

# AUDIT READINESS & VA COMPLIANCE

Eric Betancourt - Norco College

Lizette Tenorio - Moreno Valley College

# Norco College

- ▣ Became a VA Certifying Institution in 2010
- ▣ Started with roughly 50 Students
  - Currently certify over 300+ per fiscal year
- ▣ Daily operations handled by Student Services Specialist in A&R who served veterans on a limited basis
  - Norco College has a dedicated Veterans Services Specialist position as of July 2012

# Moreno Valley College

- ▣ Became a VA Certifying Institution in 2011
- ▣ Started with roughly 30 Students in 2011.
  - As of 10/30/14 certified 242 students for FALL 2014
- ▣ Daily operations handled by Student Services Specialist in A&R.
  - MVC acquired a Veterans Services Specialist position as of July 2013.
- ▣ No established office location in the beginning.
  - As of Spring 2013, Veterans Services has an established location in LIB 316 at Moreno Valley College.

# Compliance Survey Visit 2011

## Norco College

### Accolades:

- ▣ 1. Files, certifications, financial transactions were in compliance.
  
- ▣ 2. State Approving Agency (SAA) commended Norco College for establishing a viable office location

# Compliance Survey Visit 2011

## Norco College cont...

### Concerns:

- ▣ 1. “The SAA is concerned that Norco College does not have sufficient resources to adequately service the needs of currently enrolled veterans students and maintain compliance with applicable standards. Part-time Certifying Officials are not sufficient.”

# Compliance Survey Visit 2011

## cont...

- ▣ 2. “It is important that the college realize and understand the importance of the presence of qualified Certifying Officials. The college is obligated to ensure that each Certifying Official is properly and adequately trained to service the needs of its veteran student population. Certifying Officials should attend and participate in annual conferences, such as the Western Association of Veteran Education Specialists and the National Association of Veteran Program Administrators.”

# Response to Compliance Survey

- ▣ Hired a fulltime Veterans Services Specialist
- ▣ Began participating in the VA Work Study Program
  - 4-5 workstudy at any given semester in the Veterans Resource Center
- ▣ Began participation in the Student Employee program
  - 4-5 veteran student employees to run the Veterans Resource Center
- ▣ Participate in WAVES, NAVPA, VPAC, Veterans Summit and Forums in addition to other veteran specific trainings.

# Compliance Survey 2014

- ▣ Compliance Survey in February 2014 (MVC), August 2014 (NC)
  
- ▣ Verified all 20 files requested were in order.
  - Followed the “Left” and “Right” side order for veteran files
  
- ▣ No discrepancies were found, all files were in good order for both colleges.



# Student File Organization

## Left Side

- ▣ Contact Sheet
- ▣ New Student Intake Form
- ▣ Counseling Referral
- ▣ VA Student Educational Plan
- ▣ Official Transcripts
- ▣ Military Transcripts
- ▣ Evaluation/Equivalency Reports

## Right Side

- Certificate of Eligibility (COE)
- DD214
- 22-1995 (if required)
- Statement of Responsibility (SOR)
- Semester course print out
- 22-1999
- Billing and VA payment confirmation
- Super User Drop Report
- Updated 22-1999B

# Maintaining Audit Readiness

- ▣ In addition, to the basic enrollment services, we also perform the following tasks to ensure the college is maintaining audit readiness:

1. Update Certificate Programs with the State Approving Agency (SAA)

2. Evaluate all prior coursework including Military Transcripts and issue credit(s) if applicable

# Maintaining Audit Readiness cont...

3. Ensure that all students are issued and adhere to their Student Educational Plan (SEP)
  - VA Counselor creates the Comprehensive Student Educational Plan
  
4. Adhere to the VA's regulation in regards to Punitive vs Non-Punitive grade policy
  
5. Track and report financial transactions, specifically those who receive Financial Aid (BOGW) after being Certified (*Amendments*).
  - Using the BOGW report generated by IS department

