



**BEST PRACTICES, BANNER,
AND SCO DUTIES**

Best Practices



To bring awareness to some practices that are most helpful in serving our Veteran and Veteran Dependent recipients.

We encourage you to ask questions in the chat box and start a discussion. Every school does not do things the same way. Maybe you can share insights on something that can be improved.

Best Practices

- Students prefer a central point of contact on a campus
- Be knowledgeable:
 - of the VA Educational Benefit application process
 - Be able to explain the differences in benefits; SCO Handbook
 - of your college's admissions policies and procedures
 - of customer service to your Veteran students and build trust/establish good rapport with them
 - will make your job easier and their time on campus more enjoyable

Best Practices

- Be comfortable talking with your cashier/accounts payable office, admission office, and advising
 - Each one of these offices can offer assistance in helping a student with VA benefits
 - late fees
 - degree programs
 - in-state/out-of-state tuition
 - class substitutions
 - receipt of college/JST transcripts
 - VA debts and payments

Best Practices

- Student Agreement Form
 - provides clear expectations
 - students understand their rights and responsibilities
 - provides written proof
 - keep in students file
 - require each term a student uses benefits
 - send reminder emails mid-term



CERTIFICATION POLICY FOR VA EDUCATIONAL BENEFITS

The focus of the VA Program is to serve in a role that enhances the military friendliness of the institution by providing VA Educational Benefits to Veterans and Eligible Dependents while abiding by the federal requirements set forth by the Department of Veteran Affairs. These requirements, and the resulting policy, serve to enhance graduation rates and equip veterans for employment opportunities by providing the credentialing of a college degree. These policies are geared towards optimizing timely Program Completion and the continued progression towards higher educational goals.

Policy for VA Educational Benefit Certification:

1. The VA Certifying Official will only certify classes that are in your program of study.
2. The VA Certifying Official will only certify classes that are needed for graduation requirements.
 - a. i.e. – If you have completed a required area on your degree audit, once the VA Certifying Official is aware that this requirement is met, other classes that fall within your major but that do not contribute toward advancing progress towards your graduation requirements will not be certified.
 - b. “Rounding Out” the final semester is an exception to the previous item.
 - c. The VA Certifying Official reserves the right to correct any certification that has been certified in a manner that does not meet VA or State Approving Agency guidelines.
3. It is the STUDENT’s responsibility to notify the VA Certifying Official of any changes in the student’s schedule as soon as it happens.
 - a. The VA Certifying Official has to report changes within 30 days of the change in status.
 - b. Withdrawals can negatively affect the continuance of receiving VA educational benefits
 - c. If there are mitigating circumstances surrounding a withdrawal, please notify the VA Certifying Official of these circumstances. (Documentation will be required.)
4. If the STUDENT withdraws from a course that has been certified, it is at the VA’s discretion to temporarily suspend payments at which time the STUDENT will need to provide information to the VA in order to reactivate their educational benefits.
5. If the STUDENT changes majors, the student should notify the VA Certifying Official and fill out a “Change of Program or Place of Training” form in addition to the institutional “Change of Major” form and change of majors should last



WALLACE STATE
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VA STATEMENT OF UNDERSTANDING AND RESPONSIBILITY

NAME: _____ SS#: _____
LAST FIRST MI

ADDRESS: _____
P.O. Box or Street City State Zip

PHONE: _____

Benefit: Montgomery CH 30 Guard/Reserve CH 1606 Dependent CH 35 DEA
 VEAP CH 32 ACTIVE DUTY (now) Post 9/11 CH 33
 VRAP CH 31 (DAV) Dependent of Veteran DOV



- Each term I must report my registration and any changes in my enrollment to the VA Certifying Official. Turn in a copy of your schedule.
- **All veterans and veteran dependents must report all changes to schedules (such as dropping and adding classes or complete withdrawal for any reason to prevent overpayments ASAP.**
- I must be enrolled in an approved program of study that leads to a standard college certificate, diploma or degree and have all transcripts evaluated by the end of the 2nd semester of enrollment. I do not expect to be paid by the VA for classes previously passed at another college.
- I will insure that the classes I am taking are required in my program. I understand that I must make satisfactory academic progress toward graduation. (exception- Rounding Out)
- I understand that grades of “F” or “W” may result in a reduced payment from the VA.
- Courses for which an “I” (incomplete) is awarded must be completed by the first 8 weeks of the following semester. Otherwise, my entitlement for benefits for that course may be reduced and may result in an overpayment

Best Practices

- Encourage use of eBenefits account
 - Apply for benefits
 - Provides a copy of Certificate of Eligibility
 - Provides remaining entitlements
- Encourage students to apply for Federal Aid
 - May qualify for Grants, Scholarships, Loans

