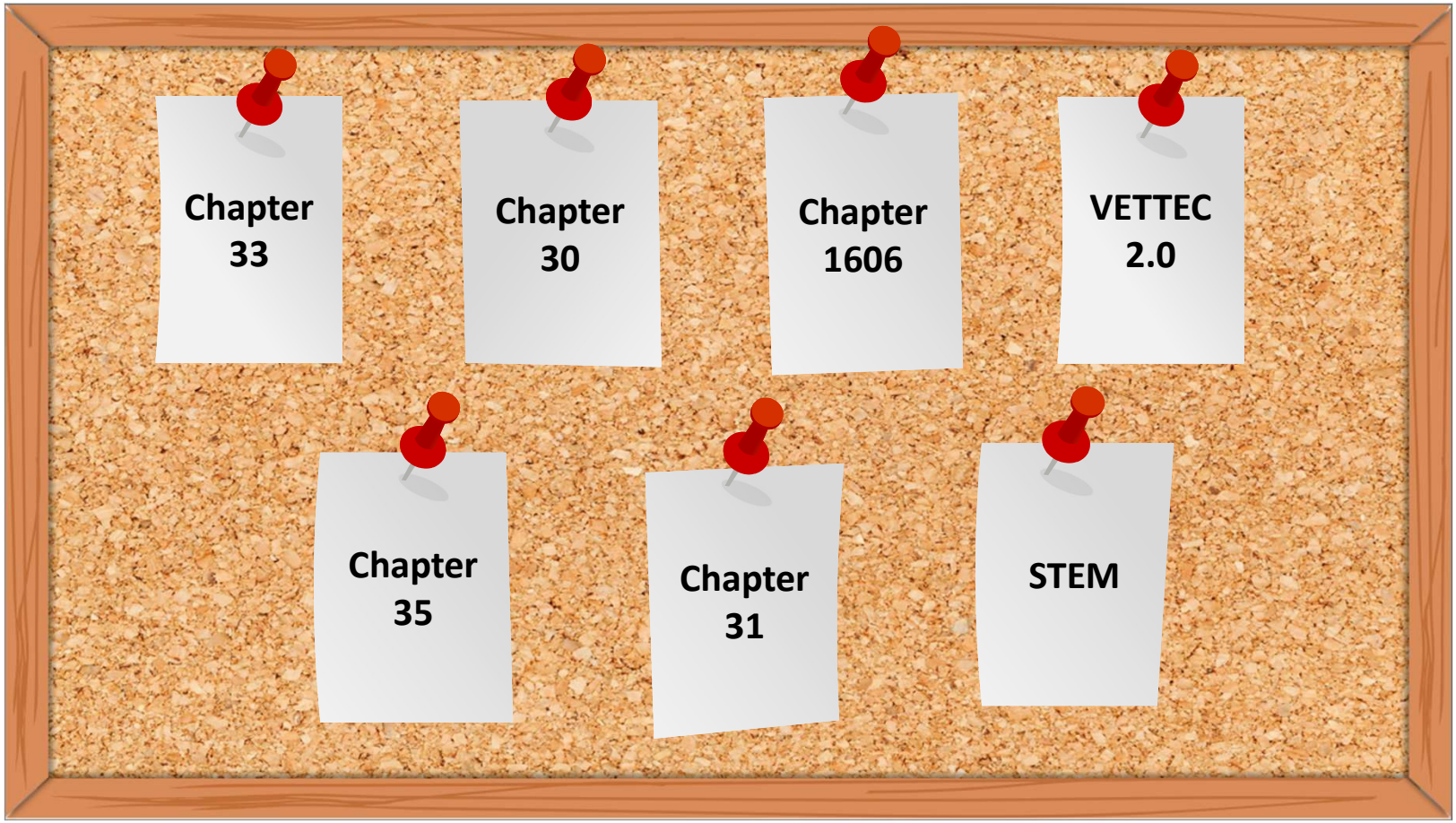
Site Supervisors



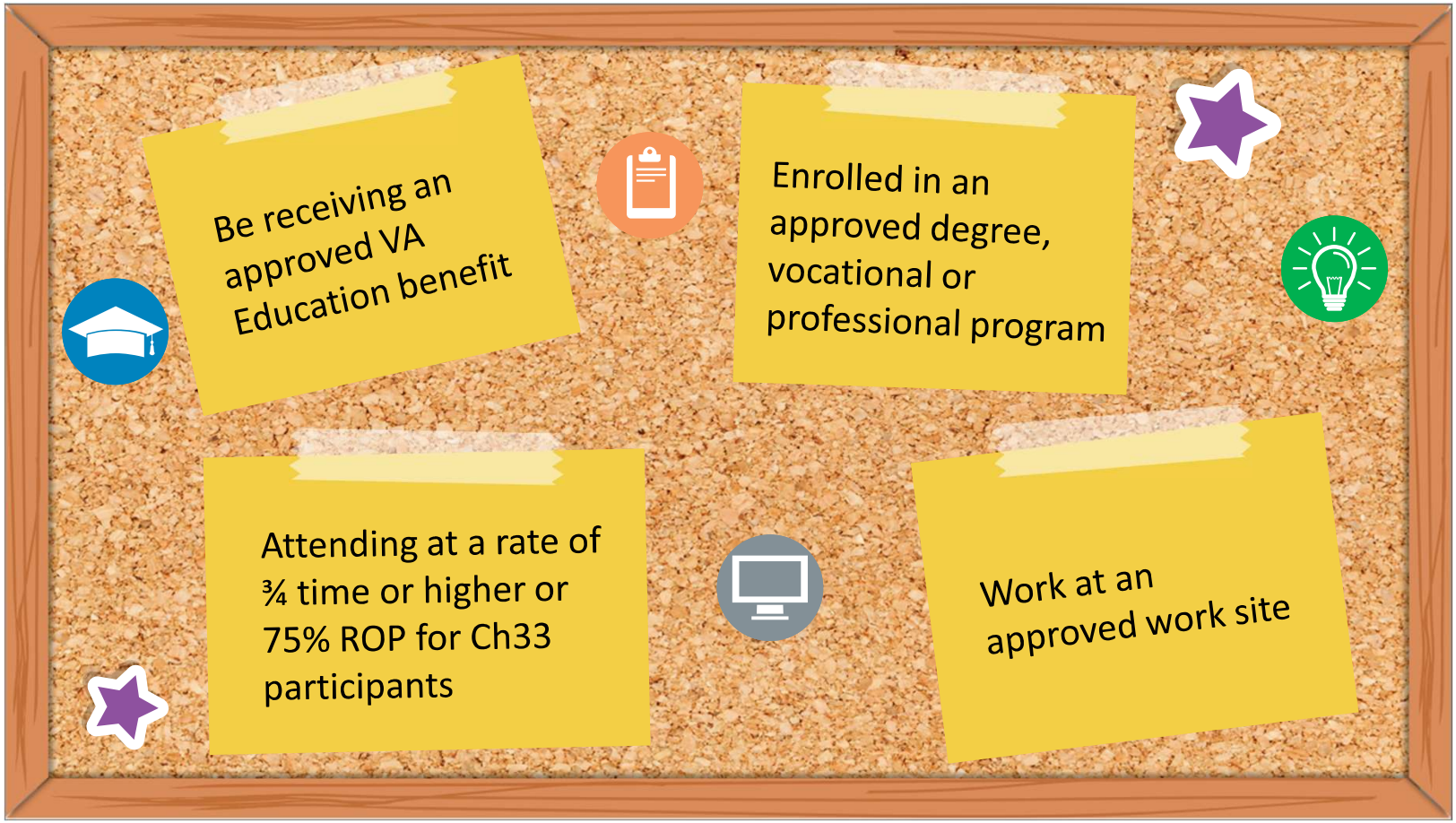
Student Qualifications

- ☑ Approved Education Benefit Programs
- ☑ Enrollment Requirements
- ☑ Selection Criterion

