



Processing Mitigating Circumstances for Post-9/11 GI Bill Claims Lesson Plan



November, 2015 – Version 2.0

*Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
Lesson Plan*

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims (2.5 hours)

Lesson Overview

Purpose of the Lesson:	The purpose of this lesson is to provide the Veterans Claims Examiners with the knowledge required to process changes in enrollments involving Mitigating Circumstances (MITCs), occurring on or after November 1, 2015, in the Long Term Solutions (LTS).
Prerequisite Training Requirements:	The following prerequisite training is required: Claims Processors should be familiar with <ul style="list-style-type: none">• M22-4, Part IV, Chapter 11, Subchapters 3 and 4
Target Audience:	This lesson is intended for the Veterans Claims Examiners (VCE) in any of the regional processing offices (RPOs).
Lesson References:	The following references support the lesson content: <ul style="list-style-type: none">• RPO Letter 22-10-17• M22-4 Part 4, 11.07: Mitigating Circumstances• M22-4 Part 4, Subchapter 4 (11.15 to 11.23): 6-Credit Hour Exclusion
Lesson Objectives:	At the conclusion of this lesson, the Veterans Claims Examiner will be able to: <ul style="list-style-type: none">• Using available references, identify acceptable reasons for adjustments to enrollments, including Mitigating Circumstances (MITCs), with 80% accuracy on the assessment.• Using available references, identify the steps for processing MITCs in the Long Term Solutions (LTS), with 80% accuracy on the assessment.• Using available references, identify how to generate Long Term Solutions (LTS) Notification Letters, with 80% accuracy on the assessment.

Instructor Notes

This lesson provides the requirements to process changes in enrollments involving Mitigating Circumstances (MITCs), occurring on or after November 1, 2015, in the Long Term Solutions (LTS). There are opportunities for comprehension checks

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throughout the lesson. In addition, when appropriate, the lesson contains a practical exercise that allows the VCEs the opportunity to practice the knowledge and skills presented in the lesson for deeper understanding. Please ensure the "Scenarios Handout" packet is available for the practical exercise at the end of the lesson.

PowerPoint Slides	Instructor Activities
<p>Processing Mitigating Circumstances for Post-9/11 GI Bill Claims</p>	<p>DISPLAY slide 1 "Processing Mitigating Circumstances for Post-9/11 GI Bill Claims"</p> <p>INTRODUCE yourself as the instructor and introduce any fellow instructors.</p> <p>INTRODUCE the lesson.</p>
<p>Overview of Today's Training</p> <p>The purpose of this lesson is to provide the Veterans Claims Examiner (VCE) with the knowledge to process changes in enrollments involving Mitigating Circumstances (MITCs), occurring on or after November 15, 2015, in the Long Term Solutions (LTS).</p>	<p>DISPLAY slide 2 "Overview of Today's Training"</p> <p>PROVIDE an overview of the day's schedule.</p> <p>EXPLAIN that students will be learning how to process changes in enrollments involving Mitigating Circumstances (MITCs), occurring on or after November 15, 2015, in the Long Term Solutions (LTS).</p> <p>DISCUSS how the subject fits into the lesson purpose, goals, and importance.</p>
<p>Introductions (Optional)</p> <p>Student introductions</p> <ul style="list-style-type: none"> ○ Name ○ Office location ○ Time in position with VA 	<p>If appropriate, ASK students to introduce themselves.</p>

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PowerPoint Slides	Instructor Activities
<p>Lesson Objectives</p> <p>At the end of this lesson, you will be able to:</p> <ul style="list-style-type: none"> Using available references, identify acceptable reasons for adjustments to enrollments, including Mitigating Circumstances (MITCs), with 80% accuracy on the assessment. Using available references, identify the steps for processing MITCs in the Long Term Solutions (LTS), with 80% accuracy on the assessment. Using available references, identify how to generate Long Term Solutions (LTS) Notification Letters, with 80% accuracy on the assessment. 	<p>DISPLAY slide 3 "Lesson Objectives"</p> <p>REVIEW the lesson objectives and assure students they will have opportunities to practice what they learn.</p> <p>EMPHASIZE that the post-lesson assessment will align with the content and these objectives.</p>
<p>Terminology</p>	<p>DISPLAY slide 4 "Terminology"</p> <p>PROVIDE a brief introduction to the subsequent frames that will give an overview of some basic terminology associated with MITC.</p> <p>PROCEED to the next slide to begin.</p>
<p>Mitigating Circumstances (MITCs)</p> <p>Mitigating circumstances (MITCs) are circumstances beyond the claimant's control that prevent the continuous pursuit of a program of education.</p>	<p>DISPLAY slide 5 "Mitigating Circumstances"</p> <p>DEFINE Mitigating Circumstances.</p> <p>PROCEED to the next slide to discuss acceptable Mitigating Circumstances.</p>
<p>Acceptable Mitigating Circumstances</p> <p>Examples of acceptable mitigating circumstances include:</p> <ul style="list-style-type: none"> An illness or injury afflicting the student during the enrollment period An illness or death in the student's immediate family An unavoidable change in the 	<p>DISPLAY slide 6 "Mitigating Circumstances"</p> <p>REVIEW the list of acceptable mitigating circumstances.</p> <p>ENSURE that students understand each of the examples provided.</p> <p>REMIND students to keep these examples in mind throughout the class as you discuss</p>

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<p>student's conditions of employment</p> <ul style="list-style-type: none"> • An unavoidable geographical transfer resulting from the student's employment • Immediate family or financial obligations requiring suspension of training to obtain employment • Discontinuance of the class by the school • Unanticipated active military service, including active duty for training • Unanticipated difficulties with child care arrangements the student has made for the period during which he or she is attending classes 	<p>how to process Adjustments to Enrollments.</p>
<p>Drop Period</p> <p>Drop Period is a reasonably brief period of time, at the beginning of a term, officially designated by a school for dropping one or more classes without penalty.</p> <p>The school's last day to drop a class will be the end of the drop period, providing it does not exceed 30 days from the first day of the term.</p>	<p>DISPLAY slide 7 "Drop Period"</p> <p>REVIEW the definition of Drop Period.</p> <p>RELATE the term Drop Period back to the list on Slide 6 - that allow for benefits to be paid when a student withdraws from a class.</p>
<p>Punitive Grades</p> <p>Punitive Grade (Passing or Failing) is a grade assigned for pursuit of a class that is used in determining overall progress toward completion of the school's requirements for graduation.</p> <p>Unlike a non-punitive grade, the punitive grade imposes a penalty toward graduation, such as an adverse effect on the student's GPA.</p> <p>Punitive grade examples are A, B, C, D, F.</p>	<p>DISPLAY slide 8 "Punitive Grades"</p> <p>EXPLAIN the meaning of Punitive Grade.</p> <p>RELATE the term Punitive Grade back to Slide 6 - that allow for benefits to be paid when a student withdraws from a class.</p>

