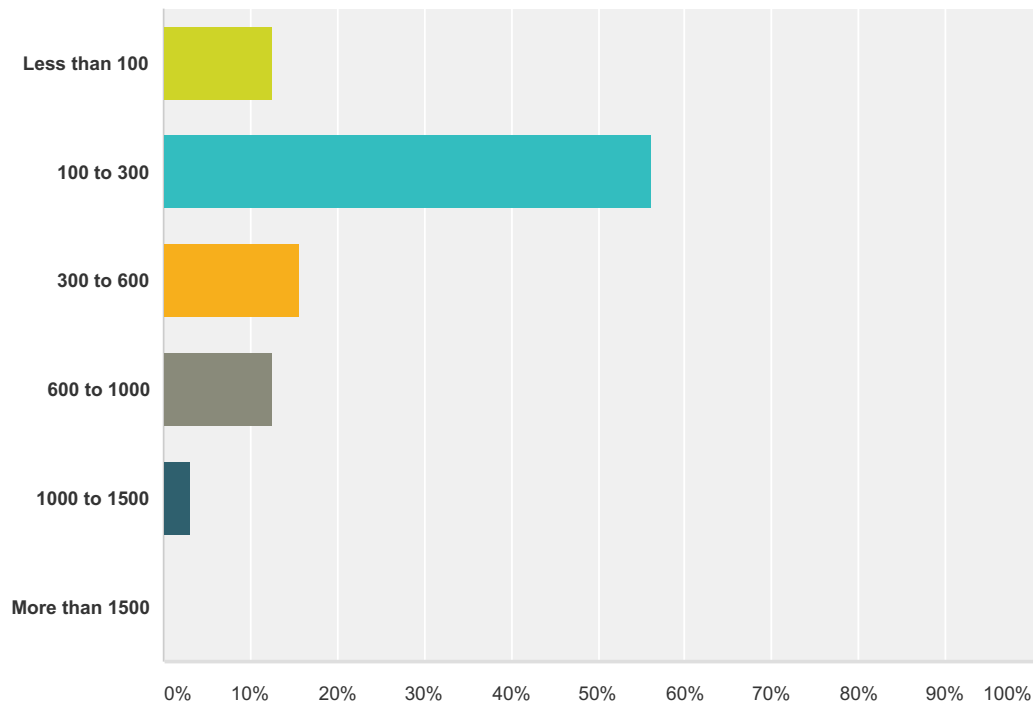


Q2 What is your college population of veterans receiving benefits per semester?

Answered: 32 Skipped: 0



Answer Choices	Responses
Less than 100	12.50% 4
100 to 300	56.25% 18
300 to 600	15.63% 5
600 to 1000	12.50% 4
1000 to 1500	3.13% 1
More than 1500	0.00% 0
Total	32

Veteran Education Benefits Processing Survey

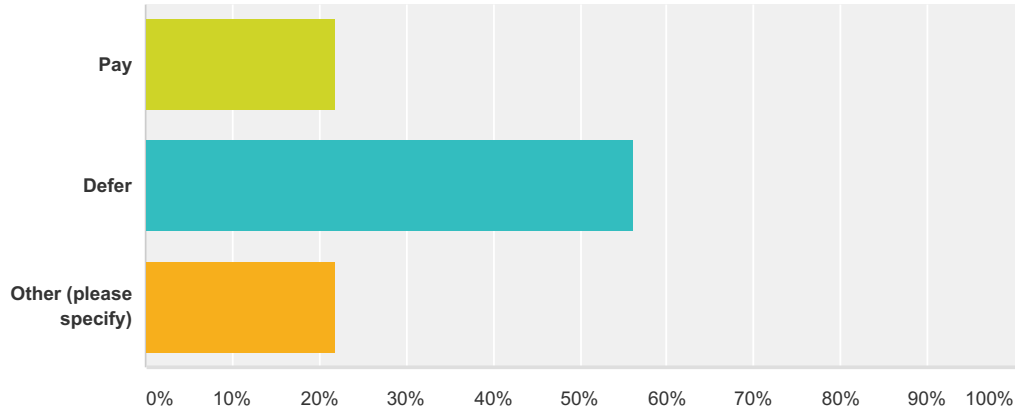
Q3 Approximately what percentage of veterans receiving benefits also receive BOGW or use other financial aid to help pay enrollment fees?

