



Virginia Department of Veterans Services
**Veterans Education Transition and Employment
State Approving Agency**

Spring 2021 Peak Enrollment Period

Dear School Certifying Official,

We are asking you to submit certifications as soon as possible to regulate the expected spring peak enrollment. You should continue to certify converted courses in the same manner you certified such courses earlier in the year. For specific guidance on how to certify converted courses, please see the FAQ (reference and link below) or contact your Education Liaison Representative (ELR).

Based on historical data, the U.S. Department of Veteran Affairs (VA) anticipates we will experience a spike in enrollments in the Spring 2021 term; however, there is no need for schools to either hold or resubmit previous enrollments. Students can expect VA to maintain our more stringent FY21 timeliness standards for an average processing time of 24 days for a new claim and 12 days for a re-enrollment.

VA is committed to helping Veterans and their families receive the benefits they have earned, particularly during this national emergency. We understand and are prepared for the many impacts COVID-19 can have on students, on-line schooling and institutions of higher learning. VA is monitoring workload daily and will adjust resources as necessary to meet or exceed timeliness goals ensuring that Veterans and their families receive the benefits they depend on.

You can find more information on how the pandemic affects you in our updated [SCO COVID-19 FAQs](#).

If you are aware of any student experiencing a financial hardship due to a delayed GI Bill® payment, please have them contact the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551). If you have questions, please review the SCO handbook located here: https://www.benefits.va.gov/gibill/school_training_resources.asp

Additionally, VA has also developed the COVID Coach App to help both Veterans and their families cope with feelings of stress and anxiety they may be experiencing during the COVID-19 pandemic. It's available for iOS and Android devices. Direct students to download [COVID Coach](#) by visiting the [VA Mobile App Store](#).

If you have additional questions, please contact your Education Liaison Representative (ELR). You can find contact information at the following link:
https://www.benefits.va.gov/gibill/resources/education_resources/school_certifying_officials/elr.asp

Respectfully,

Education Service

Sincerely,

Michael Mullins
State Approving Agency
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