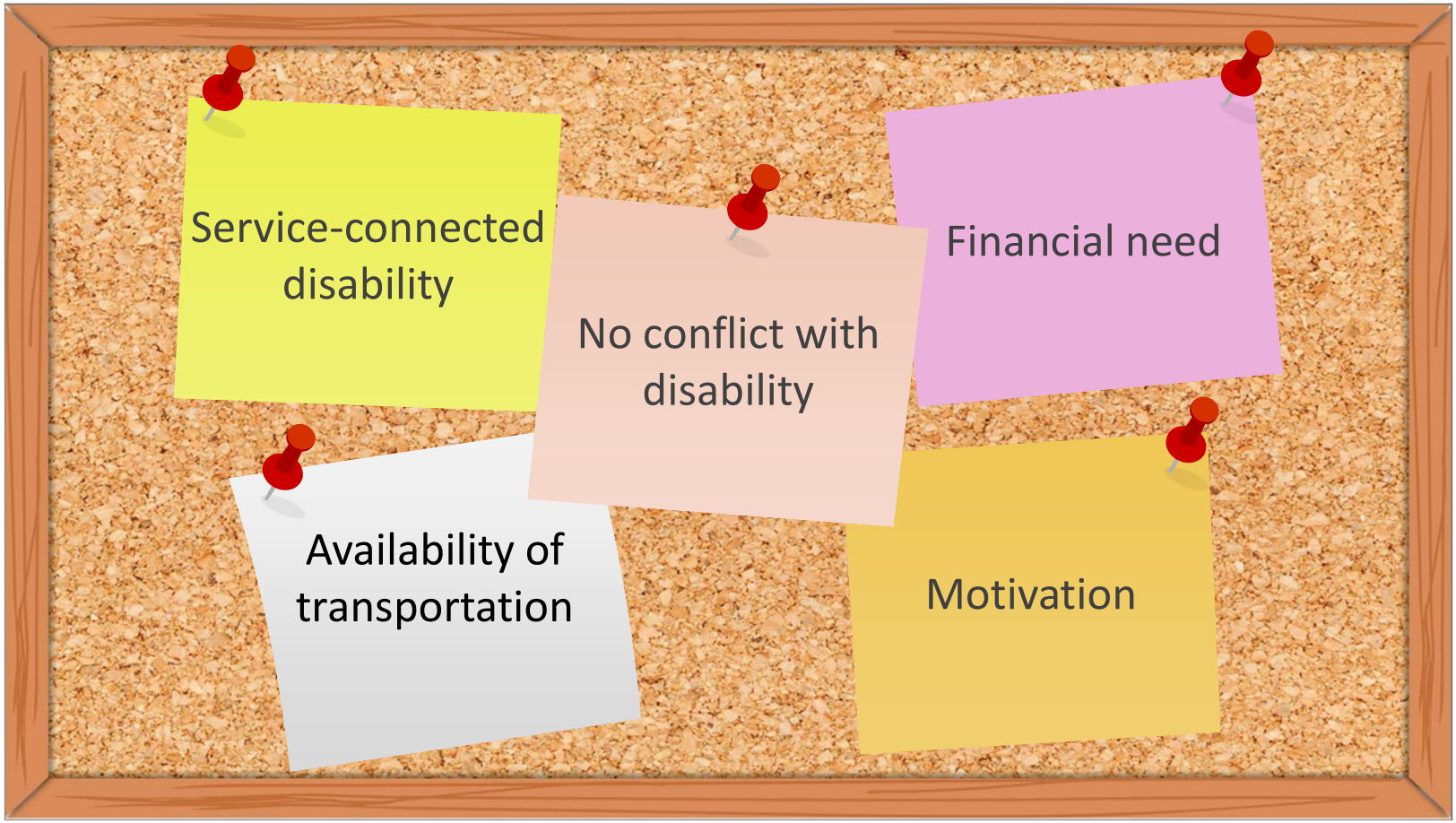
Approved Education Benefit Programs



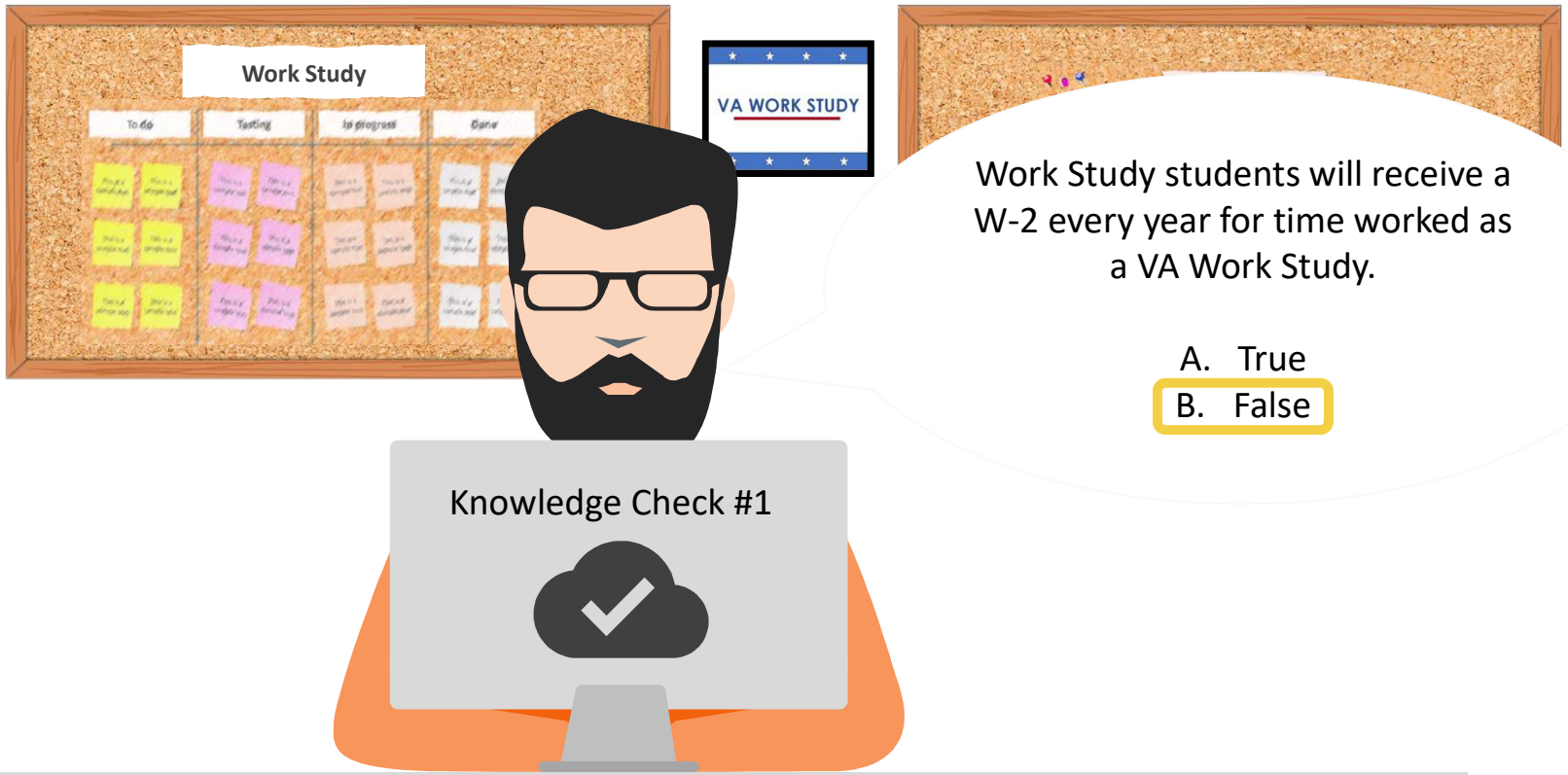
Enrollment Requirements



Selection Criterion



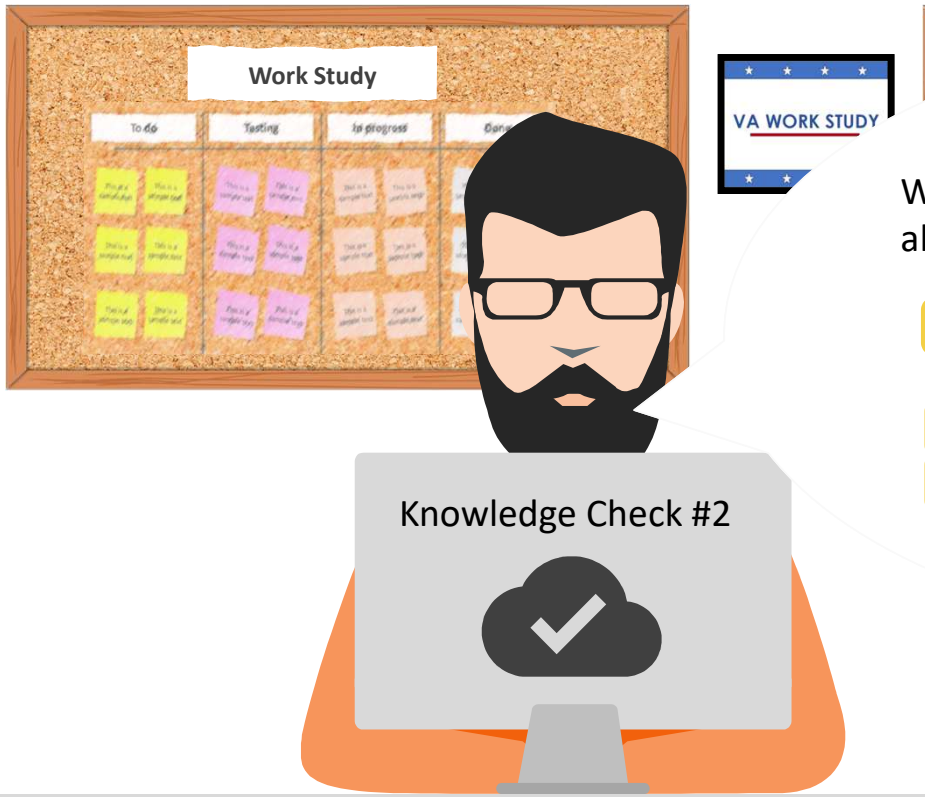
Student Qualifications



Work Study students will receive a W-2 every year for time worked as a VA Work Study.

A. True
B. False

Student Qualifications



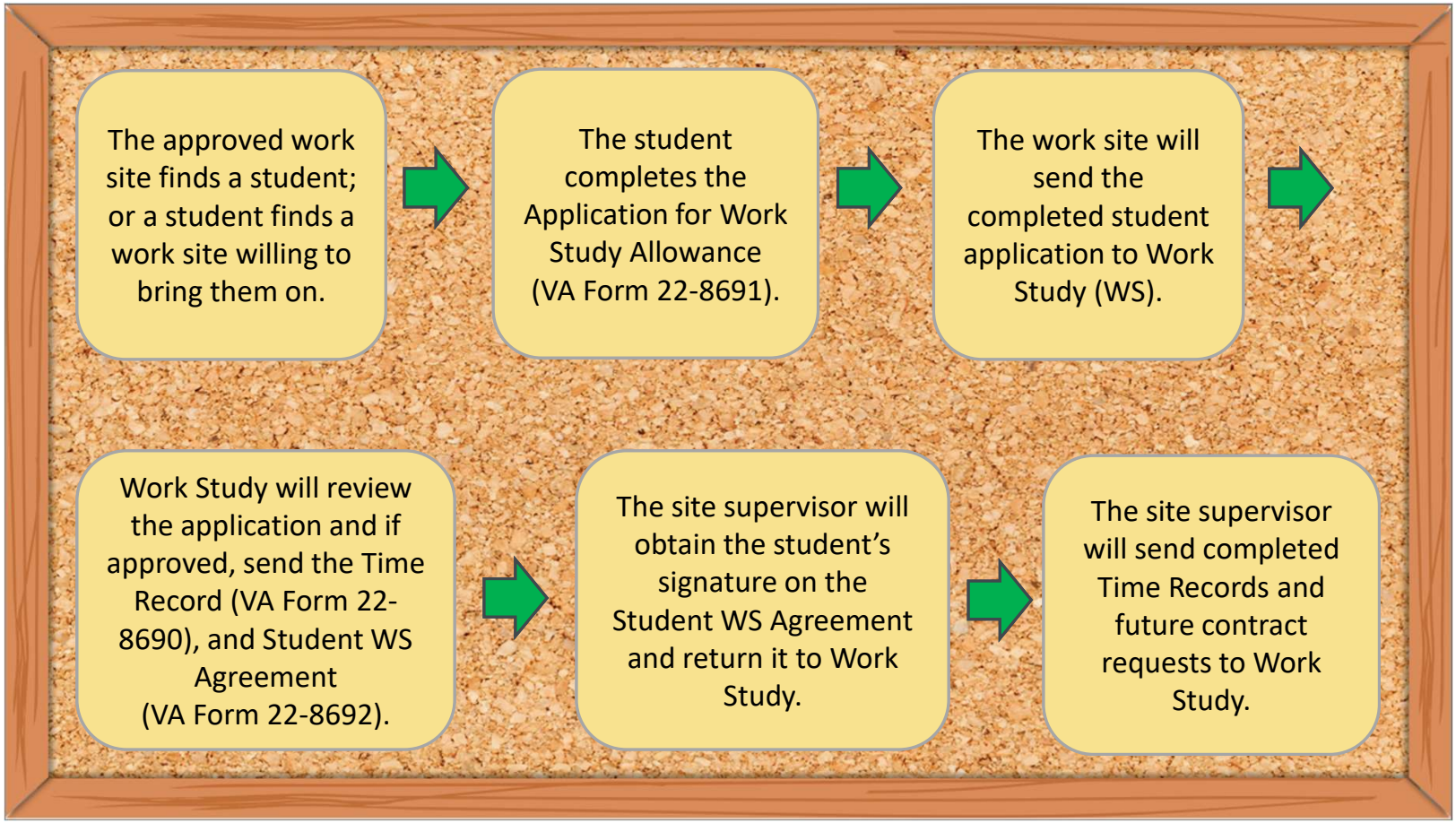
Which statements are the most accurate about student selection? (Select all that apply)

A. Service-connected disabilities have priority
B. They do not need to exhibit financial need
C. Must have availability to transportation
D. Work assignments don't conflict with disability

Work Study Contracts

- ☑ Agreement Process
- ☑ Approval Process
- ☑ Hours of Service
- ☑ Contract Extensions
- ☑ Zero Hour Extension

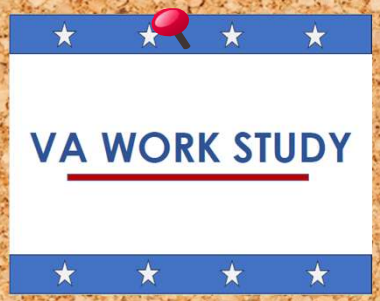
Agreement Process



Approval Process

If Approved:

- ✓ Contract and time record sent to site supervisor
- ✓ Time frame and number of approved hours
- ✓ Students may not begin working prior to VA approving the contract



If Denied:

- ✓ Denial letter sent to student
- ✓ Courtesy email sent to site supervisor

Hours of Service

25 hours per week, prorated for partial weeks

Can be up to one (1) year or 1300 hours

Not limited to number of hours in a day or week

Not eligible for overtime pay

Covered under Worker's Compensation laws



Monday	Tuesday	Wednesday	Thursday	Friday
	☒	☒		☒
☒		☒	☒	
	☒		☒	

Contract Extensions

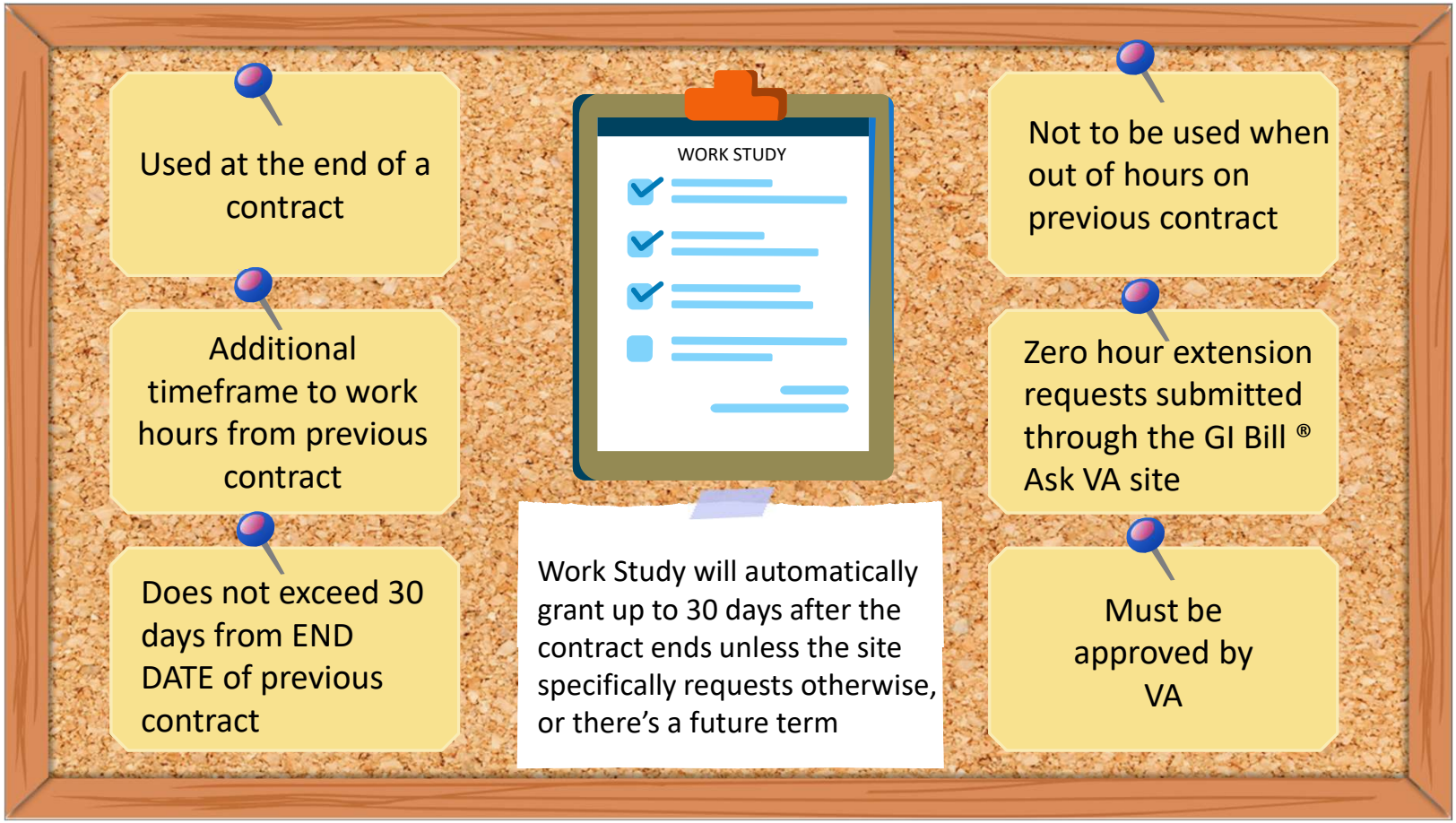
22-8691

- A continuation of the original agreement
- A contract extension can begin up to 30 days before the next term begins
- All hours from previous contract not worked by the END DATE are forfeited
- Contract extensions requests can be submitted through the GI Bill ® Ask VA site
- Must be approved by VA

1 year

From Original Contract Start Date

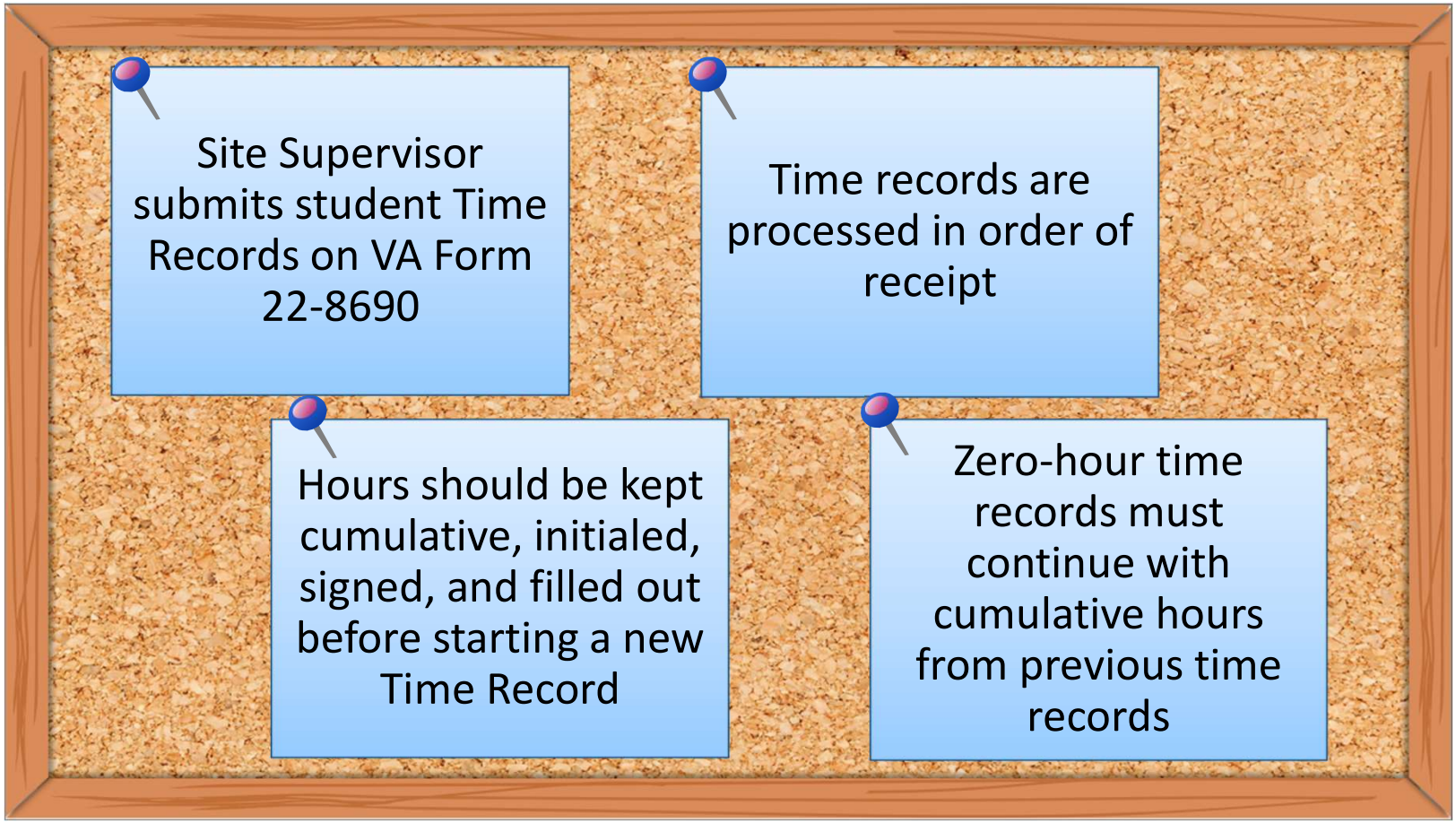
Zero Hour Extension



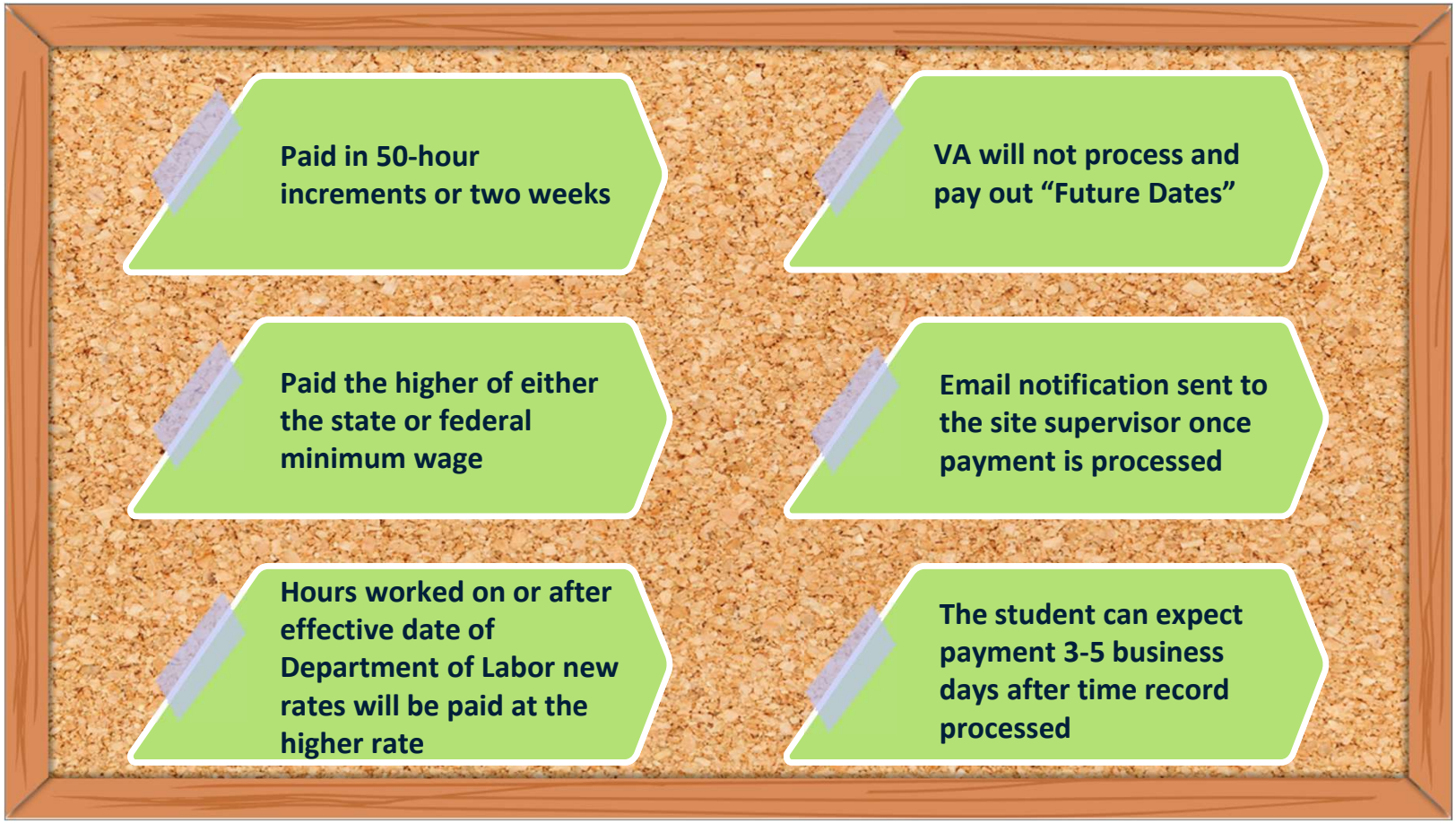
Work Study Payments

- ☑ Time Records
- ☑ Payment Parameters
- ☑ Advanced Payment
- ☑ Change in Enrollment Status