Best Practices...final thoughts

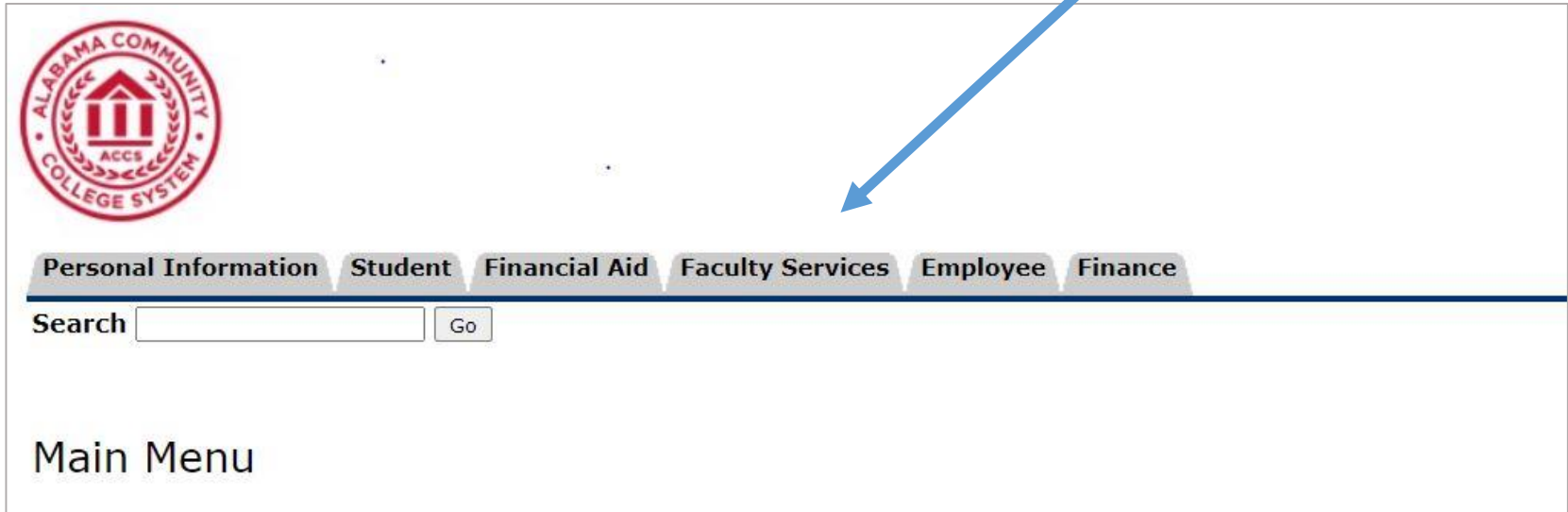
- Consider using the Dual Certification (\$0) method on VA-Once
 - Allows student to get certified and begin benefits
 - Prevents overpayments to tuition and fees
- Never return money to the Debt Management Center without a letter
 - Return the payment stub
- Stay informed by reviewing updated SCO Handbook
 - Can be from viewed on the GIBILL® website
 - Current version published on November 1st, 2020
 - No longer in PDF format




Schools with Banner

- Alabama Community College System – OneACCS
 - have a contact buddy
- Many 4-year schools are also using Banner
- Share ideas amongst each other

Self- Service Portal






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RELEASE: 8.9.1



Concise student schedule



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A00 Brett D. Fall 2020
 Nov 18, 2020 01:48 pm
 Your current Institution is WSCC

Concise Student Schedule

This page lists the classes for which you are registered for the term. All of the detail information about the class is included.

Information for **John Student**

Classification: Freshman
Level: Undergraduate
College: Health Sciences
Major: Pre-Physical Therapy
 Health Sciences

CRN	Course	Title	Campus	Credits	Level	Start Date	End Date	Days	Time	Location	Instructor
10874	ENG 101 56	English Composition I	On-line	3.000	UG	Aug 17, 2020	Dec 16, 2020		TBA	TBA	Harper
11134	HUM 101 06	Intro to Humanities	On-line	3.000	UG	Aug 17, 2020	Dec 16, 2020		TBA	TBA	Ball
11138	MTH 100 42	Intermediate College Algebra	On-line	3.000	UG	Aug 17, 2020	Dec 16, 2020		TBA	TBA	Sibert
Total Credits:				9.000							

SGASTDN

ID: [redacted] Term: [redacted] View Current/Active Curricula: Start Over

Learner Curricula Study Path Activities **Veteran** Comments Academic and Graduation Status, Dual Degree Miscellaneous

VETERAN CERTIFICATION INFORMATION Insert Delete Copy Filter

Veteran Type	Description	Term	Certification Credit Hours	Certification Date

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Veteran Type Code Validation (STWETC) ×

