

Resources and Tools for Navigating the GI Bill

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duty

degree

dream



Agenda

- Website Redesign & Resources
 - FAQs
 - Submit A Question
 - School Resources
- Principles of Excellence
 - Comparison Tool
 - Feedback System
- GI Bill Facebook
- Other Resources
 - GI Bill Hotline
 - School Certifying Official
 - Other Beneficiaries



Website Redesign



- As of mid-December 2013, the old website (www.gibill.va.gov) redirects to www.benefits.va.gov/gibill
- Most information remains intact, changes primarily include the look and feel of the site
- Several different resources are available to beneficiaries, or their representatives, on the website
- The GI Bill website should be considered the authoritative source for information about VA education benefits

Website Redesign - Resources

The screenshot displays the website interface for the Veterans Benefits Administration Education Service. On the left is a vertical navigation menu with the following items: For School Administrators, About GI Bill, Contact Us, Vocational Rehabilitation & Employment, Home Loans, Life Insurance, Pension, Special Groups, Services, Applying for Benefits, Locations, VBA Claims Transformation, VBA Performance, and About VBA. Below the menu are social media icons for Facebook, Twitter, YouTube, and Blogger, along with the eBenefits logo.

The main content area features a video player at the top with a play button. Below it is a navigation bar with links: We've Got You Covered, What You Need to Know, CareerScope®, and Survivors & Dependents Assistance. A secondary navigation bar contains buttons for Choose a School, Apply for Benefits, and Contact Us. The 'Choose a School' section includes an image of a brick building and the text: 'Choose a School. Compare VA-approved institutions and review other information to choose the educational program that works best for you. Choose a School'.

The 'New Announcements' section is titled with an information icon and contains the following text: 'Announcement of Centralized Online Complaint System', 'January 9, 2014 10:38 AM', and 'This letter announces and explains the forthcoming online complaint system required by Executive Order 13607. Click here to view.' Below this is a 'FRAUD ALERT' section.

On the right side, there is a 'POST 9/11 GI BILL' logo, an 'FAQS' section with a red border around the 'FAQs' and 'Submit a Question' buttons, and an 'eBenefits' logo with the text 'Check Your Current Post-9/11 GI Bill Enrollment Status on eBenefits' and the URL 'www.ebenefits.va.gov'.

Website Redesign - FAQs

https://gibill.custhelp.com/app/answers/list



GI BILL HOME APPLY FOR BENEFITS POST 9/11 GI BILL & OTHER PROGRAMS RESOURCES **SUPPORT** COMMUNITY CONTACT

[Log In](#) | [Sign Up](#)

Home **Answers** Ask a Question Your Account

Advanced Search

Search

Find the answer to your question

Results 1 - 10 of 187

[Are VA Education Benefits Taxable?](#)

No. Any veterans' benefits paid under any law administered by the Department of Veterans Affairs (VA) should not be reported as income to the Internal Revenue Service (IRS). You will not receive a...

Date Updated: 10/05/2011

[Current Rates of Payment](#) Updated

Click here for the current rates of payment for all benefits Note: A new window will open with our Education Benefits Payment page displayed.

Date Updated: 12/18/2013

[Post-9/11 GI Bill Eligibility for Active Duty Veterans](#)

Veterans who have served at least 90 days of active duty service after September 10, 2001 and received an honorable discharge will qualify for the Post-9/11 GI Bill. To qualify for the full benefit a...

Date Updated: 11/15/2011

[When will I receive an increase or decrease in my MHA based on BAH changes?](#)

As you may know, the Monthly Housing Allowance (MHA) payments you receive for the Post-9/11 GI Bill are based on the military's Basic Allowance for Housing (BAH) rates for an E-5 with dependents. The...

Date Updated: 06/03/2013

Website Redesign – Submit A Question

https://gibill.custhelp.com/app/utils/login_form/redirect/ask

» Open Advanced Search

Home Veteran Services Business About VA Media Room Locations Contact Us GI Bill home



GI BILL HOME APPLY FOR BENEFITS POST 9/11 GI BILL & OTHER PROGRAMS RESOURCES SUPPORT COMMUNITY CONTACT

[Log In](#) | [Sign Up](#)

Home Answers Ask a Question Your Account

Log In

Log In With An Existing Account

Username

Password

[Log In](#)

[Forgot your username or password?](#)

Not registered yet? [Sign Up](#)

