



WRIGHT STATE
UNIVERSITY

**Strategies for Managing
Increased Caseload
and Complexity in a
Post 9/11 Environment**



**WRIGHT STATE UNIVERSITY
AMANDA WATKINS, ASSISTANT DIRECTOR
OFFICE OF VETERANS AFFAIRS**

Office Overview



- One FTE: Certifying Official 80%, Residency Officer, Veteran Services, and Tri-Chair of Veteran and Military Connected Committee 20%
- Over 700 certifications per quarter
- Office Staff: 1 Graduate Assistant and 4-5 work study students
- GA works 2 days a week/optimal schedule: 2 work studies at a time
- Office Hours 8:30-5:00; Appointment Hours 9:00-3:30

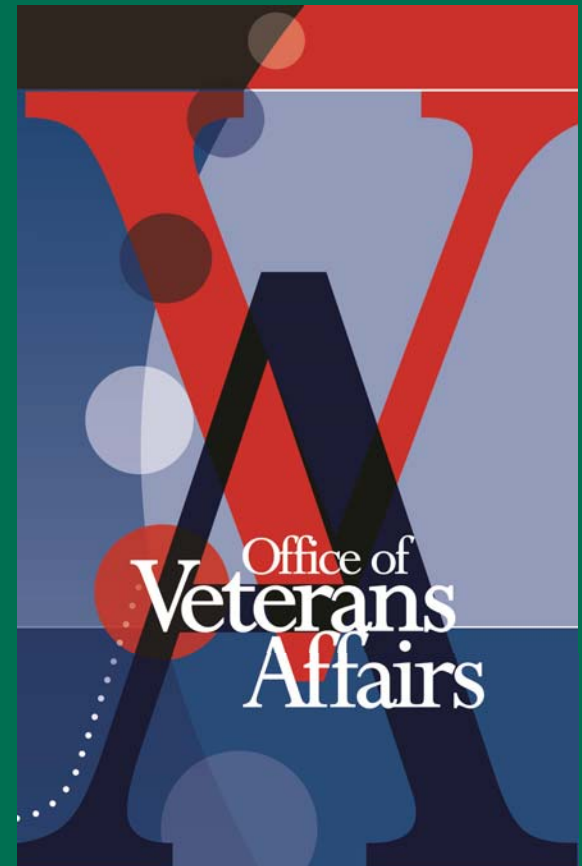
Communication Plan



- Professional logo developed
- Professional signage around office
- Campus Announcements

New web-site:

<http://www.wright.edu/veterans>



Office Signage

“Due to unforeseen reduced staffing levels today, services are available by appointment only.”



Office of Veterans Affairs

**SERVICES BY
APPOINTMENT
ONLY TODAY**

Due to unforeseen reduced staffing levels today, services are available by appointment only.

If you need to speak with a staff member and do not have an appointment, please call 775-5550, or come in to schedule an appointment. You may drop off the Veterans Enrollment Report or complete an Add/Drop Card.

Normal operation is expected to resume

Thank you for your
understanding.

Campus Announcements



The screenshot shows the top navigation bar of the Wright State University WINGS website. On the left is the Wright State University logo. In the center is the 'WINGS' logo with three arrows pointing right. On the right is the tagline 'Your Information Gateway to Wright State Wright Information, News, and Group Services'. Below the logo is a user login area that says 'Welcome Sal Solomon' and 'You are currently logged in'. To the left of this is a link for 'My Account Content Layout'. On the far right are icons for 'WINGS Express Calendar', 'Email/Groups', 'Logout', and 'Help'. A navigation menu at the bottom of the header includes 'Home', 'Academics', 'Library', and 'Employee'.

Post 9/11, Montgomery GI Bill and Vocational Rehabilitation Students

Posted: March 14, 2011

Spring 2011 Registration has begun, and as a reminder... Once officially registered, you are required to submit a Veterans Enrollment Report of your Spring 2011 quarter classes to the Office of Veterans Affairs in order to receive your benefits. Veterans Enrollment Reports are available **on-line** or in the Office of Veterans Affairs in E244 Student Union. Enrollment Reports can be faxed to 937-775-5597, dropped off to the WSU Office of Veterans Affairs 8:30-5:00 Monday-Friday, or e-mailed to veteransaffairs@wright.edu.

Contact: veteransaffairs@wright.edu

CLOSE▲

Office Hours vs. Appointments



- Created an appointment book with available times for new students
- Student drop-off of continuing paperwork accepted
- Students receive appointment card with date/time/needed forms



_____ 's appointment with the
Office of Veteran Affairs is _____ at _____ o'clock
with _____.

Please bring the following items to your appointment:

- DD 214 Member 4 Copy
- Notice of Basic Eligibility (NOBE)- DD 2384 and Kicker contract
- 22-1990 VONAPP
- 22-1990E (Transfer of Entitlement) VONAPP
- Transfer of Entitlement Approval
- Other _____

To cancel or reschedule, please call (937-775-5550) 24 hours prior.
Office hours: M-F, 8:30 a.m. – 5 p.m., E244 Student Union.

New Website



The screenshot shows a web browser window displaying the website for Wright State University's Military & Veterans Student Center. The browser's address bar shows the URL "Military & Veterans Student Center « Wright State...". The website header features the university's name "WRIGHT STATE UNIVERSITY" in white on a dark green background. Navigation links include "WINGS", "Maps", "Libraries", "Text-Only", "Search Wright State", "Directories", "Calendar", and "A-Z Index". A large banner with an American flag background contains the text "Military & Veterans Student Center". Below the banner is a horizontal menu with links: "Home", "Future Students", "Current Students", "Spouse/Dependents", "Veteran's Affairs/Educational Benefits", "Support Services", and "ROTC". The main content area is titled "Welcome" and includes a paragraph about the university's value for military and veteran students, followed by a paragraph about the university's mission. A "Dates to remember" section lists events for Thursday, November 10, 2011, including a Veteran's Appreciate Day and a book club discussion. A photo of a family (a woman, a man, and a baby) is featured next to a testimonial from Matthew Howerton, a student who says, "I like Wright State because...". The testimonial is accompanied by five yellow stars and a "Read more" link. Below the photo are links to "Meet other military students" and "Share your story".