Time Records



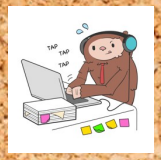
Payment Parameters



Advanced Payment

Students may elect to be paid in advance for 50 hours in their Work Study agreement

Advanced payment is recouped from the first regular payment

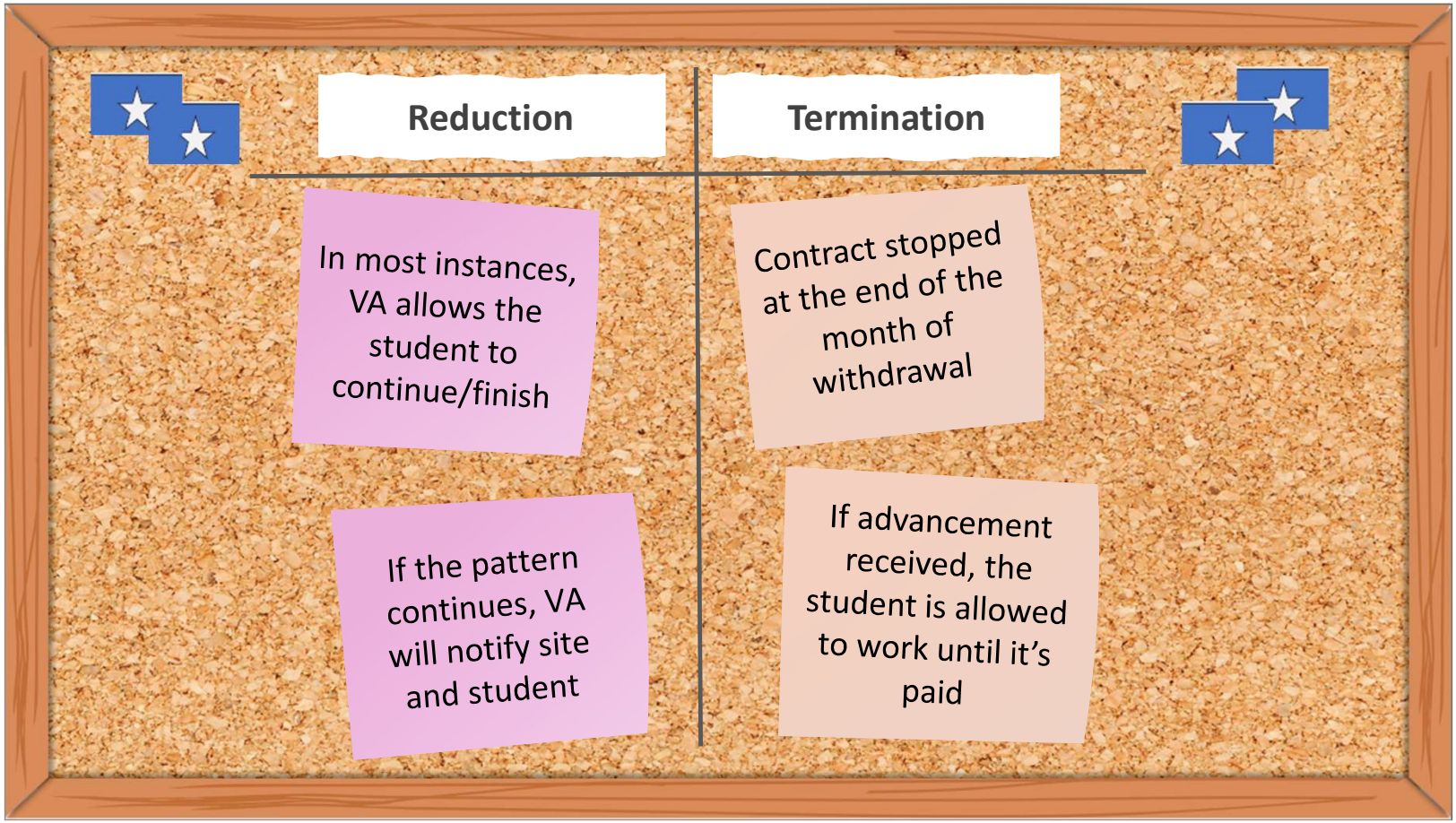


Students must fulfill their requirement within 60 days of starting their contract

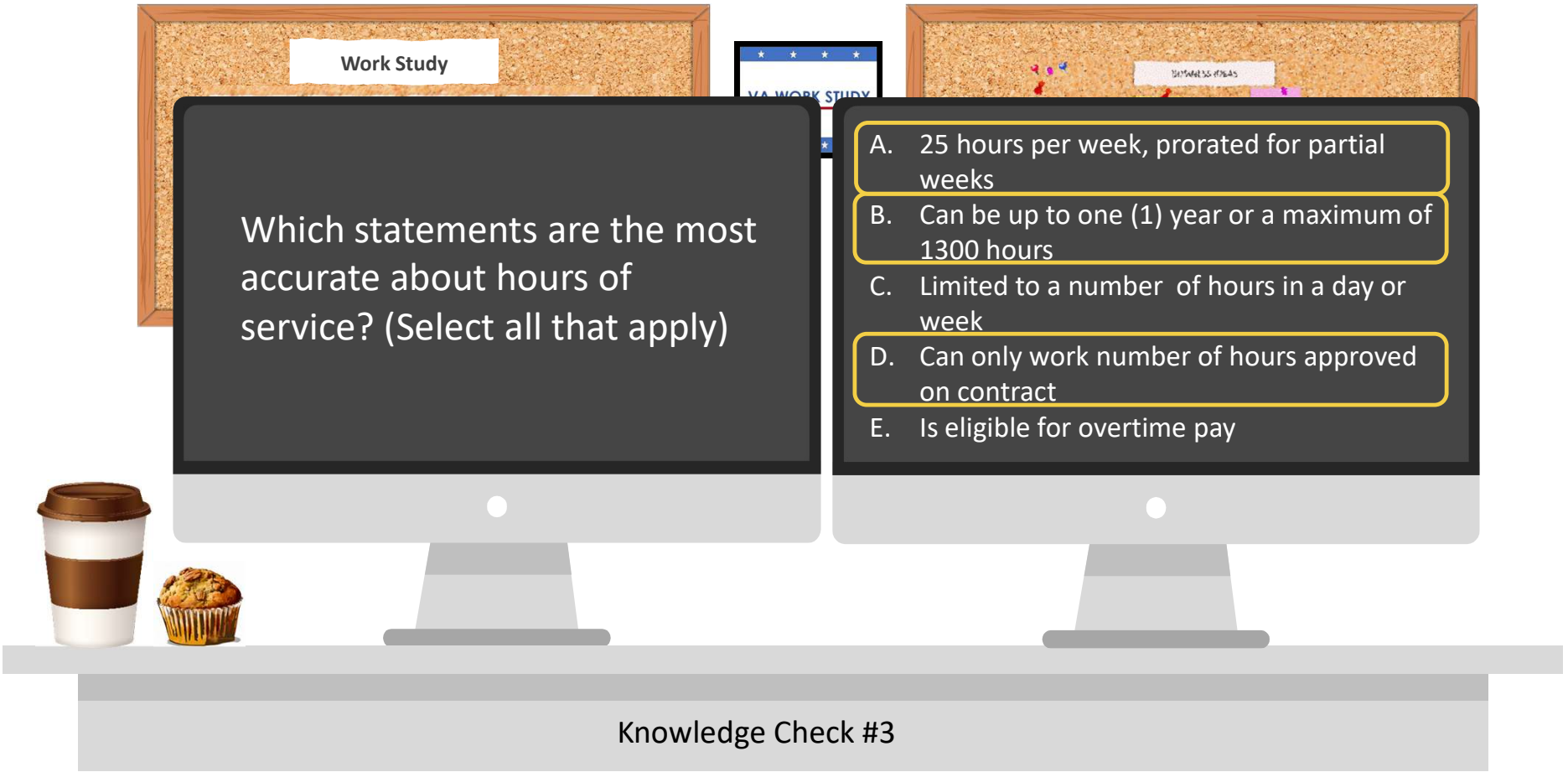


Advance payment and time records cannot be processed until the signed contract is received