# Maintaining Audit Readiness

## cont...

6. Track and report student's course schedule changes (*Adjustments, Amendments & Terminations*).
  - Super User Add/Drop Report
  - Email notification from students
  
7. Communicate with Counseling and Evaluations for a seamless process.

Designated general counselor for VA

  - VA Sharedfile
    - Veterans Services
    - Counseling
    - Evaluations

# VA Student Educational Plan

Riverside Community College District  
 Student Educational Plan  
 A.S. degree: Career and Technical Programs  
 2013-2014

CODE: MAS 504  
 ED GOAL: 5  
 CATALOG YEAR: 2014-5  
 Ed Goal Change  Major Change   
 VA  FA  EO  PS  DS  PS  Other   
 Units Completed 32.0 GPA 2.52

Name: [Redacted] ID #: 2980510  
 Major: A.S. Administration of Justice  
 Previous Colleges Attended: SMARTS  
 Non-Accredited Colleges: SMARTS Valley View High

Basic Skills Competency		Completed	Needed
Math		<input checked="" type="checkbox"/>	
Reading		<input checked="" type="checkbox"/>	

GENERAL EDUCATION REQUIREMENTS	Units Completed	Units in Progress	Units Needed
<b>A. Natural Sciences (3 units)</b> AMY 2A,2B,10; ANT 1; AST 1A, 1B; BIO 1,2A,2B,3,5,6,7,8,9,10,11,12,14,15,17,30,31A,31B,34,36; CHE 1A or 1AH,1B or 1BH,2A,2B,3,10,12A,12B,17; GEG 1,1/L,1H,1H/L,S; GEO 1,1/L,1B,2,3,30A,30B,31,32; MIC 1; OCE 1,1/L; PHS 1,5,17; Physics 2A,2B,4A,4B,4C,4D,10,10/11,11; PSY 2 (Waivers granted: COS 60C & ELE 21 or 22)	4		
<b>B. Social and Behavioral Sciences (6 units)</b> 1. American Institutions (3 units) HIS 6 or 6H,7 or 7H,8,9,12,26,28,29,30,31,34,53 OR POL 1 or 1H,5 2. Social and Behavioral Sciences (3 units) ANT 2,3,4,5,6,7,8,10,21; ECO 4,5,6,7 or 7H,8; GEG 2,3,4,6; HIS 1,2,4,5,11,12,14,19,21,22,23,25,35,40,53; HMS 4,5,6,7,8,13,14,16,18,19; MIL 1,2; POL 2 or 2H,3,4 or 4H,5,7 ABCD,8,10ABCD,11,12,13,14; PSY 1,8,9,33,35; SOC 1,2,3,10,12,15,17,20,22,23,45,50	3		
<b>C. Humanities (3 units)</b> ART 1; ARE/ENE 36; ART (any course); COM 7; DAN 3,4,5,6,7,8,9; ENG 1B or 1BH,6,7,8,9,10,11,12,13,14,15,16,17,18,20,23,25,26,30,35,38,39,40,41,44,45,47,48,49; FTV (any course); Foreign Language (any course); HIS 1,2,4,5; HUM 3,4 or 4H,5 or 5H,8,9,10 or 10H,11,16,18,20ABC,23,35; MUS (any course); PHI 10 or 10H,12,13,14,15,16,19,20,21,22,33,35; PHO 8; THE (any course)	3		

D. Language and Rationality (10 units)	Units Completed	Units in Progress	Units Needed
1. English Composition (4 units) ENG 1A or 1AH ("C" grade or better)			4
2. Comm./Analytical Thinking (6-8 units) Take one course from two of the following: COM 1 or 1H,9 or 9H; CIS 1A-30; ENG 1B or 1BH; MAT 1-49; PHI 11,PHIMAT 32 <u>MAT 35</u>	3	5	
<b>ADDITIONAL REQUIREMENTS</b>			
<b>A. Health Education (3 units)</b> HES 1 (or completion of the DEH, EMS, PA, VN, or RN program)			3
<b>B. Self Development (2 or 3 units)</b> 1. PHP (2 activities courses): KIN 6,29,42,47; Dance 3,5; any activity class MUS 45,46,47,48,59,60,61 OR 2. Fitness and Wellness (3 units) KIN 4,30,35,36 <u>WIL PE</u>		2	

NOTE: Students are exempt from the Self Development requirement when they complete the Cosmetology Program, Registered or Vocational Nursing Programs, Basic Peace Officer Training Academy, Firefighting Academy, EMS or Physician Assistant Program.