Criteria

Code	Description	ACTIVITY DATE
0	Chapter 30 All Volunteer Force	05/14/2019
1	Chapter 31 Rehabilitation	05/14/2019
2	Chapter 32 Post Vietnam Vet	05/14/2019
3	Chapter 33 Post 9/11	05/14/2019
4	Army Tuition Assistance	05/14/2019
5	Chapter 35 Widow/Child	05/14/2019
6	1606 Selective Reserve	05/14/2019
7	1607 Reserve Ed Asst (REAP)	05/14/2019
8	Alabama GI Dep Scholarship DOV	05/14/2019
9	In Service	05/14/2019

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Cancel OK

SAVE

Argos Report

FA0001 - VA Certification

Institution: WSCC - Wallace State CC

Data Source: RPTP

Datablock: maps-prod.ec.accs.edu - Financial Aid (FA).FA0001 - VA Certification

FERPA Protected Data



[Return to Dashboard](#)

ID	Last_...	First_Name	Middle_N...	PERSON...	SCHOOL...	DOB	Veteran_...	Vet_Type_D...	Cert_Hours	Cert_Date	Program	DATA_S...	AUDIT_M...	Registrati...	Reg_Stat...	Stat
A00						7/28/1977	5	Chapter 35 ...	13.000	08/09/2020		Reg. Table		RE	**Registe...	(^
A00						7/28/1977	5	Chapter 35 ...	13.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/28/1977	5	Chapter 35 ...	13.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/28/1977	5	Chapter 35 ...	13.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/28/1977	5	Chapter 35 ...	13.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/26/1996	5	Chapter 35000	08/24/2020	AS-GNST	Reg. Table		DD	Drop/Delete	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						11/8/2001	3	Chapter 33 ...	12.000	07/26/2020	AAS-BFI	Reg. Table		RE	**Registe...	(
A00						7/29/1979	3	Chapter 33 ...	9.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/29/1979	3	Chapter 33 ...	9.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/29/1979	3	Chapter 33 ...	9.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/29/1979	3	Chapter 33 ...	9.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						7/29/1979	3	Chapter 33 ...	9.000	08/09/2020		Reg. Table		RE	**Registe...	(
A00						3/8/1990	0	Chapter 30 ...	6.000	08/24/2020		AUDIT T...		NS	Drop for ...	(
A00						3/8/1990	0	Chapter 30 ...	6.000	08/24/2020		AUDIT T...		NS	Drop for ...	(^

1529 items

Ideas to consider....



- Use an excel spreadsheet to keep up with your students
 - VLOOKUP
 - Detailed registration report from college registrar/ARGOS
- Use “hold” feature in SOAHOLD/ROAHOLD to keep a VA educational student from dropping/adding courses without SCO knowledge



TSACONP – Contract

Contract ID: A01367627 Department of Veterans Affairs Debt Mgmt Center Contract Number: 33100 Term: 202110 Fall 2020 [Start Over](#)

CONTRACT PERSON AUTHORIZATION Insert Delete Copy Filter

Delete	Student ID	Name	Roll	Expiration Term	Priority *	Maximum Amount	Text	Sponsor Ref Number
D	A00		<input type="checkbox"/>			1		90% NOT 100%
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		
	A00		<input type="checkbox"/>			1		

Degree Works

Wallace State CC

Student View AA90DP16 as of 11/18/2020 at 13:51

Student ID		Degree	AAS Computer Network Administration
Level	Sophomore	Major	Computer Network Admin
Advisor		Overall GPA	3.230
Academic Standing		Academic Standing	
ATHlete		ATHlete	
Catalog Year			

Legend

Complete Complete except for classes in-progress (T) Transfer class Range of classes
 Not complete Nearly complete - see advisor Any course number Prerequisite required

Degree in Associate of Applied Science Credits Required: 66

Unmet conditions for this set of requirements: 66-67 Credits are required. You currently have <Applied>, you still need <Needed> more credits.

You meet the minimum GPA requirement.

General Education Requirements

Orientation Requirement **Still Needed:** See Orientation Requirement section

Major Requirements **Still Needed:** See Major in Computer Science-Networking section