Change in Enrollment Status

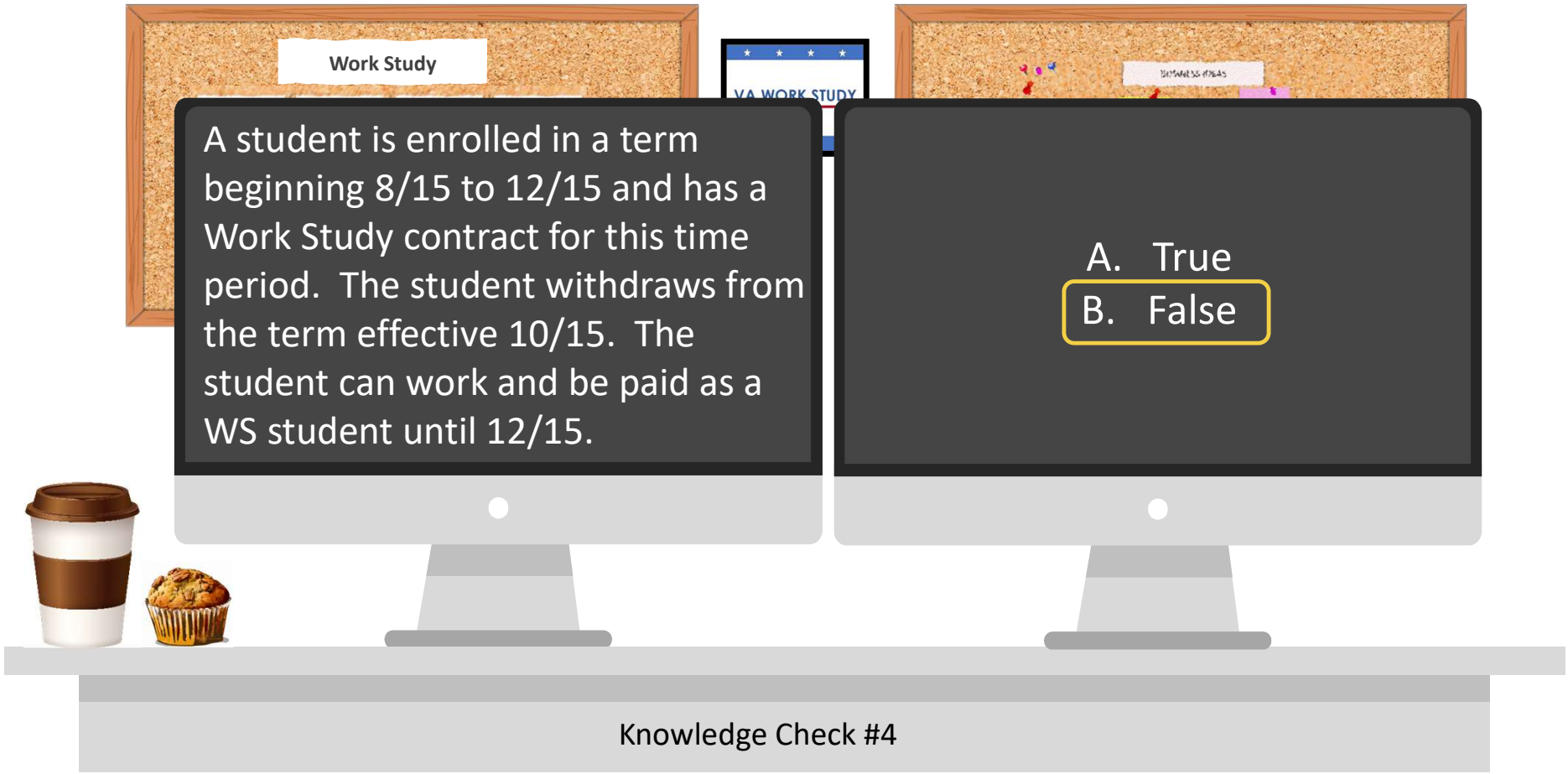


Work Study Payments



Knowledge Check #3

Work Study Payments

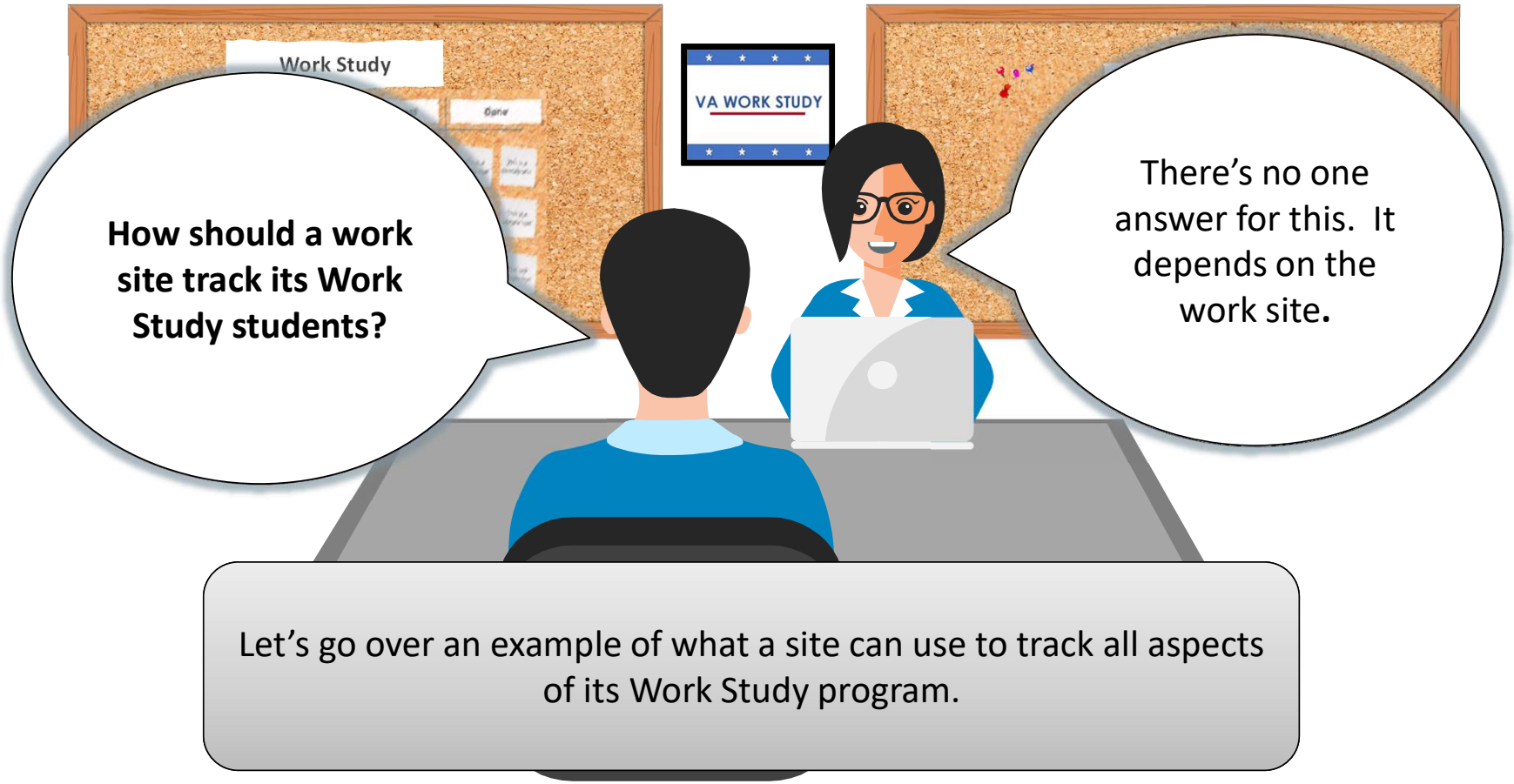


Knowledge Check #4

Supervising Students

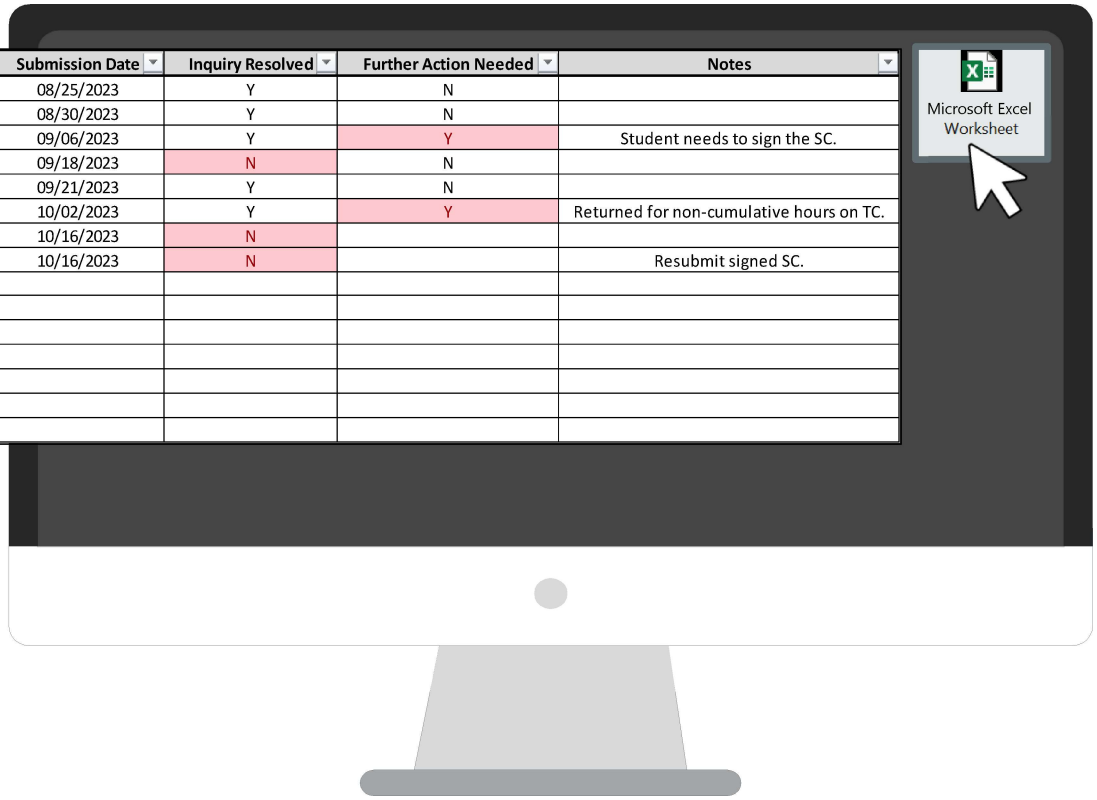
- ☑ Tracking
- ☑ Performance/Conduct

Tracking

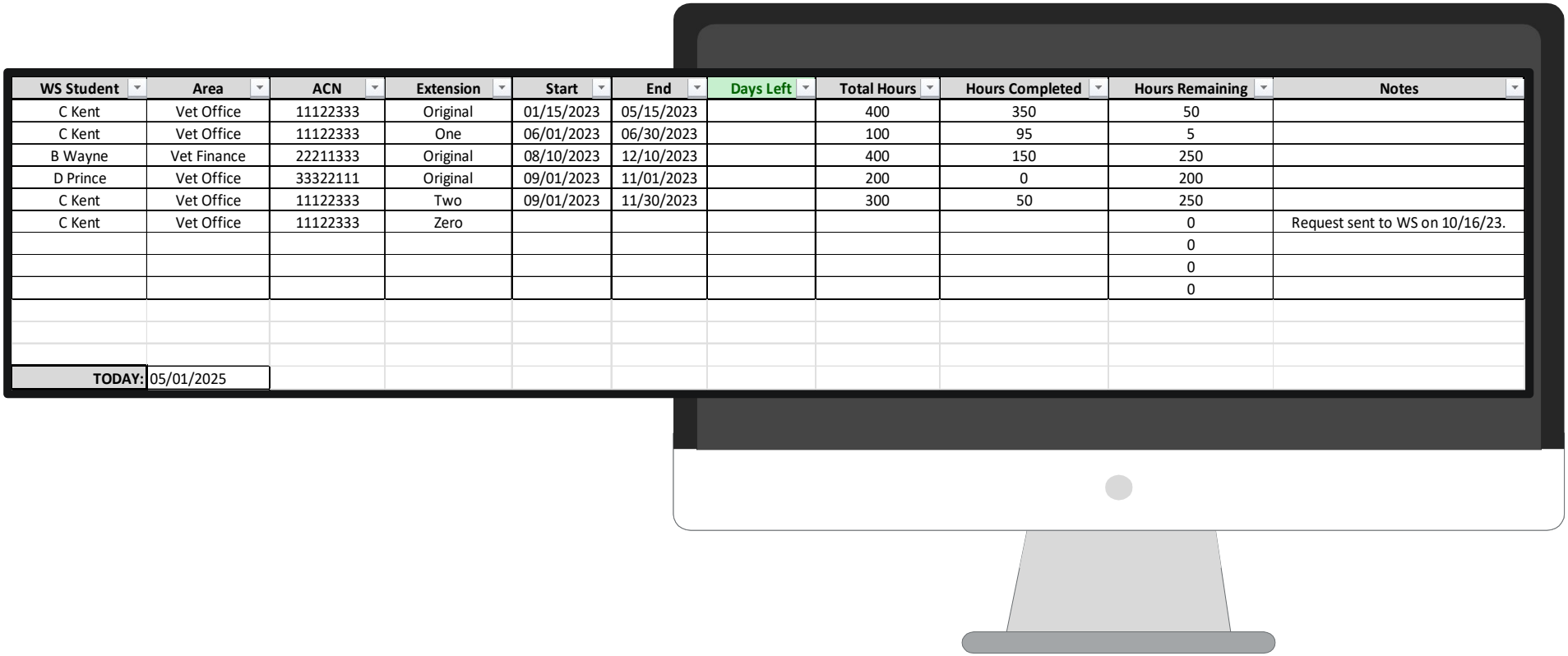

Work Study
VA WORK STUDY
How should a work site track its Work Study students?
There's no one answer for this. It depends on the work site.
Let's go over an example of what a site can use to track all aspects of its Work Study program.