WRIGHT STATE UNIVERSITY

Search Wright State

Directories | Calendar | A-Z Index

Military & Veterans Student Center

Home | Future Students | Current Students | Spouse/Dependents | Veteran's Affairs/Educational Benefits | Support Services | ROTC

Welcome

Welcome to Wright State University! As a university, we value the innumerable contributions and many sacrifices made by our military and veteran students that help make academic freedoms possible.

Wright State's mission is to transform the lives of our students and the communities we serve. We are committed to achieving learning outcomes through innovative, high-quality programs for all students.

Dates to remember

- Thursday, November 10, 2011
Veteran's Appreciate Day
Presented by the Veteran and Military Connected Committee
Student Union Atrium
 - 11:00-12:00 Book Club Discussion of *One Bullet Away: The Making of a Marine Officer*
 - 12:00-1:00 Commuter Lounge "Patches for Pizza" Give us your unit patch for pizza!



★★★★★

"I like Wright State because..."

The historical aspects of the college is something every alumni or current student can take pride in."

[Read more »](#)

— Matthew Howerton

★ [Meet other military students »](#)

★ [Share your story »](#)

Processing



- In-Processing State
- Pre-VA-ONCE Processing
- VA-ONCE Processing

In-Processing Stage



- New students schedule an appointment when registered for classes
- Work-studies or GA reviews initial benefit paperwork at the appointment
- Appointment with prospective students to discuss WSU and benefits (not week prior or first week of quarter)
- Appointment with CO if concern cannot be resolved by work-study or GA

Pre-VA ONCE Processing



- The student submits Veterans Enrollment Report to VA office
- Student schedule verified in BANNER, vet code entered in BANNER, tuition and fee bill printed if Chapter 33 by work-studies or Graduate Assistant

VA ONCE Processing



- Enrollment created in VA ONCE by work-studies or GA
- CO certifies VA ONCE and prints certification
- Work studies or GA enters Chapter 33 student information on spreadsheet with percentage eligibility and tuition/fees for Office of the Bursar
- Chapter 33 spreadsheet sent weekly around fee payment deadlines

Post 9/11 Complexities/Strategies



- Constant communication (daily) with Office of the Bursar liaison
- Notify students immediately via phone or e-mail if unable to submit certain class/fee etc. Contact departments if necessary to “speed up” registration.
- Reconciliation/discrepancy report done 2-3 times quarterly vs. weekly
- Use work-studies!

VA ONCE Tip #2

- Create custom comments

The screenshot shows the VA ONCE interface. On the left is a navigation sidebar with the VA ONCE logo, contact information (35AWatki, 1-1-8440-35), and icons for 'Select' (people), 'Admin' (wrench), and a document icon. The main content area is titled 'User School Maintenance' and 'Administration Functions'. A dropdown menu is open, showing 'School Standard Remarks' selected. Below this is a table titled 'School Standard Remarks' with columns for Code, Remarks, Facility Code, Order #, and Deact. The table contains 9 rows of data. At the bottom, there is an 'Edit School Remark' form with a text area containing the text 'Student received X grade (punitive) for non attendance. Instructor reported last date of attendance.', a dropdown menu set to '1', and a 'Deactivated' checkbox.

Code	Remarks	Facility Code	Order #	Deact
	Student re-arranged schedule and we are reporting updated tuition and fees.	11844035	16	
	Student academically dismissed at completion of term.	11844035	17	
	Amended tuition and fees as student received tuition only financial assistance.	11844035	18	
	Student received an X grade (punitive) for non attendance. The last date of attendance is unknown.	11844035	2	
	Student has second Major (see Notes on BIO screen).	11844035	3	
	Student reduced hours before the term began.	11844035	4	
	Student called to Active Duty for hurricane relief and had to withdraw from classes.	11844035	5	
	Active Duty orders en-route in US mail.	11844035	6	
	Student will attend all subsequent quarters as previously certified.	11844035	7	
	Student will register for classes upon return from active duty.	11844035	8	
	Student received grade of 'U' (non-punitive) bc he/she did not attend the	11844035	9	

Edit School Remark Save Cancel

Remark Text
 Student received X grade (punitive) for non attendance. Instructor reported last date of attendance.

1 Deactivated
 Order Number

VA ONCE Tip #3

- Pre-loaded term dates vs. customized program dates

The screenshot displays the VA ONCE web application interface. The top navigation bar includes 'User School Maintenance' and 'Administration Fun'. A dropdown menu is open under 'Standard Terms', listing 'Standard Terms', 'Standard Programs', 'Flight Instructio', and 'User Defined Fields'. The 'Standard Terms' option is selected, showing a list of pre-loaded term dates:

Term	Start Date	End Date
SMR B 2011	7/18/2011	8/18/2011
SMR F 2011	7/28/2011	8/18/2011
Fall 2011	9/6/2011	11/19/2011

The interface also shows a 'Reports' section with a 'Facility: 11844035' dropdown and a 'LDA/EFF Date' field. The left sidebar contains 'Select' and 'Admin' buttons.

Questions?



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WWW.WRIGHT.EDU/VETERANS