Website Redesign – School Resources

The screenshot displays the U.S. Department of Veterans Affairs website. At the top left is the VA logo, and to its right is the text "U.S. Department of Veterans Affairs". A search bar and a "SITE MAP [A-Z]" link are located in the top right. A navigation bar below the header contains links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. The main content area is titled "Education and Training" and "School Resources". A sidebar on the left contains a dropdown menu with the following items: "Pre-Discharge", "Compensation", "Education & Training" (highlighted with a red box), "About GI Bill", "Contact Us", and "Vocational Rehabilitation & Employment". The "Education & Training" dropdown is expanded, showing sub-items: "Education & Training Home", "For Students", "For School Administrators", "School Resources", and "School Training Resources". The main content area includes a breadcrumb trail: "VA » Veterans Benefits Administration » Education and Training » School Resources". Below the breadcrumb is a paragraph of text: "If you're a higher education faculty or staff member or college administrator in need of resources to support student Veterans, you've come to the right place. Here you can find information about training opportunities, enrollment systems, job aids, presentations, and more to help you assist student Veterans pursuing education and training with VA benefits." Below this text is a section titled "Events and Information" with a list of links: "Conferences and Events", "Yellow Ribbon Program Information", "Letter from the Director, Education Service explaining the forthcoming online complaint system", "Letter from the Under Secretary of Benefits to Higher Education Executives for Summer 2013", and "Letter from Department of Education on Commitment to use the Financial Aid". On the right side of the page, there is a "POST 9/11 GI BILL" logo, a "FAQS" section with a "FAQs" button and a "Submit a Question" button, and an "eBenefits" logo.

Principles of Excellence

- Executive Order 13607 directed agencies to implement and promote “Principles of Excellence” for education institutions that interact with Veterans, Servicemembers and their families
- The Principles were designed to help:
 - Provide meaningful information about the financial cost and quality of the school
 - Prevent abusive and deceptive recruiting practices
 - Provide high-quality academic and student support services
- Two resources, designed to help Veterans get the most out of their benefits, include:
 - GI Bill Comparison Tool
 - Feedback System

Principles of Excellence - Comparison Tool

*Calculate
your benefits
& research
approved
programs*

Eligibility

Cumulative Post 9-11 Active Duty Service: ⓘ
 Military Status: ⓘ

School / Employer Information

ⓘ
 Taking all online classes? yes no

Benefit Estimator

JAMES MADISON UNIVERSITY
 Harrisonburg, VA
 Public School

\$ Tuition / Fees: 100% of instate tuition
Housing Allowance: \$1,152/month (full time)
Book Stipend: \$1,000/year