Answered: 32 Skipped: 0

#	Responses	Date
1	50	11/2/2015 9:47 AM
2	80	10/30/2015 3:49 PM
3	50	10/30/2015 1:38 PM
4	70%	10/30/2015 12:25 PM
5	80%	10/30/2015 12:10 PM
6	75%	10/29/2015 3:24 PM
7	3%	10/29/2015 10:19 AM
8	75	10/29/2015 8:38 AM
9	50%	10/29/2015 8:37 AM
10	50	10/28/2015 8:53 PM
11	80%	10/28/2015 3:39 PM
12	24%	10/28/2015 3:33 PM
13	97%	10/28/2015 12:38 PM
14	80%	10/28/2015 10:59 AM
15	%	10/27/2015 5:10 PM
16	75%	10/27/2015 5:07 PM
17	50%	10/27/2015 3:40 PM
18	69%	10/27/2015 3:23 PM
19	70%	10/27/2015 3:01 PM
20	90 %	10/27/2015 1:56 PM
21	~40%	10/27/2015 1:23 PM
22	60%	10/27/2015 12:40 PM
23	75	10/27/2015 12:25 PM
24	50	10/27/2015 12:24 PM
25	30%	10/27/2015 12:21 PM
26	60%	10/27/2015 12:20 PM
27	95	10/27/2015 12:04 PM
28	??%	10/27/2015 12:00 PM
29	50-75%	10/27/2015 11:59 AM
30	80	10/27/2015 11:56 AM
31	45	10/27/2015 11:51 AM
32	25%	10/27/2015 11:50 AM

Q4 Do veterans pay the enrollment fee during the registration period or do you defer the fees waiting for the VA payment?

Answered: 32 Skipped: 0



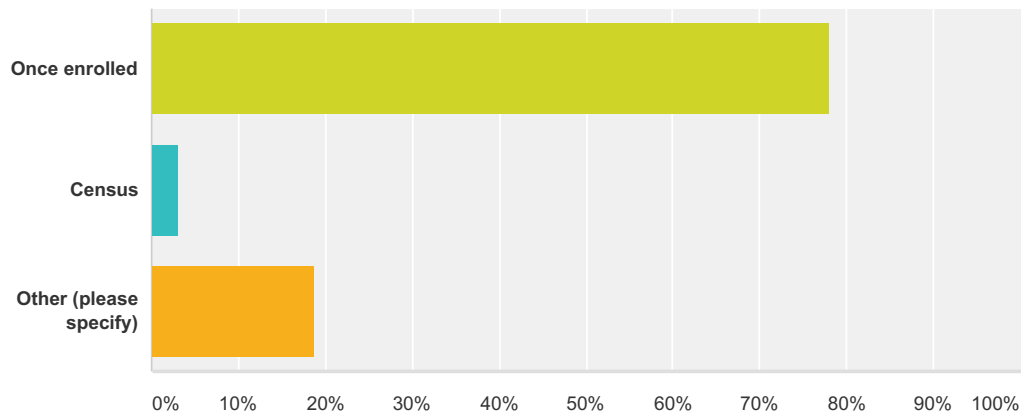
Answer Choices	Responses
Pay	21.88% 7
Defer	56.25% 18
Other (please specify)	21.88% 7
Total	32

#	Other (please specify)	Date
1	Ch.33 and 31 only	10/30/2015 12:25 PM
2	we do not drop for non payment in the term.	10/30/2015 12:10 PM
3	They do not pay, until the payment comes in and it's taken care of before the next registration cycle.	10/29/2015 10:19 AM
4	We defer the fees for Chapter 33 and Chapter 31. Students under all other benefit programs must pay their fees within 14 days from the day of enrollment.	10/29/2015 8:37 AM
5	Pay, or apply for the BOG Waiver which covers the unit fees.	10/28/2015 12:38 PM
6	If using Chapter 33, deferrment is placed on file. All other benefits require payment within 5 business days of enrollment.	10/27/2015 12:25 PM
7	Students pays. Only deferred for Chapter 33, Post 911 and Chapter 31	10/27/2015 12:21 PM

Veteran Education Benefits Processing Survey

Q5 When do you certify veterans for benefits?