Example 1: Tracking Template

WS Student	Type	Document's Time Period	AVA Inquiry	Submitted By	Submission Date	Inquiry Resolved	Further Action Needed	Notes
B Wayne	Time Record	8/10/23 to 8/24/23	A-20230825-1234567	John Doe	08/25/2023	Y	N	
D Prince	Contract	9/01/2023 to 11/3/23	A-20230830-1234567	Jane Doe	08/30/2023	Y	N	
D Prince	Signed Contract	9/01/2023 to 11/3/23	A-20230906-1234567	Jane Doe	09/06/2023	Y	Y	Student needs to sign the SC.
C Kent	Time Record	9/01/2023 to 9/18/23	A-20230918-1234567	Jane Doe	09/18/2023	N	N	
B Wayne	Time Record	8/30/23 to 9/20/23	A-20230921-1234567	John Doe	09/21/2023	Y	N	
B Wayne	Time Record	9/23/23 to 10/1/23	A-20231002-1234567	John Doe	10/02/2023	Y	Y	Returned for non-cumulative hours on TC.
C Kent	Zero Hour Extension	12/01/2023	A-20231016-1234567	Jane Doe	10/16/2023	N		
D Prince	Contract	9/01/2023 to 11/3/23	A-20231016-1234568	Jane Doe	10/16/2023	N		Resubmit signed SC.

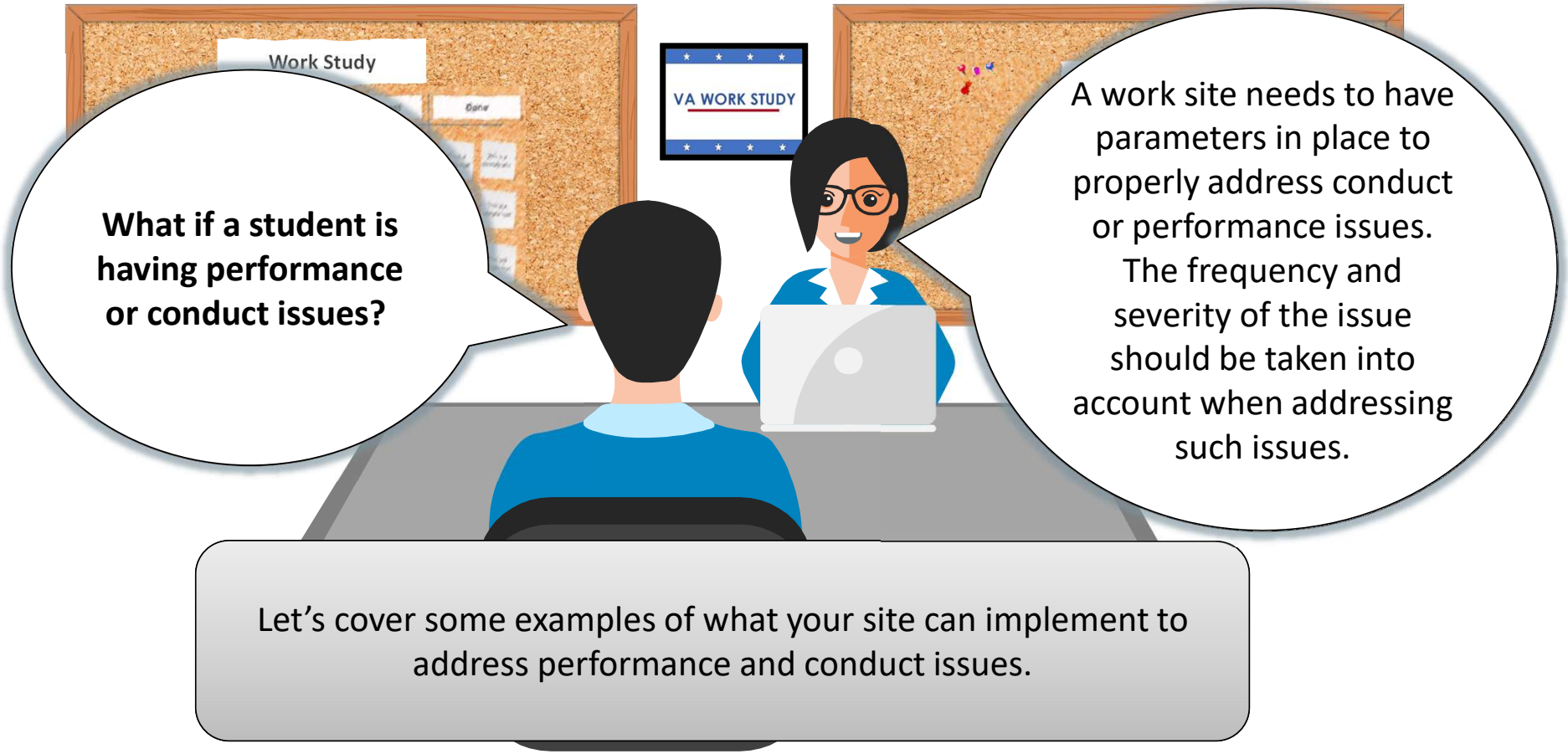


Example 2: Tracking Template



WS Student	Area	ACN	Extension	Start	End	Days Left	Total Hours	Hours Completed	Hours Remaining	Notes
C Kent	Vet Office	11122333	Original	01/15/2023	05/15/2023		400	350	50	
C Kent	Vet Office	11122333	One	06/01/2023	06/30/2023		100	95	5	
B Wayne	Vet Finance	22211333	Original	08/10/2023	12/10/2023		400	150	250	
D Prince	Vet Office	33322111	Original	09/01/2023	11/01/2023		200	0	200	
C Kent	Vet Office	11122333	Two	09/01/2023	11/30/2023		300	50	250	
C Kent	Vet Office	11122333	Zero						0	Request sent to WS on 10/16/23.
									0	
									0	
									0	
TODAY:	05/01/2025									

Performance/Conduct



Example 1: **Performance/Conduct**

Work Study Student and Worksite Agreement

I must be receiving Veterans Affairs Educational benefits at ¾ training time or greater. If I drop a class and fall below the ¾ time rate, or my enrollment dates change, I will immediately notify VA and my Work Study site supervisor. Failure to do so may result in an overpayment of benefits which I may be responsible to pay.

I cannot begin working until I review and sign my VA Work Study approved agreement contract (VA Form 22-8692). I can work only within the contract dates and approved hours. Payments will not be processed for hours worked before the start of a contract or after the ending date of a contract. Payments will not be processed for hours that exceed the number of authorized hours shows on the time record.

I understand my Work Study check will be mailed to the address on file with VA Education benefits unless I have established direct deposit with them. I will notify my site supervisor if my address and/or VA Education benefit type changes.

I must update my VA Work Study approved time record (VA Form 22-8690) each day I work. I will ensure my site supervisor initials my time record.

I understand a time record can be submitted to Work Study every 50 hours or two weeks worked, whichever comes first. Only a site supervisor can submit a time record for payment to Work Study.

If I have questions concerning my Work Study contract or payments, I will contact my site supervisor or VA Education at 1-888-442-4551.

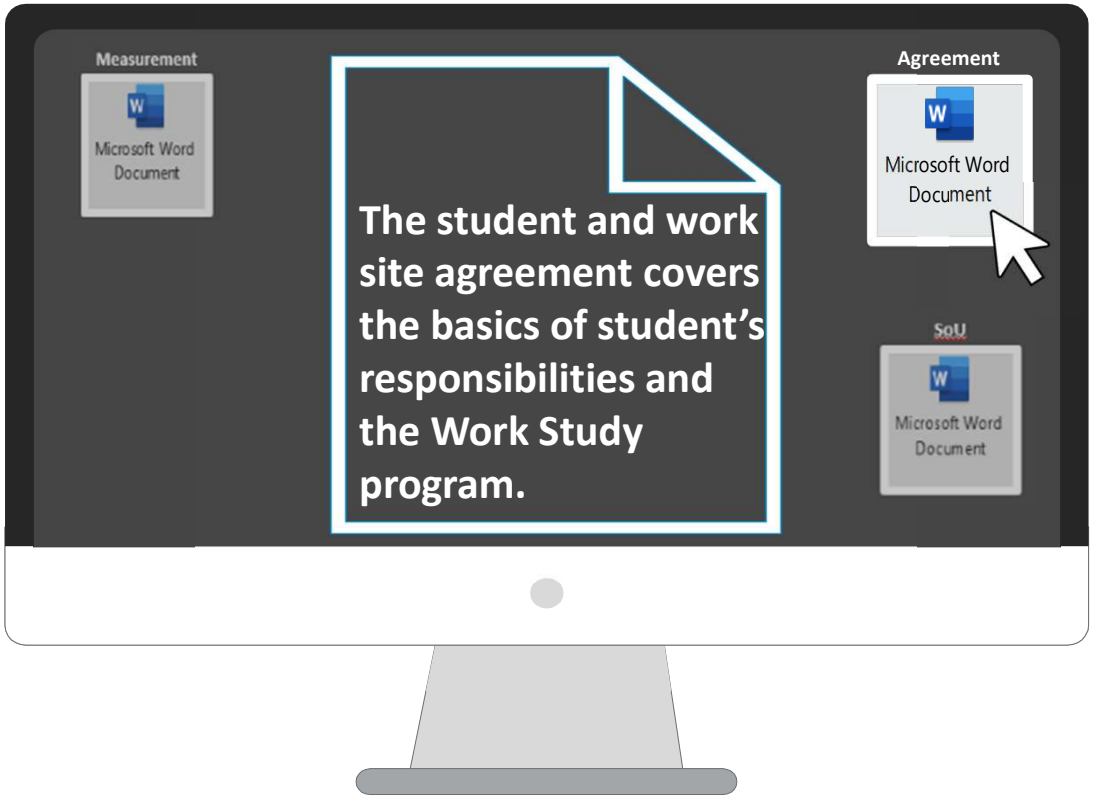
If I apply for and receive an advanced payment, I must work 50 hours to pay it off. Failure to do so will result in an overpayment of benefits which I may be responsible to pay.

I must submit a new Application for Work Study (VA Form 22-8691) once a year, when I change Education benefits, or I change VA approved Work Study work sites.