CERTIFICATE REQUIREMENTS	Units Completed	Units in Progress	Units Needed
<u>ADJ 1</u>			3
<u>ADJ 2</u>			3
<u>ADJ 3</u>			3
<u>ADJ 4</u>			3
<u>ADJ 5</u>			3
<u>Choose 12 units from anything under ADJ</u>			12

BASIC SKILLS / ELECTIVE COURSEWORK	Units Completed	Units in Progress	Units Needed
<u>MAT 52, BSN</u>	14		8
<u>WIL CRE</u>	9		0
<u>Electives</u>			

MINIMUM UNITS FOR GRADUATION 60 WITH 2.0 GPA AT RCC AND OVERALL.

NO EVALUATION CAN BE COMPLETED WITHOUT OFFICIAL TRANSCRIPTS

USABLE UNITS Semester: \_\_\_\_\_

Units	Completed	In Progress	Needed
26			
TOTAL			

I have been advised of the classes necessary to reach my stated goal. If I change my goal, it will be necessary to see a counselor to revise my educational plan.

Student Signature: [Signature] Counselor Signature: [Signature] Date: 10/28/14

# VA Reports

- ▣ The following reports are generated for Veterans Services at both colleges:
  - **Add/Drop Report**
    - ▣ Receive on a daily basis from the first day of the term.
  - **BOGW Financial Aid Report**
    - ▣ Received once a week
  - **“F” Grade Report**
    - ▣ Report generated at the end of each term

# Add / Drop Report

**From:** Super User <root@rccd.edu>  
**Sent:** Thursday, August 28, 2014 12:51 AM  
**To:** Tenorio, Lizette  
**Subject:** Veteran's Activity NOR - 14FAL

Date: August 28 2014 Riverside Community College Page: 1  
Time: 00:50 Veteran Enrollment Activity Report XVET  
14FAL With Change Date 08/27/2014 Campus NOR

ID	H Loc	Student Name	Section Name	Stat	
2523386		[REDACTED]	ENG-1A-38002 WL-LAB-38437 X	D	Secondary
2516672		[REDACTED]	ANT-1-37833	A	Primary
2490939		[REDACTED]	GEG-3-38463	A	Primary
2468429		[REDACTED]	GEG-1-38108	D	Primary
2168941		[REDACTED]	MAT-25-38219	A	Primary
2502345		[REDACTED]	SOC-20-38378	D	Primary
2468727		[REDACTED]	MAT-25-38219	D	Primary

**From:** Super User <root@rccd.edu>  
**Sent:** Monday, November 03, 2014 12:43 AM  
**To:** Tenorio, Lizette  
**Subject:** Veteran's Activity MOV - 14FAL

Date: November 3 2014 Riverside Community College Page: 1  
Time: 00:42 Veteran Enrollment Activity Report XVET  
14FAL With Change Date 11/02/2014 Campus MOV

ID	H Loc	Student Name	Section Name	Stat	
2498584	MOV	[REDACTED]	ECO-4-28133 MUS-19-28407 D	D	Primary
2214564	MOV	[REDACTED]	POL-1-28459	D	Primary

# Financial Aid Report

09-02-14

XRBV LIST NOR (3).txt

Riverside Community College

Page: 1  
 Veteran's Rebill Report - Norco  
 XRBV  
 Veteran Types Chap33 (X) and

College

Chap33TR (T)