Answered: 32 Skipped: 0

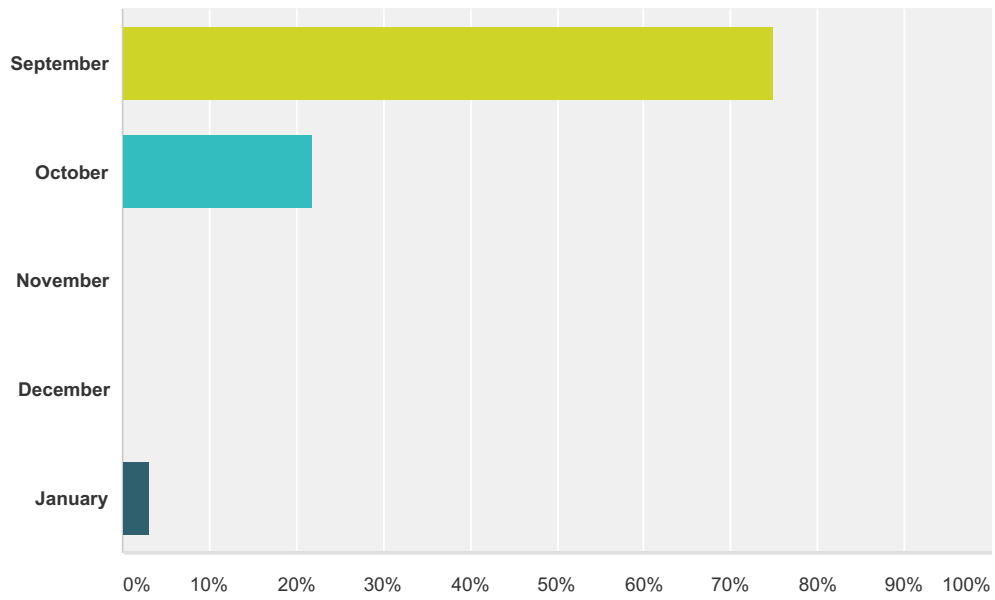


Answer Choices	Responses
Once enrolled	78.13% 25
Census	3.13% 1
Other (please specify)	18.75% 6
Total	32

#	Other (please specify)	Date
1	Student's must enroll and request certification	10/30/2015 1:38 PM
2	Either within 30 days prior to the new semester or once enrolled if wishing the 30 days.	10/28/2015 8:53 PM
3	30 days before the beginning of the term	10/28/2015 3:39 PM
4	Once enrolled & NOTIFIED by the veteran to certify current enrollment	10/27/2015 1:23 PM
5	Student's must enroll and request certification.	10/27/2015 12:25 PM
6	Once the semester starts	10/27/2015 12:21 PM

Q6 When do your veterans typically receive their first BAH?

Answered: 32 Skipped: 0



Answer Choices	Responses
September	75.00% 24
October	21.88% 7
November	0.00% 0
December	0.00% 0
January	3.13% 1
Total	32

Veteran Education Benefits Processing Survey

Q7 What is your process when the veteran owes other federal dollars and the VA reduces the payment to your school?