Work Study Student Date

Work Study Site Supervisor Date

**This is an example. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing.*



Example 2: **Performance/Conduct**

Work Study Student Statement of Understanding

ABC University
Veterans Resources Office
123 Main Street, City, State, Zip

ATTENDANCE
I must notify my supervisor or a backup supervisor if I'm expected to work but cannot make it. An explanation may be required. This notification for time off must be approved in advance whenever possible. Advance notice will generally be at least the day before the leave is needed. A time off request is subject to approval based on workload and staffing. If I'm physically unable to call in or other mitigating circumstances exist, then a responsible person may make notification on my behalf. Leaving a voice mail or text message on a supervisor's telephone does not meet the requirement of requesting leave until the supervisor provides a response acknowledging his/her approval of the leave. In most cases, I must speak directly with a supervisor.

HOURS OF DUTY
I have spoken to my supervisor and understand the days and times I'm expected to be working. I'm expected to be logged into my computer at my desk or post of duty on time unless I have an excused absence. In the rare event that I may be tardy, I must notify my supervisor immediately. I understand when and how long my breaks are and am expected to return to my desk on time from those breaks.

RECORDS MANAGEMENT
I will safeguard sensitive information at all times. I won't share sensitive information with anyone who doesn't need to know, and that I have authorization to give it to (see VA Form 22-8692 for more information). I will not use my supervisor's or co-worker's accounts. I will protect my passwords and not share them. I won't dispose of work without it being properly filed and/or processed. Disposal of documents must be approved by my supervisor and within the policy of the work site.

COMPUTER SYSTEMS
I understand that it's my responsibility to always keep my worksite ID secure. This ID must be visible, above the waist, while at work. I will notify my supervisor immediately if I lose or damage my worksite ID. I will not download software to my work site's owned system. I will lock my computer before walking away from it.

BUSINESS ATTIRE
I understand the dress code policy and will adhere to it. I should select clothing that represents the office well and be mindful of the appearance made to the public and my co-workers.

WORKPLACE PROCEDURES
To respect my privacy and as a courtesy to those around me, I will not have loud conversations while on personal phone calls. I will not take personal phone calls while speaking to a customer, or during training. I can have limited access to the internet for personal use during my scheduled breaks. I am expected to display professionalism and treat co-workers and customers with courtesy and respect. Failure to do so could result in remedial or adverse action. I understand where to bring my questions, concerns, and/or grievances (e.g. supervisor, management staff, Human Resources). I will immediately notify my supervisor if I'm injured while working.

PERFORMANCE MANAGEMENT
I will not be idle while at work. I'm expected to follow the instructions given to me. I understand my duties and what is expected of me while at work. I have been given a copy of my position description. I understand the metrics for measuring my performance. Failure to meet performance expectations could result in remedial or adverse action.

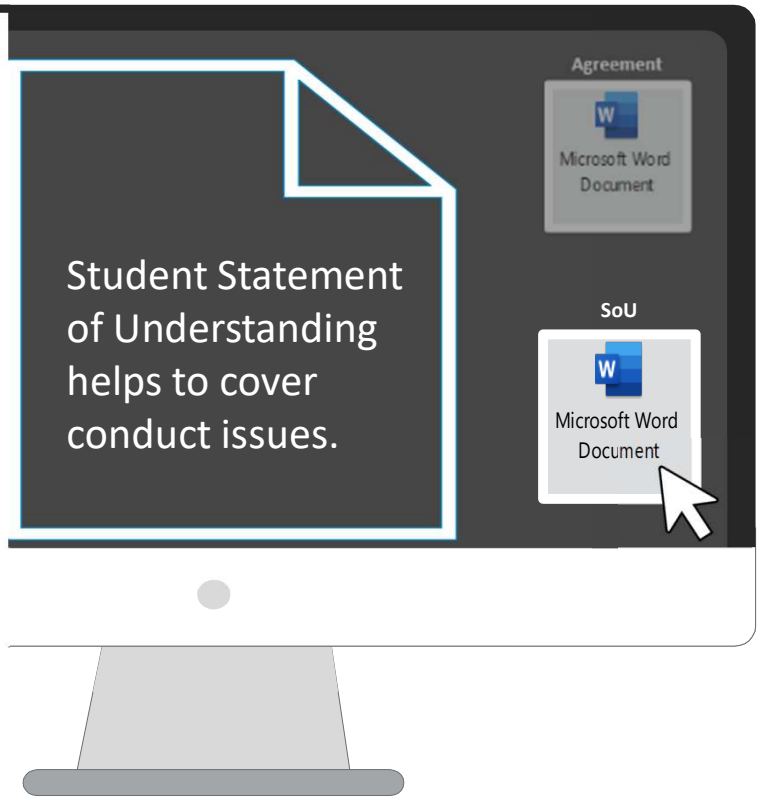
I understand failure to adhere to this Statement of Understanding may result in remedial or adverse action.

Work Study Student _____ Date _____

Work Study Site Supervisor _____ Date _____

**This is an example. It's expected that each work site has specific guidelines and policies for all of the topics stated in their Statement of Understanding. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing a Statement of Understanding.*

EXAMPLE



Example 3: **Performance/Conduct**

Performance Measurement

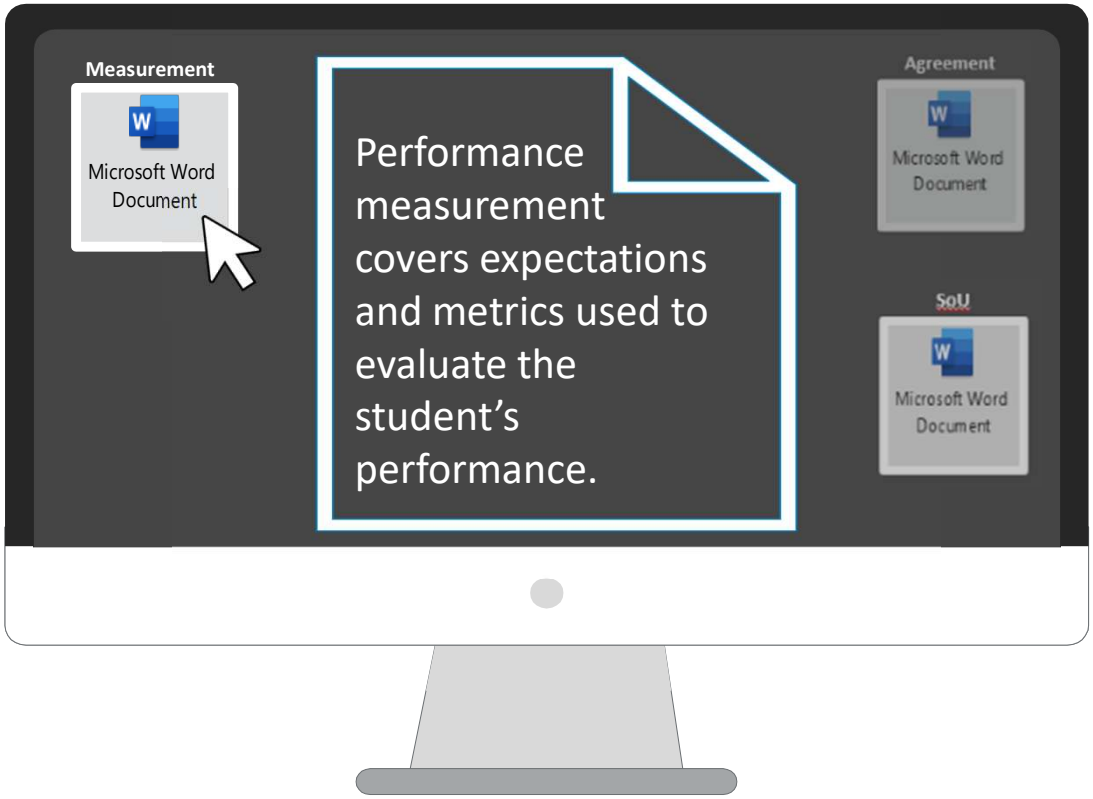
COMPONENT 1 - REPORTS
Reviews all assigned paperwork to ensure its complete and accurate. Submits paperwork in a timely manner. Maintains files in accordance with requirements set forth by the department. Follows the standard operating procedure plus other training materials when receiving, processing, and filing paperwork. Maintains workload with integrity.
SUCCESSFUL performance is determined by the student having no more than 3 instances of erroneous, incomplete, or late reports in a contract period.
MEASUREMENT is conducted under a random weekly review of work by the supervisor.

COMPONENT 2 - CUSTOMER SERVICE
Maintains professional, positive, and helpful relationships with internal and external customers. Exercises tact, cooperation, ability to adjust to work pressures, and handles differences of opinion in a professional manner. Follows instructions thoroughly. Effectively communicates in a courteous manner with employees, supervisors, and students.
SUCCESSFUL performance is determined by the student having no more than 2 instances of valid complaints in a contract period.
MEASUREMENT is conducted by receiving verbal and/or written feedback from internal and/or external customers. Supervisor observation will include a review of three randomly selected phone calls per contract period. A valid complaint or incident is one where a review by the supervisor, after considering both sides of the issue, reveals that the complaint/incident should have been handled more prudently and was not unduly aggravated by the complainant. Valid complaints or incidents will be determined by the supervisor and discussed with the employee.

Work Study Student Date

Work Study Site Supervisor Date

**This is an example. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing a performance measurement plan.*




REMINDER….
DOCUMENT!
DOCUMENT!!
DOCUMENT!!!

Common Questions



Common Questions

QUESTIONS:

Can a Work Study student do homework or study while working?

Can a Work Study student be paid to travel to and from the work site, from one location to another on campus, or to an outreach event?

ANSWER:

No, Work Study students working at an educational facility can perform the following tasks-
Preparation and processing of necessary Veteran related papers and other documents at educational institutions, and the gathering of information to fulfill reporting requirements.
Assisting with dissemination of general information regarding Veteran benefits and/or services and providing assistance to individuals in obtaining these benefits.
Aiding Veteran students with general inquiries about Veteran benefits via phone, email, or in person.
Maintaining and organizing Veteran related files.
Outreach activities which involve the distribution of information about VA benefits to VA beneficiaries or potential beneficiaries and providing assistance to them in obtaining these benefits; distributing information about other governmental programs beneficial to VA beneficiaries or potential VA beneficiaries.

Common Questions

QUESTION:

Are Work Study students able to work remotely?

ANSWER:

Yes, however, the work site still needs to adhere to the student selection criteria, provide direct supervision, and the student must still work only on approved tasks listed on the 22-10219/position description.

Common Questions

QUESTION:
Can the student be paid for the training they need to perform their job?

ANSWER:
Yes, Site supervisors are responsible for ensuring their students are trained to perform the tasks listed in their approved position description. Training for Work Study assignments should not exceed more than 20% of the authorized Work Study hours for the specified contract period. Training must be 100% related to their position as a Work Study student.

Common Questions

QUESTION:
Can a work site subsidize a student's wage?

ANSWER:
Yes, a student who receives Work Study allowance and is assigned by VA to perform Work Study services at a school, may be paid separately by the school at a rate reflecting the difference between the amount payable by VA and the amount which the school otherwise pays to non-VA Work Study students performing similar services.

Common Questions

QUESTION:

A Work Study student is applying for a loan and needs verification of employment. Can Work Study provide this?

ANSWER:

Work Study can provide a history of the payments the student has received. Furthermore, it's suggested the student also submit a copy of his or her current contract.

Common Questions

QUESTION:

My Work Study was injured on the job. What should I do?