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<p>Non-Punitive Grades</p> <p>Non-punitive Grade is a grade not used when determining progress for fulfillment of requirements for graduation.</p> <ul style="list-style-type: none"> • Such a grade neither yields credit toward the school's requirements for graduation nor affects a student's GPA. • The non-punitive grade causes the class to become the equivalent of an audited class for the purpose of advancement toward graduation. <p>Non-punitive grade examples are W, WF, WP, Incomplete.</p>	<p>DISPLAY slide 9 "Non-Punitive Grades"</p> <p>EXPLAIN the meaning of Non-punitive Grade.</p> <p>ENSURE that students understand the difference between Punitive Grades and Non-punitive Grades.</p> <p>RELATE the term Non-punitive Grade back to Slide 6 - that allow for benefits to be paid when a student withdraws from a class.</p>
<p>VA Form 22-1999B & 22-1999 (AM1999)</p> <ul style="list-style-type: none"> • Changes to enrollments may be submitted as a Notice of Change in Student Status (VA Form 22-1999B) or an Amended Enrollment Certification (VA Form 22-1999). • Corrections to enrollment information such as changes to term dates, tuition updates or any change that is effective at the beginning of the enrollment period would be reported on a VA Form 22-1999. • Changes that involve hours enrolled including; increases, reductions and terminations are reported on a VA Form 22-1999B. 	<p>DISPLAY slide 10 "Changes to Enrollment (1999B & AM1999)"</p> <p>REVIEW the forms that are used to report changes and corrections to enrollments.</p> <p>PROCEED to the next slide to continue discussing Changes to Enrollments.</p>

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<p>Comprehension Check</p> <p>What is the difference between punitive and non-punitive grades?</p>	<p>DISPLAY slide 11 "Comprehension Check"</p> <p>REVIEW the differences between punitive and non-punitive grades.</p> <p>PROCEED to the next slide.</p>
<p>Adjustments to Enrollments & Mitigating Circumstances</p>	<p>DISPLAY slide 12 "Adjustments to Enrollments & Mitigating Circumstances"</p> <p>EXPLAIN that you will be discussing the basics of adjustments to enrollments and how mitigating circumstances play a role in the those adjustments.</p> <p>PROCEED to the next slide to begin.</p>
<p>Adjustments to Enrollments</p> <p>The law prohibits payment of VA benefits for a class from which a student withdraws and receives a grade that will not be used in computing requirements for graduation and/or be factored into the student's Grade Point Average (GPA).</p> <p>Exceptions</p> <p>Benefits may still be paid if the student can establish that the failure to complete the class(es) was due to:</p> <ul style="list-style-type: none"> • The student being ordered to active duty, or • A withdrawal during the "drop" period, or • Punitive grades, or • Mitigating circumstances 	<p>DISPLAY slide 13 "Adjustments to Enrollments"</p> <p>EXPLAIN the law regarding payment of VA benefits for a withdrawn class.</p> <p>REVIEW the exceptions listed.</p> <p>INFORM students that over the next few slides, you will further define each of the exceptions listed (except for "Active Duty," which does not require further definition).</p>
<p>Adjustments to Enrollments (Continued)</p> <p>The purpose of the original legislation creating these rules was to minimize the abuse of VA educational assistance programs by certain students who were</p>	<p>DISPLAY slide 14 "Adjustments to Enrollments (Continued)"</p> <p>DISCUSS the purpose of the original legislation.</p>

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<p>using the non-punitive grading and liberal withdrawal policies of some schools to receive VA benefits for several terms without achieving progress toward program completion.</p>	
<p>Comprehension Check</p> <p>Question:</p> <p>If a student withdraws from a class, benefits may still be paid if the student can establish that the failure to complete the class was due to what exceptions?</p> <p>What are some examples of acceptable MITCs?</p>	<p>DISPLAY slide 15 "Comprehension Check"</p> <p>ASK students the comprehension check questions.</p> <p>Response 1:</p> <ul style="list-style-type: none"> ○ The student being ordered to active duty, or ○ A withdrawal during the "drop" period, or ○ Punitive grades, or ○ Mitigating circumstances <p>Response 2:</p> <ul style="list-style-type: none"> ○ Refer to list above (from Slide 12) <p>ALLOW students to answer aloud.</p>
<p>Six Credit Hour Exclusion (6X) - Defined</p> <p>VA automatically issues a one-time grant of mitigating circumstances for up to 6 credit hours for the first instance of a reduction or termination which is after the drop period, and before the end of the term, for which a non-punitive grade is assigned.</p> <p>This exclusion is called the Six Credit Hour Exclusion (6X) and can only be made one time for a claimant across the various VA education programs.</p>	<p>DISPLAY slide 16 "Six Credit Hour Exclusion (6X) - Defined"</p> <p>REVIEW the Six Credit Hour Exclusion (6X).</p> <p>EMPHASIZE that the exclusion can only be made one time for a claimant.</p> <p>PROCEED to the next slide to continue discussing the Six Credit Hour Exclusion (6X).</p>

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<p>Six Credit Hour Exclusion (6X)</p> <p>The Six Credit Hour Exclusion does not apply if:</p> <ul style="list-style-type: none"> • The student completes a class and receives a non-punitive grade; or • The student has not yet been awarded benefits for the dropped class(es). 	<p>DISPLAY slide 17 "Six Credit Hour Exclusion (6X)"</p> <p>REVIEW the instances when the Six Hour Exclusion does not apply.</p> <p>PROCEED to the next slide to continue discussing the Six Credit Hour Exclusion (6X).</p> <p>PROVIDE a scenario in which there is no debt resulting where the 6X exclusion may or may not be applied by an adjudicative decision (38 CFR 21.9505)</p>
<p>Six Credit Hour Exclusion (6X) - Application</p> <ul style="list-style-type: none"> • If more than 6 credit hours are dropped in the first instance, the additional hours will be subject to the mitigating circumstances rules. • VA will automatically cover the first 6 credits and will consider whether or not acceptable mitigating circumstances apply to the remaining credits. 	<p>DISPLAY slide 18 "Six Credit Hour Exclusion (6X) - Application"</p> <p>DISCUSS how to handle a situation where more than 6 credit hours are dropped.</p>
<p>Comprehension Check</p> <p>How often can a student qualify for the Six Credit Hour Exclusion (6X)?</p>	<p>DISPLAY slide 19 "Comprehension Check"</p> <p>ASK the students the comprehension check question.</p> <p>Response: Once. The Six Credit Hour Exclusion (6X) can only be made one time for a claimant across the various VA education programs.</p>
<p>Protected vs. Unprotected</p> <p>Protected hours = Payable Unprotected hours = Not Payable</p> <p>Terminations and reductions are</p>	<p>DISPLAY slide 20 "Protected vs. Unprotected"</p> <p>EXPLAIN that hours that are considered "Protected" are payable, while "Unprotected" hours are not payable.</p>