Answered: 32 Skipped: 0

#	Responses	Date
1	The student would be responsible for the remaining fees.	11/2/2015 9:47 AM
2	No current process	10/30/2015 3:49 PM
3	We have not yet encountered this situation.	10/30/2015 1:38 PM
4	case by case. Anyone who knows the process. knows it is too complex for blanket policies.	10/30/2015 12:25 PM
5	Veteran is liable for fees not covered	10/30/2015 12:10 PM
6	The Veteran is responsible for payment to the college.	10/29/2015 3:24 PM
7	We haven't had this situation to my knowledge...	10/29/2015 10:19 AM
8	The student becomes responsible for fees owed and are notified accordingly.	10/29/2015 8:38 AM
9	I don't believe we have encountered this situation. However, anytime we don't receive a funds from VA or don't receive the full amount we were expecting, we contact VA via phone or Right Now Web to have the situation resolved.	10/29/2015 8:37 AM
10	We haven't had to deal with this issue yet	10/28/2015 8:53 PM
11	We are very careful not to release money to the students who are Chapter 33 veterans. We don't refund money to the students until we are sure that we do not owe any overpayments to the VA. In the rare cases where it does occur that we get a debt letter after the student is refunded, we have contacted the students and we were able to get the money back from the student to pay back the VA.	10/28/2015 3:39 PM
12	Student would be responsible for any outstanding fees.	10/28/2015 3:33 PM
13	We make sure that the payment is correct, but we advise to see if student is eligible for Financial Aid. If not, then the student will pay out of pocket for the difference	10/28/2015 12:38 PM
14	N/A	10/28/2015 10:59 AM
15	We collect what is remaining from the student.	10/27/2015 5:10 PM
16	We don't have any process in place.	10/27/2015 5:07 PM
17	The student is responsible for any remaining balance.	10/27/2015 3:40 PM
18	Student pays fees upfront, so any VA funding goes directly to the student.	10/27/2015 3:23 PM
19	Student is notified that there is an outstanding balance on their account.	10/27/2015 3:01 PM
20	I haven't run into this issue yet.	10/27/2015 1:56 PM
21	unknown- Accounting handles this	10/27/2015 1:23 PM
22	Student is required to pay remaining fees, inorder to certified for benefits.	10/27/2015 12:40 PM
23	We have not yet encountered this situation.	10/27/2015 12:25 PM
24	A hold is placed on the student account to pay remaining fee.	10/27/2015 12:24 PM
25	It's the students responsibility to take care of the fees.	10/27/2015 12:21 PM
26	The payment is then charged to the student	10/27/2015 12:20 PM
27	Has not yet occurred	10/27/2015 12:04 PM
28	I'm unsure what other federal dollars you're asking about, but I've never seen the VA reduce tuition/fees on behalf of the student because they owe the federal government money outside of VA Education. With that said, if the student still owes fees to the school after the VA pays, we place a negative service indicator on their account and prevent future enrollments, transcript requests until it's paid.	10/27/2015 12:00 PM

Veteran Education Benefits Processing Survey

29	The student's are still responsible for their fees owed to the institution. All fees are to be paid or each term prior to enrolling the following term.	10/27/2015 11:59 AM
30	???	10/27/2015 11:56 AM
31	has never happened	10/27/2015 11:51 AM
32	Not familiar with this situation	10/27/2015 11:50 AM

Veteran Education Benefits Processing Survey

Q8 Any other comments you would like to provide?

Answered: 7 Skipped: 25

#	Responses	Date
1	thank you for sending out this survey, hopefully the tabulated results will be available to all.	10/28/2015 3:39 PM
2	We don't certify unless the student fills out the BOG Waiver and/or FAFSA to ensure the fees are requested correctly. We catch 90% of those who turn in the certification requests and then follow up when I'm about to certify. Most of them qualify. Maybe 2 or 3% don't. In their case, then they just pay out of pocket, and they get refunded when the VA pays the school. The veterans are pretty understanding with the process.	10/28/2015 12:38 PM
3	I hate the whole VA process. It sucks.	10/27/2015 5:10 PM
4	We only have 20-40 students each quarter.	10/27/2015 1:56 PM
5	no	10/27/2015 12:20 PM
6	Any fees are billed after the payment refund date. Accounts are reviewed through the academic year for late applied BOG	10/27/2015 12:04 PM
7	Feel free to contact me: Ryan Williams, rwilliams@palomar.edu 760-744-1150 x7821 Enrollment Services Supervisor and Certifying Official	10/27/2015 12:00 PM