General Education Core (AAS) Credits Required: 21

AREA I: WRITTEN COMPOSITION

English Composition I ENG 101S ENGLISH COMPOSITION I A 3 Fall 2002

English Composition II ENG 102S ENGLISH COMPOSITION II B 3 Spring 2003

AREA II: HUMANITIES/FINE ARTS

Humanities/Fine Arts Elective ENG 252 AMERICAN LITERATURE II B 3 Spring 2004

AREA III: NATURAL SCIENCE AND MATHEMATICS

Intermediate College Algebra MTH 120 CALCULUS AND ITS APPLICATIONS A 3 Fall 2004

Math or Science Elective BIO 104 PRINCIPLES OF BIOLOGY I B 4 Fall 2004

Microcomputer Applications CIS 146T MICROCOMAPP-OFFICE 2000 A 3 Spring 2003

AREA IV: HISTORY, SOCIAL, AND BEHAVIORAL SCIENCES

ECO 232 PRINCIPLES OF MICROECONOMICS C 3 Fall 2004

Orientation Requirement Credits Required: 1

Unmet conditions for this set of requirements: 1 credit is required. You currently have 0, you still need 1 more credit. Students enrolled at WSCC prior to Fall 2004 are exempt from Orientation. Students who have 12 or more transfer credits are also exempt from Orientation.

Freshman Seminar **Still Needed:** 1 Class in ORI 110@

Test Scores

Test	Description	Date Taken	Score
A01	ACT English	01-DEC-01	18
A02	ACT Math	01-DEC-01	18
A03	ACT Reading	01-DEC-01	23
A04	ACT Science Reasoning	01-DEC-01	24
A05	ACT Composite	01-DEC-01	21

Out of Degree Plan

			Credits Applied: 56	Classes Applied: 18
ART 100V	ART APPRECIATION	B	3	Fall 2003
ART 173	PHOTOGRAPHY I	A	3	Fall 2004
BIO 103S	PRINCIPLES OF BIOLOGY I	B	4	Spring 2003
BUS 241S	PRINC OF ACCOUNTING I	B	3	Fall 2003
BUS 242	PRINCIPLES OF ACCOUNTING II	B	3	Spring 2004
BUS 263S	LEGAL & SOCIAL ENV OF BUS	B	3	Fall 2002
BUS 271S	BUSINESS STATISTICS I	A	3	Fall 2003
BUS 272	BUSINESS STATISTICS II	A	3	Spring 2004
ECO 231	PRINCIPLES OF MACROECONOMICS	C	3	Spring 2004
ENG 251S	AMERICAN LITERATURE I	B	3	Fall 2003
HIS 101S	WESTERN CIV I	A	3	Summer 2003
HIS 102S	WESTERN CIV II	B	3	Fall 2002
HUM 101I	INTRO TO HUMANITIES	A	3	Fall 2003
MTH 100S	INTER COLLEGE ALGEBRA	B	3	Fall 2002
MTH 112S	PRECALCULUS ALGEBRA	A	3	Spring 2003

ROAENRL - Schedule

Financial Aid Enrollment ROAENRL 9.3.17 (PROD) (WSCC)

Aid Year: 2021 ID: A00715858 Brett D Messersmith Period: Enrollment Rule:

FINANCIAL AID ENROLLMENT

Attending By Period

Term Code	Enrollment Rule	Financial Aid Hours Credit	Financial Aid Hours Bill	Financial Aid Hours Adjusted	Consortium Indicator *	Activit
					<input type="checkbox"/>	

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CURRENT ENROLLMENT

Current Attending Current By Period **Schedule**

Term Code	Enrollment Rule	Current Hours Credit	Current Hours Bill	Current Hours Adjusted	Multi

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Financial Aid Enrollment ROAENRL 9.3.17 (PROD) (WSCC)

Aid Year: 2021 ID: A00715858 Brett D Messersmith Period: Enrollment Rule:

ADD RETRIEVE RELATED TOOLS 1

Start Over

ENROLLMENT BY COURSE

Close

CRN		Credit Hours		<input type="checkbox"/> Counts in Program
Part of Term		Billing Hours		<input type="checkbox"/> In Program Repeat
Subject Code		Remedial Hours		<input type="checkbox"/> Attendance Verified
Course Number		Repeat Withdrawal Counted		<input type="checkbox"/> Remedial Course
Status		Repeat Withdrawal Not Counted		<input type="checkbox"/> ESL Course
Start Date		Grading Mode		<input type="checkbox"/> CEU
End Date			<input type="checkbox"/> Course Level Excluded	<input type="checkbox"/> Exclude Section

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Comments? Ideas?

What does your college do?

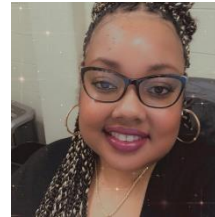
❖ Brett Messersmith (2-year Institution)

brett.Messersmith@wallacestate.edu – Wallace State, Hanceville, AL



❖ Amber Snell (2-year Institution)

asnell@bishop.edu - Bishop State, Mobile, AL



❖ Kristy Cole (4-year Institution)

klcole@ua.edu – The University of Alabama, Tuscaloosa, AL



❖ Neoka Hambrick (2-year Institution)

neoka.hambrick@drakestate.edu - Drake State Community College, Huntsville, AL