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<p>considered "Protected" when they occur:</p> <ul style="list-style-type: none"> • Before the end of the drop-period (30 day max.) • After the drop period and acceptable mitigating circumstances are received • After the drop period and the 6-credit exclusion covers dropped classes • Anytime a punitive grade is assigned 	<p>REVIEW the list of reasons that would make termination and reduction hours considered "Protected."</p> <p>INFORM students that the period payable for "protected" hours is limited to the portion of the term that the student attended.</p> <p>MENTION that terminations or reductions that occur after the drop period with non-punitive grades that don't meet the "Protected" criteria are considered "Unprotected" and are therefore not payable.</p>
<p>Effective Dates of Terminations</p> <p>If the withdrawal is from all classes before the end of the institution's drop period:</p> <ul style="list-style-type: none"> • Benefits are paid through the last day of attendance. <p>If the withdrawal is from all classes after the end of the institution's drop period and punitive grades are assigned for the classes or acceptable mitigating circumstances are available:</p> <ul style="list-style-type: none"> • Benefits are paid through the last day of attendance. 	<p>DISPLAY slide 21 "Effective Dates of Terminations"</p> <p>EXPLAIN that benefits are paid or terminated based on the effective date.</p> <p>REVIEW the two listed scenarios.</p> <p>PROCEED to the next slide to continue discussing effective dates of termination.</p>
<p>Effective Dates of Terminations (Continued)</p> <p>If the withdrawal is from all classes after the institution's drop period, with non-punitive grades assigned, and no acceptable mitigating circumstances are found:</p> <ul style="list-style-type: none"> • Benefits are terminated effective the first date of the enrollment period. <p>If the 6X is available and only covers part of the drop:</p>	<p>DISPLAY slide 22 "Effective Dates of Terminations (Continued)"</p> <p>REVIEW the listed scenario.</p> <p>EXPLAIN how the 6X could impact the scenario.</p> <p>PROCEED to the next slide to continue discussing effective dates of termination.</p>

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<ul style="list-style-type: none"> • Pay 6 credit hours through the last date of attendance, and • Reduce any remaining hours effective the first date of the term. 	
<p>Effective Dates of Terminations (Continued)</p> <p>If an individual completes a class but at the end of the term, semester, or quarter receives a non-punitive grade for the class and acceptable mitigating circumstances are not found:</p> <ul style="list-style-type: none"> • Terminate benefits from the first date of the enrollment period. <p><i>Note: The 6-credit exclusion is not a factor in such cases and should not be applied.</i></p>	<p>DISPLAY slide 23 "Effective Dates of Terminations (Continued)"</p> <p>REVIEW the final scenario.</p> <p>INFORM students that the 6X should not be applied in this scenario.</p>
<p>Comprehension Check</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. When are benefits terminated if a student withdraws from all classes <u>before</u> the end of the institution's drop period? 2. When are benefits terminated if a student withdraws from all classes <u>after</u> the institution's drop period, with non-punitive grades assigned, and no acceptable mitigating circumstances are found? 	<p>DISPLAY slide 24 "Comprehension Check"</p> <p>ASK the students the comprehension check questions.</p> <p>Response 1: Benefits are paid through the last day of attendance.</p> <p>Response 2: Benefits are terminated effective the first date of the enrollment period.</p>
<p>Effective Dates of Reductions</p> <p>When a student reduces hours enrolled by withdrawing from fewer than all classes <u>on or before</u> the first day of the term, reduce payments effective the first date of the term.</p>	<p>DISPLAY slide 25 "Effective Dates of Reductions"</p> <p>EXPLAIN that there are rules that determine the effective date of reductions, just like there are for terminations.</p> <p>REVIEW the reduction scenario listed.</p> <p>PROCEED to the next slide to discuss</p>

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	additional reduction scenarios.
<p>Effective Dates of Reductions (Continued)</p> <p>A reduction occurs when the student reduces hours enrolled by withdrawing from fewer than all classes under one of the following “protected” conditions:</p> <ul style="list-style-type: none"> • The reduction is during the drop period, (30 day max.); • A punitive grade is assigned for the class from which the student withdraws; or • MITCs are received and accepted, the 6-credit exclusion applies to all hours, or the training is discontinued as the result of being ordered to active duty <p>Payments are reduced effective the end of the month or end of the term whichever occurs first.</p>	<p>DISPLAY slide 26 “Effective Dates of Reductions (Continued)”</p> <p>DISCUSS the protected conditions listed that would result in payments being reduced effective the end of the month in which the reduction occurs.</p> <p>PROCEED to the next slide to continue the discussion on effective dates of reductions.</p>
<p>Effective Dates of Reductions (Continued)</p> <ul style="list-style-type: none"> • Reductions with non-punitive grades occurring after the institution’s drop period that are “unprotected” will be adjusted effective the first day of the term. <i>All payments associated with those hours are not payable.</i> • Chapter 33 “protected” reductions are effective and payable through the end of the month of the change. • VA cannot pay benefits when a claimant is no longer attending an enrollment period. 	<p>DISPLAY slide 27 “Effective Dates of Reductions (Continued)”</p> <p>REVIEW the final two reduction scenarios.</p> <p>EMPHASIZE that VA does not continue to pay benefits when a claimant is no longer attending an enrollment period.</p>

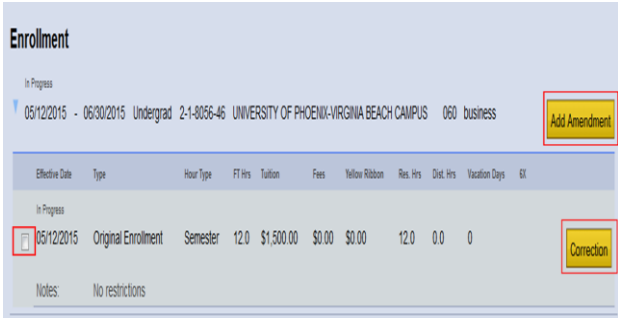
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<p>Comprehension Check</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. When a student reduces hours enrolled by withdrawing from fewer than all classes on or before the first day of the term, payments are reduced effective when? 2. If a student reduces their hours enrolled by withdrawing from fewer than all classes and mitigating circumstances are received and approved, payments would be reduced effective when? 	<p>DISPLAY slide 28 "Comprehension Check"</p> <p>ASK the students the comprehension check questions.</p> <p>Response 1: Payments are reduced effective the first date of the term.</p> <p>Response 2: Payments would be reduced effective the end of the month in which the reduction occurs.</p>
<p>Changes to Enrollment (1999B & AM1999)</p> <ul style="list-style-type: none"> • In most cases, a VCE should not need to enter information manually. • If there is missing, conflicting, or illogical information, develop with the SCO or ELR as appropriate. • Anytime "Other" is used as the reason for an adjustment and is not fully explained in the remarks, develop with the SCO for clarification, and place all development documents in the TIMS folder. 	<p>DISPLAY slide 29 "Changes to Enrollment (VA Forms 22-1999 & 1999B)"</p> <p>TELL students that the forms have been developed to work with the LTS to efficiently pre-populate enrollments or changes reported so that, in most cases, a VCE should not need to enter information manually.</p> <p>REVIEW the additional information regarding Changes to Enrollments.</p>
<p>Terminations and IT Systems</p> <p>Terminations that are "protected" will be paid up to and through the last day of attendance.</p> <ul style="list-style-type: none"> • BDN processing requires the use of a No Pay Date which is the day after the last date of attendance. • LTS does not use a No-Pay date; therefore you will enter the effective date received on the Notice of 	<p>DISPLAY slide 30 "Terminations and IT Systems"</p> <p>DISCUSS how termination dates are handled in each system.</p> <p>REMIND students that the use of a No Pay Date is also applicable for manual adjustments or stopping Chapter 33 Monthly Housing Allowance (MHA) payments.</p> <p>EMPHASIZE that they should not process enrollments or changes without reviewing</p>

