

Username mharden@austincc.edu
Unit Review Leader: Mark Harden
Unit Name: Veterans Affairs

1.

What improvements have been planned/implemented:

Conduct refresher VA Once certification training two weeks prior to term certification.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

VA Once, the web based VA education portal is increasingly complex. Enhancements are constant and often difficult to execute. Rules governing the Post 9-11 benefit are complex and evolving. The intent is to reduce processing errors and increase effectiveness.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

Errors are identified during certification itself, by the student, by the Regional Processing Office in Oklahoma and internally during random file sampling. Reduction in student queries, RPO calls and reduced error discoveries during other processes (withdrawal processing) will be used to catalog success.

3a. Baseline data: the data used to determine improvements were needed

Prior to the advent of the Post 9-11 GI Bill, historical error rate per 100 files estimated at less than 5% per 100 files, based on file correction. Examples of errors include miscalculation of tuition and fees; incorrectly loading distance vs. lecture hours; mistakenly certifying developmental hours as lecture hours; incorrect teaching terms, etc. The past two semesters error rate has approximated upward toward 9%; errors are more difficult to reconcile.

3b. Target goals: the data that shows your improvements have achieved your goals

After training, each file identified as in error will be cataloged and compared to the total number of files processed. The nature of the error will be recorded, to include errors specific to individual specialists in order to use the information for future evaluation and to tailor future training.

3c. Current data: where you are currently in reaching your target

Current data indicates that we are at a less than 10% error ratio but over 5%. While the ultimate intent is zero error rate, outcomes of less than 4% after training is the target.

Narrative:

In the past, training is conducted informally during the certification process and often after the fact. Formalized instruction prior to the certification event will provide an immediate benefit and tangible outcome relative to the error rate.