Veteran Indicators

Source

Principles of Excellence: No
Yellow Ribbon:  No
GI Bill Beneficiaries: 566

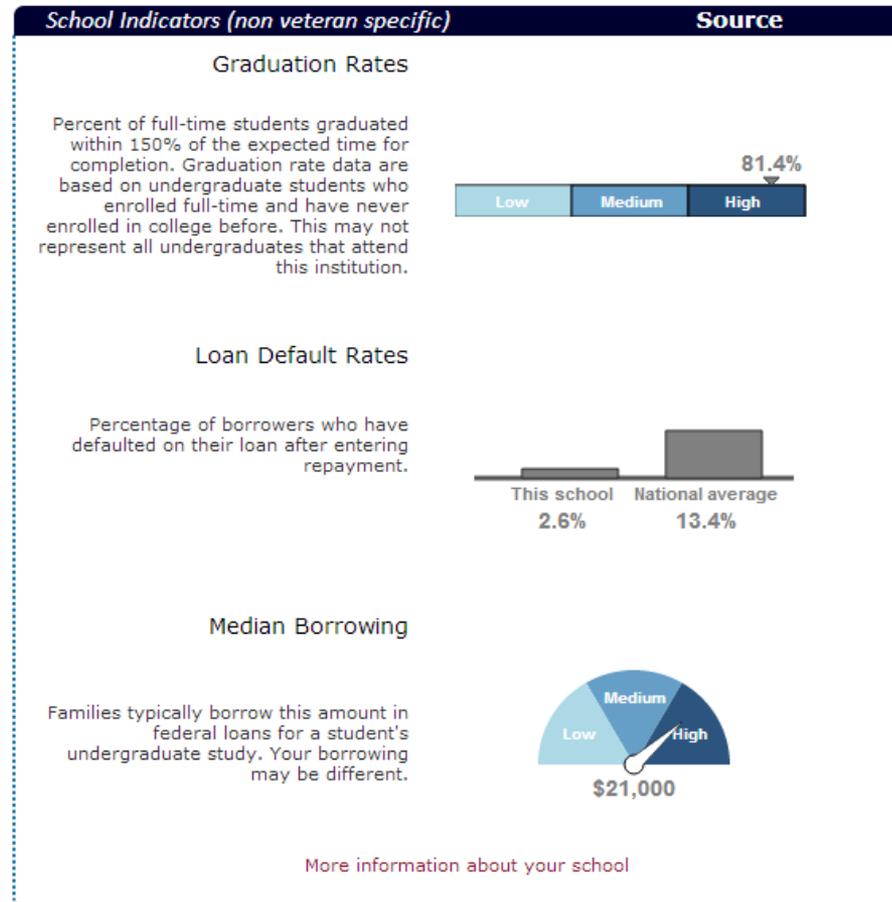


School Indicators (non veteran specific)

Source

Graduation Rates

Principles of Excellence - Comparison Tool (continued)



Principles of Excellence - Feedback System

  Principles of Excellence Complaint Intake Questionnaire

OMB No. 2900-0797 Expiration: 12-13-2016

1 Education Benefits & Issue 2 Complaint 3 School/Employer 4 Complainant & Contact

Education Benefits Used

Please check all that apply *

VA Education Programs (e.g. GI Bill)

- Post-9/11 GI Bill (Ch. 33)
- Montgomery GI Bill - Active Duty (MGIB) (Ch. 30)
- Montgomery GI Bill - Selected Reserve (MGIB-SR) (Ch. 1606)
- Tuition Assistance Top-Up
- Reserve Educational Assistance Program (REAP) (Ch. 1607)
- Survivors & Dependents Assistance (DEA) (Ch. 35)
- Vocational Rehabilitation and Employment (VR&E) (Ch. 31)
- Veterans Retraining Assistance Program (VRAP)

Military Tuition Assistance (Title 10)

- Federal Tuition Assistance (TA)
- State Funded Tuition Assistance (TA) for Service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)

Other

- Federal Financial Aid 

Describe Your Issue

Which best describes your issue? (Select all that apply) *

<input type="checkbox"/> Recruiting/Marketing Practices	<input type="checkbox"/> Student Loans	<input type="checkbox"/> Quality of Education	<input type="checkbox"/> Transfer of Credits
<input type="checkbox"/> Accreditation	<input type="checkbox"/> Post-graduation Job Opportunities	<input type="checkbox"/> Grade Policy	<input type="checkbox"/> Refund Issues
<input type="checkbox"/> Financial Issues (e.g. Tuition/Fee charges)	<input type="checkbox"/> Change in degree plan/requirements	<input type="checkbox"/> Release of Transcripts	<input type="checkbox"/> Other

* Required
Providing optional data will assist in researching your complaint.

GI Bill Facebook

www.facebook.com/GIBilleducation

The screenshot shows the Facebook profile page for 'The Post-9/11 GI Bill, U.S. Department of Veterans Affairs'. The cover photo features a soldier in camouflage holding a stack of books, with a logo on the left that says 'GI Bill' under a graduation cap. The page name is 'The Post-9/11 GI Bill, U.S. Department of Veterans Affairs' with 69,134 likes and 267 people talking about it. The 'About' section describes it as a Government Organization brought to you by the GI Bill Outreach Development Team, with a link to benefits.va.gov/gibill. Navigation tabs include 'About', 'Photos', 'FAQs & Assistance', 'Likes', and 'Notes 224'. A 'Highlights' dropdown menu is visible. The main post shows a link shared by 'The Post-9/11 GI Bill, U.S. Department of Veterans Affairs' 22 hours ago, with a snippet of text about Kamal Grant's story and a 'LIVE' video thumbnail. The 'Likes' section lists several government organizations: United States Air Force, U.S. Department of Veterans Affairs, U.S. Navy, and Marines.

Other Resources

- GI Bill Hotline
 - 1-888-442-4551
 - Open M-F; 8 am – 8 pm Eastern Time
- School Certifying Officials
 - Utilize school certifying officials
 - SCOs have contacts and ways to help get answers
- Other Beneficiaries
 - Encourage communication between beneficiaries
 - Sharing knowledge empowers your students; fosters a connection

Questions?



VETERANS BENEFITS ADMINISTRATION; EDUCATION SERVICE