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<p>Change in Student Status (VA-Form 22-1999b).</p> <ul style="list-style-type: none"> If pre-populated via the VA-ONCE Inbox, verify that the date matches the date on the form in TIMS. <p>Do not process enrollments or changes without reviewing either the 1999 or 1999B in TIMS.</p>	<p>either the 1999 or 1999B in TIMS.</p>
<p>Terminations in LTS</p> <ul style="list-style-type: none"> Termination or complete withdrawal reported effective before or on the first day of the term must be processed as an Amendment in the LTS. Note this is not a correction. LTS will require the user to enter the first day of the term as the effective date. Be sure to ALWAYS check the "Student did not attend" box. Otherwise the system will incorrectly pay for that first day. All other changes effective on or before the first day of the term are processed as a Correction to the original enrollment period. 	<p>DISPLAY slide 31 "Terminations in LTS"</p> <p>DISCUSS processing terminations as amendments in LTS.</p> <p>STRESS the importance of checking the "Student did not attend" box.</p> <p>DISCUSS when terminations are processed as corrections in LTS.</p>
<p>VA-Once</p> <p>Changes submitted electronically through VA-ONCE will populate the correct check box(es) for an "Amendment or Correction" in LTS.</p> <p>Based on the information submitted online or entered by the user for reductions or withdrawals after drop/add with non-punitive grades assigned (or completing a term with non-punitive grades), LTS will generate the</p>	<p>DISPLAY slide 32 "VA-Once"</p> <p>DISCUSS the process of submitting changes through VA-ONCE.</p>

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PowerPoint Slides	Instructor Activities						
<p>appropriate letter to the claimant:</p> <ul style="list-style-type: none"> • Developing for mitigating circumstances (MITCs) • Granting mitigating circumstances, or • Disallowing mitigating circumstances 							
<p>Amendment vs Correction</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9e1f2;">Source of Change</th> <th style="background-color: #d9e1f2;">Applicable Functionality</th> </tr> </thead> <tbody> <tr> <td>IF - There's a change (reduction or termination) after the first day of the term.</td> <td>THEN - The Amendment button is checked</td> </tr> <tr> <td>IF - Mitigating Circumstances are received after Authorization of the Amended Award</td> <td>THEN - The Correction button is checked</td> </tr> </tbody> </table>	Source of Change	Applicable Functionality	IF - There's a change (reduction or termination) after the first day of the term.	THEN - The Amendment button is checked	IF - Mitigating Circumstances are received after Authorization of the Amended Award	THEN - The Correction button is checked	<p>DISPLAY slide 33 "Amendment vs. Correction"</p> <p>REVIEW the table showing the appropriate functionality for each type of change.</p> <p>REMINDE students that a termination or complete withdrawal reported effective before or on the first day of the term must be processed as an <u>Amendment</u> in the LTS (Note: this is not a Correction).</p> <p>REMINDE students that all other changes effective on or before the first day of the term are processed as a <u>Correction</u> to the original enrollment period.</p>
Source of Change	Applicable Functionality						
IF - There's a change (reduction or termination) after the first day of the term.	THEN - The Amendment button is checked						
IF - Mitigating Circumstances are received after Authorization of the Amended Award	THEN - The Correction button is checked						
<p>Demonstration - Amendment vs. Correction</p>  <p>The screenshot shows an enrollment record for a student at the University of Phoenix-Virginia Beach Campus. The record includes fields for Effective Date, Type, Hour Type, FT Hrs, Tuition, Fees, Yellow Ribbon, Res. Hrs, Dist. Hrs, Vacation Days, and GK. Two buttons are highlighted with red boxes: 'Add Amendment' and 'Correction'.</p>	<p>DISPLAY slide 34 "Demonstration - Amendment vs. Correction"</p> <p>SHOW students the applicable button to click for each type of change.</p>						
<p>Comprehension Check</p> <p>Question:</p> <p>When processing protected terminations in LTS, which form will provide you with the Effective Date?</p>	<p>DISPLAY slide 35 "Comprehension Check"</p> <p>ASK students the comprehension question.</p> <p>Response:</p> <p>Notice of Change in Student Status (VA-Form 22-1999b)</p>						
<p>Processing Mitigating Circumstances</p>	<p>DISPLAY slide 36 "Processing Mitigating Circumstances"</p>						

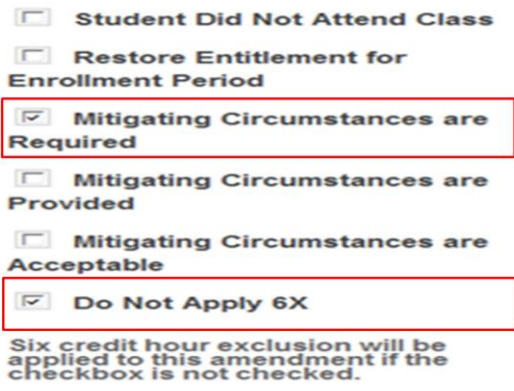
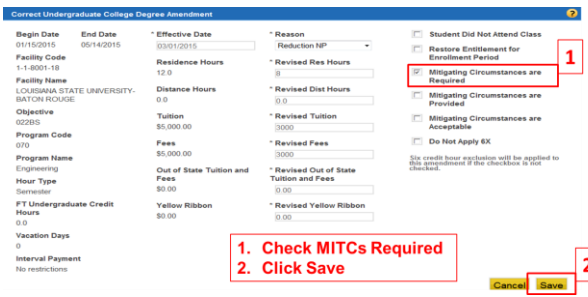
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<p>in the LTS</p>	<p>in the LTS”</p> <p>INFORM students that you will now begin discussing how to process mitigating circumstances in the LTS.</p>
<p>Notification Letters</p> <p>LTS generated letters have been developed to provide proper notification.</p> <p>LTS generates the following MITC letters:</p> <ol style="list-style-type: none"> 1. Mitigating Circumstances Required - MITC-1 letter 2. Mitigating Circumstances Received and Not Acceptable – MITC-2 letter 3. Mitigating Circumstances Received and Acceptable – MITC-3 letter 4. Six-Credit Hour Exclusion – MITC-4 letter 	<p>DISPLAY slide 37 “Notification Letters”</p> <p>INFORM students that the LTS letters are modeled after similar letters contained in PCGL with the same purpose.</p> <p>EMPHASIZE that as with PCGL letters, LTS letters may need to be modified or supplemented due to system limitations and defects.</p> <p>REVIEW the 4 MITC Letters generated by LTS.</p>
<p>Mitigating Circumstances are Required (MITC-1)</p>	<p>DISPLAY slide 38 “Mitigating Circumstances are Required (MITC-1)”</p> <p>EXPLAIN that you will now begin to look at the MITC-1 Letter in LTS.</p> <p>PROCEED to the next slide to begin discussion.</p>
<p>Generating an MITC-1 Letter</p> <p>The MITC-1 Letter informs the claimant that an overpayment has been created due to an “unprotected” change in enrollment and that VA is requesting information as to the cause of the change in enrollment status.</p> <p>To generate a MITC-1 letter: Check the following box</p> <ul style="list-style-type: none"> ○ Mitigating Circumstance are 	<p>DISPLAY slide 39 “Generating a MITC-1”</p> <p>DISCUSS the purpose of the MITC-1 Letter.</p> <p>REVIEW the steps to generate a MITC-1 Letter.</p> <p>PROCEED to the next slide to continue discussing generating a MITC-1 Letter.</p>