ANSWER:

Document what took place. Workers' compensation claims need to be filed on a CA-1 via ECOMP on the DOL-OWCP website. Attach a copy of the most recent/current Work Study contract, any medical documents on behalf of the student, and the student's position description.

Site Supervisors may use the following email address when filling out the information on ECOMP: WORKERSCOMP.VBAVACO@va.gov

Common Questions

QUESTION:

Can Work Study hours be paid for those students affected by an emergency situation?

ANSWER:

Work Study payments may be made under Public Law 117-333. In the case of someone who's in receipt of Work Study allowance as of the date on which an emergency situation occurs and who is unable to continue to perform the qualifying Work Study activities, Work Study may be paid during the period of such emergency situation. Work Study may be paid up to 4 consecutive weeks from the school close date due to the Emergency Situation; or, the end of the Work Study contract, whichever is earlier. In situations where the student has requested advanced payment, Work Study may also award those where applicable. The student may not be paid more than 25 hours per week during the period of an emergency situation. An emergency situation means a situation that the President declares is an emergency and the Secretary determines is an emergency for purposes of the laws administered by the Secretary.

If your student has met this criteria, then you may submit the student's Work Study approved Time Record, VAF 22-8692, with the following: the name of the declared emergency situation in field 8 "REMARKS"; the begin and end (if known) dates the student was affected in field 8 "REMARKS", and, field 7 "DATE"; and, enter the number of hours the student would have worked in field 7 "NO. OF HOURS". All other fields on the VAF 22-8690 must be filled in like normal (e.g. CUMULATIVE TO DATE, INITIALS, SUPERVISOR SIGNATURE).

Common Questions

QUESTION:
Can my work site manage the payment of all time records for it's students?

ANSWER:
There's a voluntary program that allows an *educational facility* to do this…

Public Law 116-154

Improvement to Work Study Act

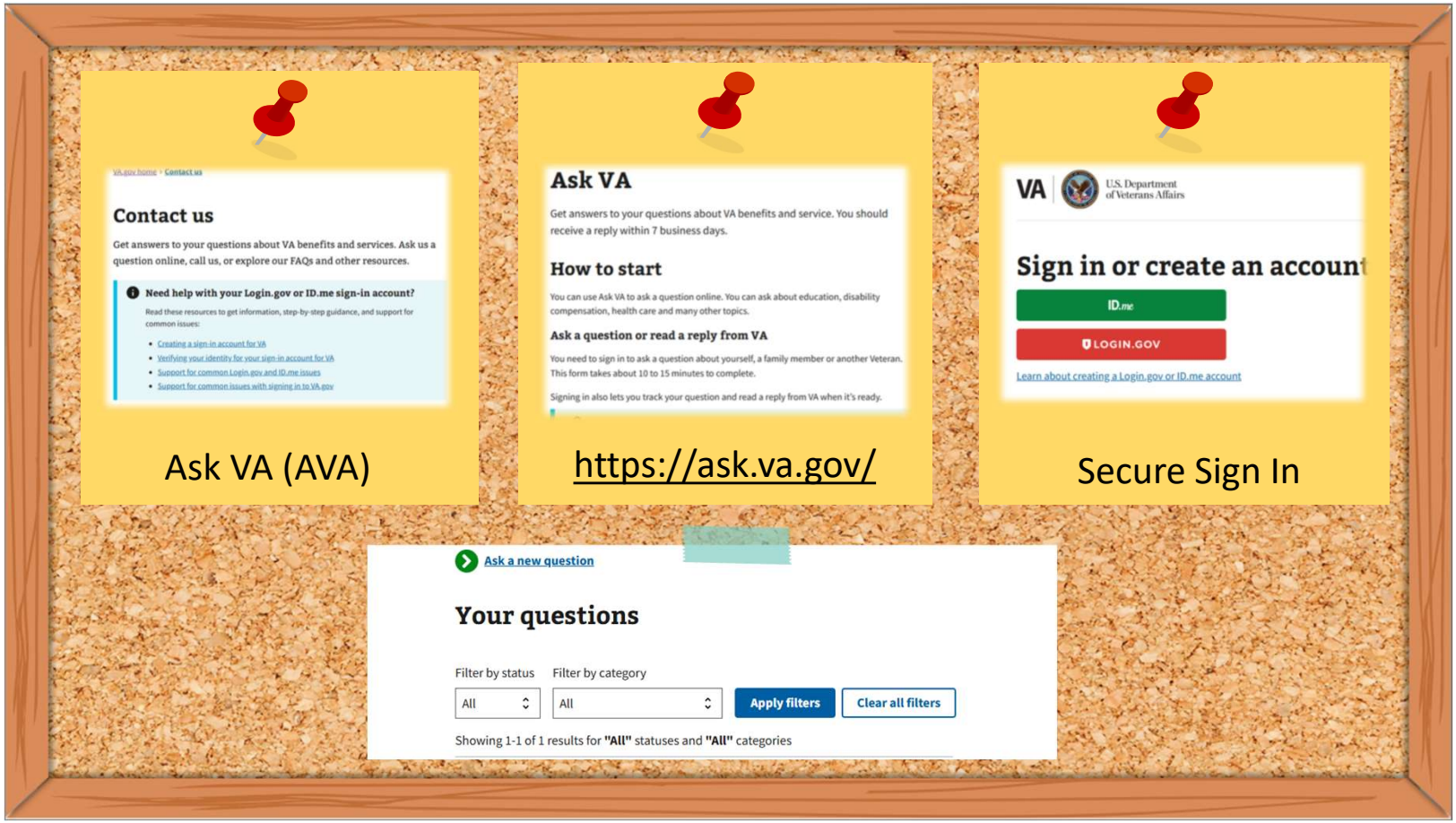
- Allows a 154 Administering Facility (154AF) to pay Time Records to GI Bill students at their facility
- A 154AF can be an approved education facility with a Facility Code assigned to it and students receiving GI Bill benefits at that institution
- A Non-154 Administering Facility (non-154AF) is an approved VA Work Study work site that is not approved to administer the payment of Work Study benefits
- Students enrolled at 154AF educational institution and is a Work Study at a non-154AF work site; the non-154AF cannot opt-out of 154AF certification and payment system
- Approved 154AF will receive a lump sum amount which must be used to pay VA Work Study students only
- An educational institution wanting to be 154AF must complete and submit PL 116-154 Participation Form, 22-10270, within the open enrollment period and submit a Position Description with a 22-10219
- Academic year and funding: August 1st to July 31st
- See the link on the Resources page of this presentation for more in-depth training on PL-116-154

Public Law 116-154 Improvement to Work Study Act Training Video

Resources


Things to remember
Work Study Site Supervisor phone number: 1-855-225-1159, option 2
Site Supervisor Guidance Page: Work Study Site Supervisor Guidance - Education and Training (va.gov)
Work Study students may call: 1-888-442-4551
Ask VA website: https://ask.va.gov/

Submitting VA Work Study Documents

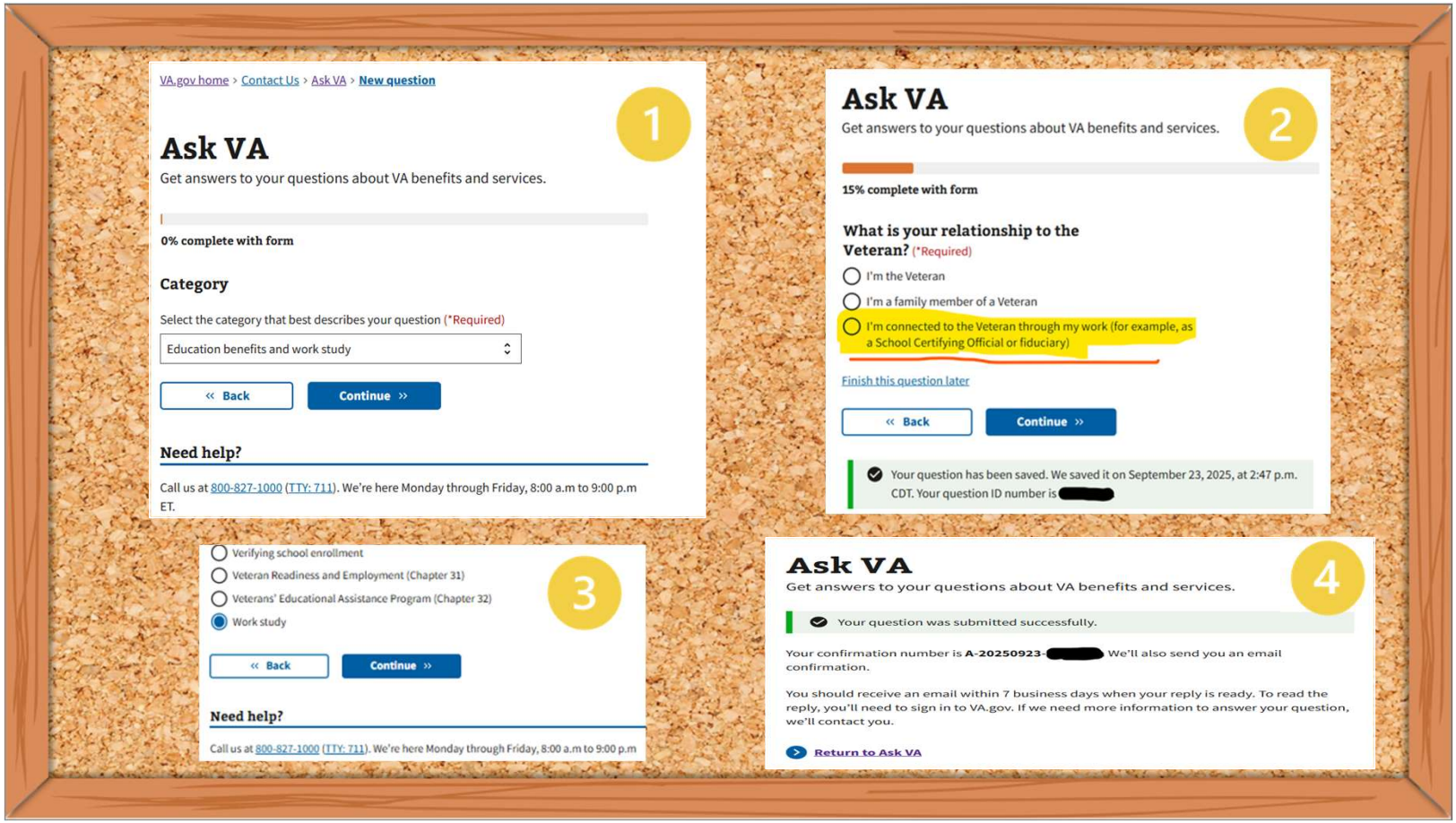


Ask VA (AVA)

https://ask.va.gov/

Secure Sign In

Ask VA (AVA) Submission



Questions



Training Self-Certification Steps

1. Login to the SCO Annual Training Portal. **Live Assessments**
2. Select either Office Hours, Conference Sessions, or Supplemental Training
3. Locate the applicable session and click “Begin”
4. Verify you have selected the correct training session, then click “Continue”.
5. Click “Yes” to certify you have completed 100% of the training. Click “Submit”.
6. Enter the Date of Training, then click “Submit”.
7. Complete the survey, then click "Submit".
8. Download your results and keep the certificate for your records.



Thank You

