

Meeting Summary Report

Meeting Name:	Veterans' Advisory Committee on Education (VACOE)
Meeting Date:	June 14-16, 2016
Meeting Time:	9:00 a.m. - 4:45 p.m., 8:30 a.m. - 4:45 p.m. and 8:45 a.m. to 12:00 p.m.
Meeting Location:	Arizona State University (ASU) Tempe, Campus, Fulton Center --300 E. University Drive, 4 th Floor Tempe, AZ 85281
Facilitator:	VACOE and Education Service
Purpose	The purpose of the Committee is to advise the Secretary of Veterans Affairs on the administration of education and training programs for veterans, servicepersons, reservists, and dependents of veterans under Chapters 30, 32, 33, 35, and 36 of title 38, and Chapter 1606 of title 10, United States Code.

Invitees/Attendees (✓):			
VACOE	Name		Organization
	Dr. Kathy Snead, Chair	✓	Servicemember Opportunity Colleges
	Ms. Tanya Ang	✓	American Council on Education
	Ms. Dawn Bilodeau	✓	Department of Defense
	Ms. Lisa Lutz	✓	Solutions for Information Design
	Ms. Lynn Nelson	✓	Department of Veterans Affairs, Retired
	Ms. Joan Putnam	✓	San Diego State University
	Mr. D. Wayne Robinson	✓	Iraq Afghanistan Veterans of America
	Ms. Annie Walker		Virginia State Approving Agency
	Mr. Barrett Y. Bogue	✓	Education Service, Designated Federal Officer (DFO)
	Mr. Randy Lazaro	✓	Education Service, Deputy DFO
	Ms. Zaida Nogue	✓	National Association of Veteran Program Administrators (NAVPA)
Guests			
	Mr. Steve Borden	✓	Director, Pat Tillman Veterans Center
	Mr. Christopher Campbell	✓	NAVPA member
	Mr. Derek Fronabarger	✓	SVA, Director of Policy
	Mr. Patrick Sutliff	✓	University of Phoenix, Senior Director of Veterans and Military
	Mr. Conway Casillas	✓	University of Phoenix, Student Debt
	Mr. Adam Such	✓	University of Phoenix
	Mr. Josh Grzywa	✓	ASU, Professional Flight Program
	Ms. Leanna DeKing	✓	AZ SAA Program Director

Agenda Item(s)– June 14-16, 2016		Purpose	Lead	Read-Ahead Material Sent?	Time Limit
1	Open meeting, reviewed agenda, meeting materials and identified major areas of interest for consideration and review by Committee members	Overview of meeting	Dr. Kathy Snead, Chair	Yes	60 mins

Meeting Summary Report

Agenda Item(s)-- June 14-16, 2016		Purpose	Lead	Read-Ahead Material Sent?	Time Limit
2	Tour Bio Design Institute; Veterans Pursuing STEM	ASU Campus Bio Design Institute Tour	Mr. Steve Borden	No	45 mins
3	Tour Pat Tillman Veterans Center	ASU Veterans Center Tour	Mr. Steve Borden	No	30 mins
4	Tour Decision Theater Network	ASU Decision Theater Network Tour	Mr. Steve Borden	No	30 mins
5	Welcome & University Overview	Briefing VACOE	Dr. Christine Wilkinson	No	60 mins
6	Briefed members and provided updated on Education Service issues including Comparison Tool's 3M users, Equitable Relief for Students, Flight Programs, Corinthians School closure, and Ashford University pending approval withdrawal, and FY18 Budget	Briefing VACOE	Mr. Curtis L. Coy	No	60 mins.
7	Panel Discussion: <i>Voice of the Student</i> . Four ASU students delivered remarks about their campus experience and were questioned by Committee members.	Student Oral Testimony	Dr. Kathy Snead	No	1.15 hrs.
8	Close Out and Committee Reflections	Committee Discussion	Dr. Kathy Snead	No	30 mins
9	Adjourned	End of Day 1	n/a	n/a	n/a

Day 2	Reconvened	N/a	VACOE	No	20 mins
1	Briefed members and provided updates on Education Service issues including GAO and OIG Reports, SAA Allocation Model, LTS, Education Call Center, Principles of Excellence, Post-9/11 GI Bill, Compliance Activity, Flight Schools, Outcome Measures, and Pending Legislation	Briefing VACOE	Mr. Robert M. Worley II	No	1.15 hrs
2	Committee roundtable: Discussed Title 38 U.S.C. revisions to redefine distance learning, independent study, and hybrid courses	VACOE	VACOE	Yes	1.45 hrs