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PowerPoint Slides	Instructor Activities
<p>Required</p> <p>Ensure that the following boxes are NOT selected</p> <ul style="list-style-type: none"> ○ Mitigating Circumstances are Provided ○ Mitigating Circumstances are Acceptable 	
<p>Generating an MITC-1 Letter (Continued)</p> <p>Check the "Mitigating Circumstances are Required" box if an "unprotected" change in enrollment results in the creation of an overpayment for the following reasons:</p> <ul style="list-style-type: none"> • A reduction/termination occurred after the school's drop/add period with non-punitive grades, or • Non-punitive grades were assigned at the end of the term <p>This will automatically allow for the application of the 6-Credit Hour Exclusion if it is available.</p>	<p>DISPLAY slide 40 "Generating an MITC-1Letter (Continued)"</p> <p>REVIEW the additional step in generating a MITC-1 Letter.</p> <p>MENTION that this will automatically allow for the application of the 6-Credit Hour Exclusion if it is available.</p> <p>PROCEED to the next slide to continue discussing generating a MITC-1 Letter.</p>
<p>Generating an MITC-1Letter: Do Not Apply 6X</p> <p>Also check the "Do Not Apply 6X" box when:</p> <ol style="list-style-type: none"> 1. An Enrollment Certification (VA form 22-1999) and a Notice of Change in Student Status (VA form 22- 1999b) are received for an Unprotected reduction/termination for a term for which benefits have not yet been paid, and for which we have not received MITCs. In this case, both the VA form 22-1999 and VA form 22-1999b should be entered under the same 	<p>DISPLAY slide 41 "Generating an MITC-1 Letter: Do Not Apply 6X"</p> <p>DISCUSS when it is necessary to also check the "Do Not Apply 6X" box.</p> <p>PROCEED to the next slide to show a screenshot of the checkboxes.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims Lesson Plan

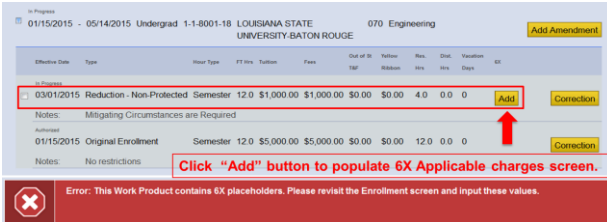
PowerPoint Slides	Instructor Activities
<p>Work Product.</p> <p>2. A Notice of Change in Student Status (VA form 22-1999b) is received indicating completion of the term with non-punitive grades for which we have not received MITCs.</p>	
<p>Demonstration - Generating an MITC-1 Letter: Do Not Apply 6X</p> 	<p>DISPLAY slide 42 "Generating an MITC-1 Letter: Do Not Apply 6X"</p> <p>SHOW students the Do Not Apply 6X check box and the Mitigating Circumstances are Required check box.</p>
<p>Generating an MITC-1 Letter: Scenario 1</p> <p>Scenario 1: Reduction after Drop Add received for 6 hours or less and the 6-credit hours exclusion is not available.</p> 	<p>DISPLAY slide 43 "Generating an MITC-1 Letter: Scenario 1"</p> <p>REVIEW the given scenario.</p> <p>SHOW students the appropriate steps for the scenario.</p> <p>PROCEED to the next slide to show a sample MITC-1 Letter for the scenario.</p>

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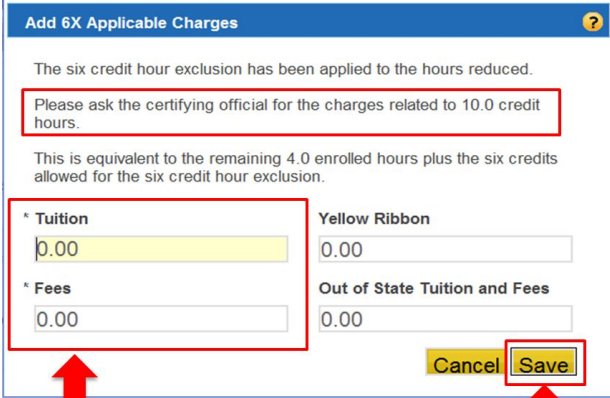
Lesson Plan

PowerPoint Slides	Instructor Activities												
<p>Generating an MITC-1 Letter: Scenario 1</p> <p>1</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>You are responsible for <u>ALL</u> debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.</p> </div> <p>How You Can Reduce Your Debt</p> <p>You may be able to reduce your debt by sending us a statement explaining why you reduced the number of your credit hours. See the enclosure Changes in Your Enrollment. If you don't have the supporting evidence mentioned in the enclosure, please tell us why. We can take no action until we receive your response.</p> <p>When We Need It</p> <p>Please send us the information within 30 days. We may not consider information received more than one year after the date of this letter. We may extend this time limit if you show good cause why you couldn't meet it.</p> <p>What Will We Do</p> <p>If we accept your statement, we will restore your payments for LOUISIANA STATE UNIVERSITY-BATON ROUGE from January 15, 2015 until the end of March 2015. Your overpayment will usually be greatly reduced if we accept your statement. We will be sending a letter explaining our decision. NOTE: You may still have an overpayment even if we accept your statement.</p> <p>If we did not accept your statement for LOUISIANA STATE UNIVERSITY-BATON ROUGE during the term that began on January 15, 2015, we will send you a letter explaining why it was not accepted. Furthermore, we will not be able to reduce your debt.</p>	<p>DISPLAY slide 44</p> <p>"Generating an MITC-1 Letter: Scenario 1"</p> <p>REVIEW the parts of the MITC-1 Letter.</p> <p>PROCEED to the next slide to show the next part of the sample MITC-1 Letter.</p>												
<p>Generating a MITC-1: Scenario 1 Letter (Continued)</p> <p>This letter contains information the change in your enrollment(s) during the term that began on the following date(s):</p> <ul style="list-style-type: none"> January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE <p>Because of this change, we may have paid more than you were due.</p> <p>What Do VA Records Show</p> <p>Enrollment(s) for the 2014-2015 Academic Year</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th>Effective Date</th> <th>Type</th> <th>Total Credit Hours</th> <th>Tuition/Fees Charged</th> </tr> </thead> <tbody> <tr> <td>January 15, 2015</td> <td>Original Enrollment</td> <td>12</td> <td>\$10,000.00</td> </tr> <tr> <td>March 1, 2015</td> <td>Reduction</td> <td>8</td> <td>\$6,000.00</td> </tr> </tbody> </table> <p>We received nothing to show this change was due to reasons that were beyond your control.</p> <p>How Much Do You Owe</p> <p>Based on your current course load of 8 credit hours and benefit level, your total overpayment of \$4,166.67 for LOUISIANA STATE UNIVERSITY-BATON ROUGE during the term that began on January 15, 2015 was determined as follows:</p> <ul style="list-style-type: none"> Tuition and Fees Overpayment: \$4,000.00 Books and Supplies Overpayment: \$166.67 <p>Your total overpayment of \$1,341.96 for Housing/Kickers is determined as follows:</p>	Effective Date	Type	Total Credit Hours	Tuition/Fees Charged	January 15, 2015	Original Enrollment	12	\$10,000.00	March 1, 2015	Reduction	8	\$6,000.00	<p>DISPLAY slide 45</p> <p>"Generating a MITC-1: Scenario 1 Letter (Continued)"</p> <p>REVIEW the parts of the MITC-1 Letter.</p>
Effective Date	Type	Total Credit Hours	Tuition/Fees Charged										
January 15, 2015	Original Enrollment	12	\$10,000.00										
March 1, 2015	Reduction	8	\$6,000.00										
<p>Generating an MITC-1 Letter: Scenario 2</p> <p>Scenario 2:</p> <p>Reduction is more than 6 hours and 6x is available.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> </div>													

**Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
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PowerPoint Slides	Instructor Activities
<p>Scenario 2 - 6X Applicable Charges (6X Placeholders)</p> <ul style="list-style-type: none"> The school’s notification of the change in enrollment will include the charges for the remaining hours after the reduction or termination. When a change occurs that results in the application of 6X, yet 6X doesn’t cover all of the dropped classes, the VCE must obtain “placeholder” charges by calling the school to request the tuition and fee charges for the most expensive classes covered by the exclusion and the remaining enrolled hours. 	<p>DISPLAY slide 47 “Scenario 2 - 6X Applicable Charges (6X Placeholders)”</p> <p>REVIEW the details about 6X Placeholder charges.</p> <p>PROCEED to the next slide to show a screenshot of how to add a 6X placeholder.</p>
<p>Scenario 2 - 6X Applicable Charges (6X Placeholders)(Continued)</p> <p>The 6X placeholder is the total number of hours an individual is enrolled after the amendment, plus 6 hours.</p>  <p>The LTS will not allow Work Products to be authorized without inputting the additional values.</p>	<p>DISPLAY slide 48 “Scenario 2 - 6X Applicable Charges (6X Placeholders) (Continued)”</p> <p>SHOW students the button to click in order to add 6X charges.</p> <p>PROCEED to the next slide to show a screenshot of the 6X placeholder fields.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
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PowerPoint Slides	Instructor Activities
<p>Scenario 2 - 6X Applicable Charges (6X Placeholders)(Continued)</p> <p>6X Applicable Charges: The actual charges that represent the sum of the six credit hours (allowed by 6X) and hours enrolled after the amendment. <i>(VCE must verify amount if not indicated.)</i></p>  <p style="text-align: center; border: 1px solid red; padding: 5px; color: red; font-weight: bold;">Insert values & Click the "Save" button.</p>	<p>DISPLAY slide 49 "Scenario 2 - 6X Applicable Charges (6X Placeholders)(Continued)"</p> <p>DEFINE the 6X Applicable Charges.</p> <p>STRESS that the VCE must verify the amount if it's not indicated.</p> <p>PROCEED to the next slide to review examples of calculated 6X Charges.</p>
<p>Scenario 2 - 6X Applicable Charges (6X Placeholders) - Examples</p> <p>6X Applicable Charges:</p> <p>Example A: Claimant was enrolled in 12 hours, then reduced to 4 hours. VCE will add the total amounts charged for 10 credit hours. (6 protected + 4 remaining hours)</p> <p>Example B: Claimant was enrolled in 12 hours then terminated. VCE will input the total amounts charged for 6 credit hours. (6 protected + 0 remaining hours)</p>	<p>DISPLAY slide 50 "Scenario 2 - 6X Applicable Charges (6X Placeholders) - Examples"</p> <p>REVIEW the examples of calculated 6X Charges.</p> <p>PROCEED to the next slide to discuss the importance of including 6X Applicable Charges.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims Lesson Plan