StudentID.	College	Student Name	Vet_Type	Term.	MVC_BOGG_Amt
NCC_BOGG_Amt	RCC_BOGG_Amt	Dte	Award	AR_BAL	
1683024	NOR	[REDACTED]	X	14FAL	0.00
368.00	138.00	07/31/14 WBOGB	15.00		
1698662	NOR	[REDACTED]	X	14FAL	0.00
138.00	0.00	08/04/14 WBOGB	0.00		
1712194	NOR	[REDACTED]	X	14FAL	0.00
460.00	0.00	08/04/14 WBOGB	33.00		
1792487	RIV	[REDACTED]	X	14FAL	0.00
276.00	138.00	07/15/14 WBOGB	38.50		
2086079	NOR	[REDACTED]	X	14FAL	0.00
276.00	138.00	07/23/14 WBOGB	33.00		
2165363	NOR	[REDACTED]	X	14FAL	0.00
184.00	368.00	08/20/14 MBOGB PELL	-18.00		
2222645	NOR	[REDACTED]	X	14FAL	0.00
598.00	0.00	07/24/14 WBOGB	33.00		
2245735	RIV	[REDACTED]	X	14FAL	0.00
138.00	690.00	07/24/14 WBOGB	38.50		
2247708	NOR	[REDACTED]	X	14FAL	0.00
598.00	0.00	08/18/14 MBOGB	0.00		
2273178	RIV	[REDACTED]	X	14FAL	0.00
230.00	460.00	07/31/14 WBOGB	38.50		
2431998	RIV	[REDACTED]	X	14FAL	0.00
184.00	230.00	08/13/14 WBOGB	38.50		
2449315	NOR	[REDACTED]	X	14FAL	0.00
552.00	0.00	08/18/14 WBOGC	33.00		
2466940	MOV	[REDACTED]	X	14FAL	368.00
138.00	138.00	07/31/14 WBOGC	38.50		
2481489	NOR	[REDACTED]	X	14FAL	276.00
276.00	0.00	08/20/14 WBOGR PELL	15.00		
184.00	NOR	[REDACTED]	X	14SUM	0.00
	0.00	08/20/14 WBOGB PELL	2.00		



# "F" Grade Report

2/1/14

## MV FAL MVET Grade Report

Page 1 of 7

Cur Loc	ID	Name	First Name	Address	City	State	Zip	Section Name	Final Grade
MOV	2161638	[REDACTED]	Jason	24078 Old Country Road	Moreno Valley	CA	92557	MAT-35-27559	F
								CAT-3-27277	F
	2408102	[REDACTED]	Jacob	12877 Jersey Street	Corona	CA	92880	CIS-12-27287	F
								CIS-18A-27290	F
	1981206	[REDACTED]	Jerrix	22895 Bay Ave # 126	Moreno Valley	CA	92553	MAT-35-27559	W
								CIS-38A-27302	W
								ART-18-27245	W
	2247409	[REDACTED]	Paul	23418 Hemlock Ave # 204	Moreno Valley	CA	92557	BUS-18A-27272	F
								BUS-53-27874	F
								GEG-1-27456	W
	2489697	[REDACTED]	Soriah	28775 Dracaea Ave	Moreno Valley	CA	92555	SOC-1-48678	F
								MAT-65-27593	F
	1137663	[REDACTED]	Lee	10343 Tributary Drive	Moreno Valley	CA	92557	MAT-35-27566	F
								MAT-18-27407	F

# Flagging Students in Datatel- UI Web

- ▣ XSPA Screen used to flag students for:
  - **Priority Registration**
    - ▣ VET and MVETX (extended priority)
  
  - **Running Various Reports with NVET and MVET Flags**
    - ▣ Add/Drop Reports
    - ▣ “F” Grade Reports

# Flagging Students in Datatel-UI Web cont...

- Data entered in UIWeb to acquire Add/Drop and Financial Aid reports:

The screenshot displays the Datatel-UI web application interface. At the top, there is a navigation bar with a dropdown menu set to "MINF: Military Information", a search button, and links for "SEARCH RESULTS" and "NAVIGATION". Below this is the RCCD (Riverside Community College District) logo and name, along with a list of member colleges: Moreno Valley College, Norco College, and Riverside City College. A menu bar includes "File", "Options", and "Help", with sub-menus for "Auto-Close Context", "Save", "Save All", "Cancel", and "Cancel All". The main content area is titled "MINF - Military Information" and contains the following fields:

Selective Serv Reg  Number

	Veteran Type	Veteran Program	Govt Benefits
1	X Chap 33-Post 911	<input type="text"/>	14FAL
2	X Chap 33-Post 911	<input type="text"/>	14SUM
3	X Chap 33-Post 911	<input type="text"/>	14SPR
4	X Chap 33-Post 911	<input type="text"/>	14WIN
5	X Chap 33-Post 911	<input type="text"/>	13FAL

# Additional Services

- ▣ Implemented new student orientation workshops for Veterans on a term basis.
  - GUI 45 Course
  
- ▣ Coordinate Veterans' workshops for faculty, staff, students, and administration to better serve our students.
  - PTSD and TBI Presentations
  
- ▣ Established rapport with veteran community resources to better serve the veteran population on campus.
  - Corona Veterans Center
  - Loma Linda HealthCare Systems

# Veteran Activities and Resources

- ▣ Established monthly visits from the Mobile Vet Center (VA) offering:
  - Readjustment, Marriage & Family, Individual & Group Counseling.
  - Assistance in Applying for VA Benefits
  - Medical Referral

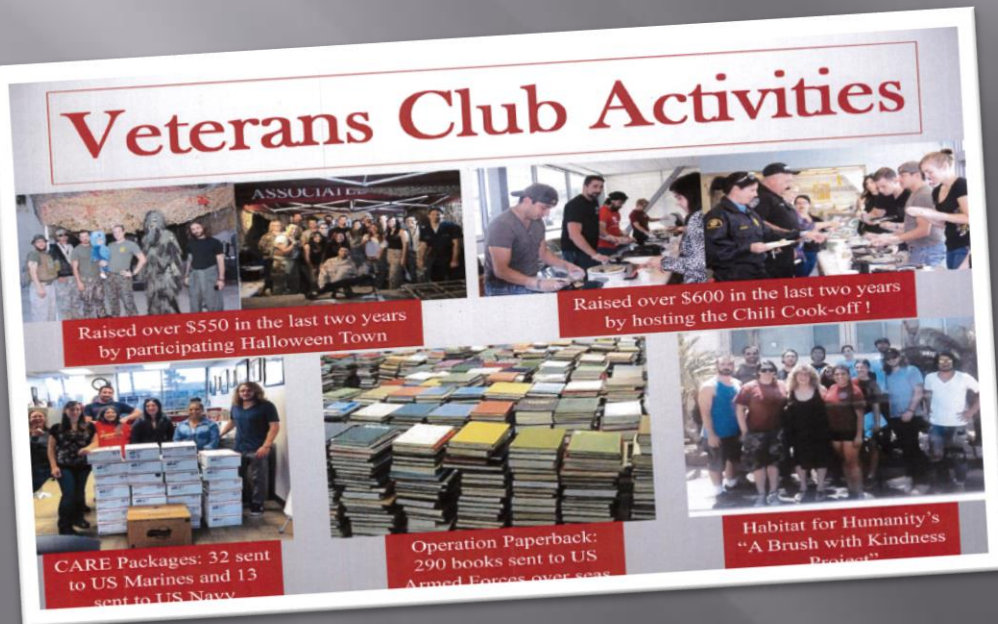


And much more!



# Veteran Activities and Resources cont...

- ▣ Work closely with the newly established Veterans Club for various charitable activities.
- ▣ Collaborate with Student Activities for Holiday Donations.



# Veteran Activities and Resources cont...

Implemented Annual Veterans' Social

- ▣ Veteran of the Year Award