Meeting Summary Report

3	Committee housekeeping and reviewed written statements from the public	Housekeeping	VACOE	Yes	45 mins
4	Open for Public Comment on GI Bill improvements	Per FACA	Mr. Chris Campbell, Mr. Josh Grzywa, Mr. Steve Borden, Mr. Conway Casillas, and Ms. Leanna De King	No	1.25 hrs
5	Close Out and Committee Reflections	Committee Discussion	Dr. Kathy Snead	No	30 mins
6	Adjourned	End of Day 2	n/a	n/a	n/a

Day 3	Reconvened	N/a	VACOE	No	30 mins
1	Committee group photo	VACOE	VACOE	No	15 mins
2	Committee Roundtable: Formulate Recommendations	VACOE discussion	Dr. Kathy Snead and Mr. Barrett Y. Bogue	No	1.15 hrs
3	Committee Reflections – Next Steps. Discussed Actions items and draft recommendations	VACOE discussion	Dr. Kathy Snead and Mr. Barrett Y. Bogue	No	1.15 hrs
4	Adjourned	End of Meeting	N/a	N/a	N/a

Meeting Summary Report

Purpose: Discussion, Action, Decision, Approval, or Information Only

Read Ahead Material Sent? Y, N, N/A

Referenced Documents:

- Agenda: June 14 - 16, 2016
- VACOE Recommendations from the meeting on October 21 - 22, 2015
- VACOE letter to Secretary McDonald dated March 6, 2016
- Attorney General Multi-State Signed Letter to Secretary McDonald regarding restoring benefits for Veterans who attended institutions that utilized erroneous, deceptive or misleading advertising, sales, or enrollment practices.
- Deputy Under Secretary Coy signed letter to DeVry University Principles of Excellence Suspension.
- Submitted Written Public Comments

Next Meeting Date:

- October 2016 (tentative)

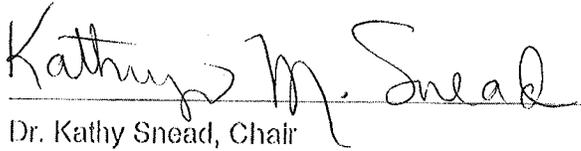
Draft Recommendations:

- To enhance claimant application experience: VACOE recommends modifying VONAPP, Education Benefits hardcopy application, specifically providing claimants with detailed information to incorporate must do "homework" (e.g. GI Bill[®] Comparison Tool, Choosing a School Guide, scholarship and grant availability, etc.) before a claimant is allowed to begin the benefits application.
- Based on significant public input, Committee members strongly support reinstating Annual Reporting fees in the amounts of \$12.00 and \$15.00 respectively for normal and advanced enrollment certifications.
- Expand and enhance the definition of Resident Training and Distance Learning to include Hybrid courses for purposes of the Post-9/11 GI Bill.
- To improve overall customer service and effective outreach in accordance with MyVA Initiatives, VACOE recommends the following:
 - Education Service establish a dedicated "cadre" of qualified Education Service employees deployed on a regular basis to school campuses to assist Veteran students and school certifying officials.
 - Sustain and help to continue to expand outreach and promotion of Licensing and Certifications programs.
 - Standardize the Work Study Program; allocating adequate number of work-study hours and payment processing timeliness across the four RPOs.
 - Examine and document Federal student loan borrowing habits of Veterans.
 - Recommend the Secretary (or his designee) define competing priorities and the role of VA with GI Bill users, i.e. the benefit provider vs. the consumer protector.
 - Projected IT enhancement plan needs to partner with National Clearing House, School Certifying Officials (SCO), Education Liaison Representative (ELR) and Education Compliance Survey Specialist (ECSS) to achieve desired results.
 - Formation of a task force to assist the Secretary with identifying Compliance Survey challenges and the critical need for additional field FTE and resources.

Meeting Summary Report

- o The need for remedial courses for Veterans, as well as expansion and optimization of the partnership between the Department of Education and VA regarding the Department of Education's Veterans Upward Bound program.

Certifying Signatures:


Dr. Kathy Snead, Chair


Mr. Barrett Y. Bogue, Designated Federal Officer