PowerPoint Slides	Instructor Activities																																																																								
<p>MITC-1 Letter: Scenario 2 (6X Placeholders)</p> <p>Excluding the “6X Applicable Charges” placeholders may result in erroneous debts. VCE must verify values due to system defect that allows automation to bypass without inserting values.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>Lump Sum Payments</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Type of Payment</th> <th>Cost Code</th> <th>Code/Class</th> <th>Term Begin Date</th> <th>Term End Date</th> <th>Facility Code</th> <th>Payment Amount</th> <th>Payment Action</th> <th>Maturation</th> </tr> </thead> <tbody> <tr> <td>060 - Books & Supplies</td> <td>OGF</td> <td>71B</td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td>(\$83.33)</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> <tr> <td>065 - Tuition & Fees</td> <td>OGF</td> <td>74B</td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td>(\$9,266.66)</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> <tr> <td>06I - Lump Sum Adjustment</td> <td>OGF</td> <td>72B</td> <td>05/01/2015</td> <td>05/01/2015</td> <td>---</td> <td>(\$1,907.44)</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> </tbody> </table> </div> <div style="text-align: center; margin: 5px 0;"> Without placeholder values </div> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>Lump Sum Payments</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Type of Payment</th> <th>Cost Code</th> <th>Code/Class</th> <th>Term Begin Date</th> <th>Term End Date</th> <th>Facility Code</th> <th>Payment Amount</th> <th>Payment Action</th> <th>Maturation</th> </tr> </thead> <tbody> <tr> <td>060 - Books & Supplies</td> <td>OGF</td> <td>71B</td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td>(\$83.33)</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> <tr> <td>065 - Tuition & Fees</td> <td>OGF</td> <td>74B</td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td>(\$4,200.00)</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> <tr> <td>06I - Lump Sum Adjustment</td> <td>OGF</td> <td>72B</td> <td>05/01/2015</td> <td>05/01/2015</td> <td>---</td> <td>(\$1,907.44)</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> </tbody> </table> </div> <div style="text-align: center; margin: 5px 0;"> With placeholder values </div>	Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation	060 - Books & Supplies	OGF	71B	01/15/2015	05/14/2015	1-1-8001-18	(\$83.33)	Send to BDN	04/29/2015	065 - Tuition & Fees	OGF	74B	01/15/2015	05/14/2015	1-1-8001-18	(\$9,266.66)	Send to BDN	04/29/2015	06I - Lump Sum Adjustment	OGF	72B	05/01/2015	05/01/2015	---	(\$1,907.44)	Send to BDN	04/29/2015	Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation	060 - Books & Supplies	OGF	71B	01/15/2015	05/14/2015	1-1-8001-18	(\$83.33)	Send to BDN	04/29/2015	065 - Tuition & Fees	OGF	74B	01/15/2015	05/14/2015	1-1-8001-18	(\$4,200.00)	Send to BDN	04/29/2015	06I - Lump Sum Adjustment	OGF	72B	05/01/2015	05/01/2015	---	(\$1,907.44)	Send to BDN	04/29/2015	<p>DISPLAY slide 51 “MITC-1 Letter: Scenario 2 (6X Placeholders)”</p> <p>DISCUSS the importance of including 6X Applicable Charges.</p> <p>SHOW students the differences that can occur with and without placeholder values.</p> <p>PROCEED to the next slide to show the MITC-1 Letter for Scenario 2.</p>
Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation																																																																	
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<p>MITC-1 Letter: Scenario 2 Letter</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>This letter contains information the change in your enrollment(s) during the term that began on the following date(s):</p> <ul style="list-style-type: none"> January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE <p>Because of this change, we may have paid more than you were due.</p> <p>We also granted you a one-time exclusion for the term that began on January 15, 2015. This means:</p> <ul style="list-style-type: none"> You were allowed to withdraw one time without penalty from up to six hours. You will receive benefits only for the period you attended. You don't have to give reasons for withdrawing from those hours. If you withdraw in the future, you must send us a statement explaining why you withdrew. <p>What Do VA Records Show</p> <p>Enrollment(s) for the 2014-2015 Academic Year</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th colspan="4">LOUISIANA STATE UNIVERSITY-BATON ROUGE - January 15, 2015 to May 14, 2015</th> </tr> <tr> <th>Effective Date</th> <th>Type</th> <th>Total Credit Hours</th> <th>Tuition/Fees Charged</th> </tr> </thead> <tbody> <tr> <td>January 15, 2015</td> <td>Original Enrollment</td> <td>12</td> <td>\$10,000.00</td> </tr> <tr> <td>March 1, 2015</td> <td>Reduction</td> <td>4</td> <td>\$2,000.00</td> </tr> </tbody> </table> <p>We received nothing to show this change was due to reasons that were beyond your control.</p> </div>	LOUISIANA STATE UNIVERSITY-BATON ROUGE - January 15, 2015 to May 14, 2015				Effective Date	Type	Total Credit Hours	Tuition/Fees Charged	January 15, 2015	Original Enrollment	12	\$10,000.00	March 1, 2015	Reduction	4	\$2,000.00	<p>DISPLAY slide 52 “MITC-1 Letter: Scenario 2 Letter”</p> <p>REVIEW the parts of the MITC-1 Letter.</p> <p>PROCEED to the next slide to show the next part of the sample MITC-1 Letter.</p>																																																								
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<p>MITC-1: Scenario 2 Letter (Continued)</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>How You Can Reduce Your Debt</p> <p>You may be able to reduce your debt by sending us a statement explaining why you reduced the number of your credit hours. See the enclosure Changes in Your Enrollment. If you don't have the supporting evidence mentioned in the enclosure, please tell us why. We can take no action until we receive your response.</p> <p>When We Need It</p> <p>Please send us the information within 30 days. We may not consider information received more than one year after the date of this letter. We may extend this time limit if you show good cause why you couldn't meet it.</p> <p>What Will We Do</p> <p>If we accept your statement, we will restore your payments for LOUISIANA STATE UNIVERSITY-BATON ROUGE from January 15, 2015 until the end of March 2015. Your overpayment will usually be greatly reduced if we accept your statement. We will be sending a letter explaining our decision. NOTE: You may still have an overpayment even if we accept your statement.</p> <p>If we did not accept your statement for LOUISIANA STATE UNIVERSITY-BATON ROUGE during the term that began on January 15, 2015, we will send you a letter explaining why it was not accepted. Furthermore, we will not be able to reduce your debt.</p> </div>	<p>DISPLAY slide 53 “MITC-1: Scenario 1 Letter (Continued)”</p> <p>REVIEW the parts of the MITC-1 Letter.</p>																																																																								

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PowerPoint Slides	Instructor Activities
<p>MITC-1 Limitations</p> <ul style="list-style-type: none"> • Due to known formatting and language issues when multiple amendments are processed or reductions are received out of order, VCEs must review and edit all MITC-1 letters, as needed, and include VA Form 4138. • All Work Products should be authorized prior to amending the letter, and all modified LTS letters must be captured into TIMS. 	<p>DISPLAY slide 54 "MITC-1 Limitations"</p> <p>REVIEW the limitation of the MITC-1 Letter.</p> <p>EMPHASIZE that all modified LTS letters must be captured into TIMS.</p> <p>STRESS that VCEs must review, edit and capture all modified MITC-1 letters until the system is updated. At a minimum editing will include adding a VA Form 4138.</p>
<p>MITC-1 Automation</p> <p>All MITC-1 letters will require the VCE to review the amendment modal and insert 6X placeholder values when applicable.</p> <p>The following banner message will display: "MITIGATING CIRCUMSTANCES 1 LETTER PRODUCED"</p> <p><i>Automation will be set to off ramp all MITC letters until functionality has been corrected.</i></p>	<p>DISPLAY slide 55 "MITC-1 Automation"</p> <p>DISCUSS the automation requirements.</p> <p>INFORM students that automation will be set to off ramp all MITC letters until functionality has been corrected.</p>
<p>Comprehension Check</p> <p>Question: When is the MITC-1 Letter utilized?</p>	<p>DISPLAY slide 56 "Comprehension Check"</p> <p>ASK the students the comprehension check question.</p> <p>FACILITATE a discussion about the purpose and functionality of the MITC-1 Letter.</p>
<p>Mitigating Circumstances Received but Not Accepted Letter (MITC-2)</p>	<p>DISPLAY slide 57 "Mitigating Circumstances Received but Not Accepted Letter (MITC-2)"</p> <p>EXPLAIN that the next LTS letter you will examine is the MITC-2 Letter.</p>

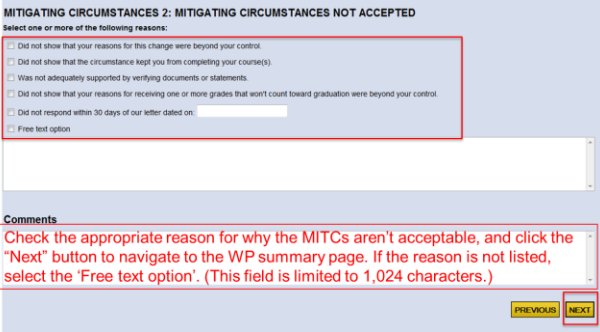

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PowerPoint Slides	Instructor Activities
	PROCEED to the next slide to begin discussion.
<p>Generating an MITC-2 Letter</p> <p>When necessary, mitigating circumstances are requested from the claimant. If received, claims processors must determine if they are acceptable or unacceptable.</p>	<p>DISPLAY slide 58 "Generating an MITC-2 Letter"</p> <p>DISCUSS the process of requesting and reviewing Mitigating Circumstances.</p> <p>REMINDE students that the VA cannot pay for "unprotected" dropped classes unless acceptable mitigating circumstances exist.</p>
<p>MITCs "Are Provided" Box</p> <p>Check the "Mitigating Circumstances are Provided" box if mitigating circumstances are:</p> <ol style="list-style-type: none"> 1. Required, and 2. Have been received <ol style="list-style-type: none"> a. With the change in enrollment or b. After development, and 3. They are not acceptable <p><i>If MITC's are received pursuant to development, do not remove the existing checks in the "Mitigating Circumstances are Required" and "Do Not Apply 6X" boxes, if applicable.</i></p>	<p>DISPLAY slide 59 "MITCs "Are Provided" Box"</p> <p>DISCUSS the indicators for checking the "Mitigating Circumstances are Provided" box.</p> <p>PROCEED to the next slide to show screenshots of the process.</p>

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PowerPoint Slides	Instructor Activities
<p>Generating an MITC-2 Letter: Received After Development</p>	<p>DISPLAY slide 60 “Generating an MITC-2 Letter: Received After Development”</p> <p>SHOW the initial step for generating a MITC-2.</p> <p>PROCEED to the next slide to continue the process through screenshots.</p>
<p>Generating an MITC-2 Letter</p>	<p>DISPLAY slide 61 “Generating an MITC-2 Letter”</p> <p>SHOW the boxes that should be checked.</p> <p>PROCEED to the next slide to continue the process through screenshots.</p>
<p>Generating an MITC-2 Letter (Continued)</p> <p>Results: Updated to reflect “Required & Provided”</p>	<p>DISPLAY slide 62 “Generating an MITC-2 Letter (Continued)”</p> <p>SHOW the Notes section that indicates Mitigating Circumstances are Required and Provided.</p> <p>PROCEED to the next slide to continue the process through screenshots.</p>

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PowerPoint Slides	Instructor Activities
<p>Generating an MITC-2 Letter (Continued)</p> <p>Results:</p> 	<p>DISPLAY slide 63 "Generating an MITC-2 Letter (Continued)"</p> <p>DISCUSS the options for why the MITCs aren't acceptable.</p> <p>PROCEED to the next slide to continue the process through screenshots.</p>
<p>Generating an MITC-2 Letter (Continued)</p> <p>Results:</p> <p>Net Awards will indicate \$0 payment and \$0 debt for the term.</p> 	<p>DISPLAY slide 64 "Generating a MITC-2 (Continued)"</p> <p>SHOW the End Date – STOP indicator.</p> <p>PROCEED to the next slide to see the resulting MITC-2 Letter.</p>
<p>MITC-2 Letter</p> <p>This letter is about the change in your enrollment(s) during the term(s) that began on:</p> <ul style="list-style-type: none"> January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE <p>Based on the information we received, you still must repay VA benefits for the time you attended school before this change. This letter explains why.</p> <p>You are responsible for <u>ALL</u> debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.</p> <p>How Does This Affect Your Payments</p> <p>You must still repay any VA benefits you received for the portion of the course you didn't attend.</p> <p>How Does This Affect Your Monthly Housing Allowance</p> <p>We approved benefits for your monthly housing allowance in the amount of \$1,012.80 for the period from May 1, 2015 to May 14, 2015.</p> <p>Why Did We Make This Decision</p> <p>For the term beginning on January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE:</p> <p>We did not accept your reasons for the change in your enrollment because the information you sent us:</p> <ul style="list-style-type: none"> Did not show that your reasons for this change were beyond your control. 	<p>DISPLAY slide 65 "MITC-2 Letter"</p> <p>REVIEW the parts of the MITC-2 Letter.</p>


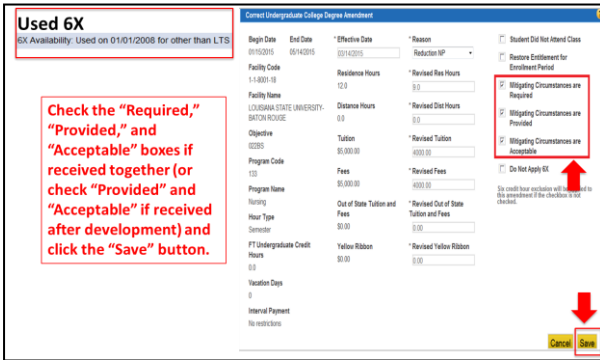

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>MITC-2 - Automation</p> <p>All MITC-2 letters will be off ramped in order to select a reason for not accepting MITCs.</p> <p>The following banner message will display: "MITIGATING CIRCUMSTANCES 2 LETTER PRODUCED"</p> <p><i>All Work Products should be authorized prior to amending the letter.</i></p>	<p>DISPLAY slide 66 "MITC-2 - Automation"</p> <p>REVIEW the MITC-2 automation features.</p> <p>EMPHASIZE that all Work Products should be authorized prior to amending the letter.</p>
<p>Comprehension Check</p> <p>Question: When is the MITC-2 Letter utilized?</p>	<p>DISPLAY slide 67 "Comprehension Check"</p> <p>ASK the students the comprehension check question.</p> <p>FACILITATE a discussion about the purpose and functionality of the MITC-2 Letter.</p>
<p>Mitigating Circumstances Received and Accepted Letter (MITC-3)</p>	<p>DISPLAY slide 68 "Mitigating Circumstances Received and Accepted Letter (MITC-3)"</p> <p>INFORM students that you will now take a look at the MITC-3 Letter.</p> <p>PROCEED to the next slide to begin discussion.</p>
<p>Generating an MITC-3 Letter</p> <p>The MITC-3 letter informs the claimant he/she withdrew from a period enrollment and the mitigating circumstance submitted was acceptable. Therefore, VA won't ask the claimant to repay benefits for the time attended school prior to the reduction/withdrawal.</p> <p><i>Note: The claimant will still have to repay any VA benefits received for the</i></p>	<p>DISPLAY slide 69 "Generating an MITC-3 Letter"</p> <p>DISCUSS the purpose of the MITC-3 Letter.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
Lesson Plan

PowerPoint Slides	Instructor Activities
<i>portion of the class not attended.</i>	
<p>Mitigating Circumstances “Are Acceptable” Box</p> <p>Check the “Mitigating Circumstances are Acceptable” box if mitigating circumstances are:</p> <ol style="list-style-type: none"> 1. Required, and 2. Have been received <ol style="list-style-type: none"> a. With the change in enrollment or b. After development, and 3. They are acceptable <p><i>If MITC’s are received pursuant to development, do not remove the existing checks in the “Mitigating Circumstances are Required” and “Do Not Apply 6X” boxes, if applicable.</i></p>	<p>DISPLAY slide 70 “Mitigating Circumstances”</p> <p>DISCUSS the indicators for checking the “Mitigating Circumstances are Acceptable” box.</p>
<p>Generating an MITC-3 Letter</p> <p><i>To generate an MITC-3 Letter the follow checkboxes must be selected:</i></p> <ul style="list-style-type: none"> • Mitigating Circumstance are Required check box AND • Mitigating Circumstances are Provided check box AND • Mitigating Circumstances are Acceptable check box <p><i>Note: The Restore Entitlement for Entitlement Period box will NOT be selected unless the withdrawal was due to a qualifying activation, order to a new duty station, or increase in work as required by law.</i></p>	<p>DISPLAY slide 71 “Generating an MITC-3 Letter”</p> <p>REVIEW the checkboxes that need to be selected.</p> <p>PROCEED to the next slide to show screenshots of the process.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Generating an MITC-3 Letter: Received After Development</p>  <p>Click the "Correction" button.</p>	<p>DISPLAY slide 72 "Generating an MITC-3 Letter: Received After Development"</p> <p>INDICATE the "Correction" button that should be clicked.</p> <p>PROCEED to the next slide to show screenshots of the process.</p>
<p>Generating an MITC-3 Letter</p>  <p>Check the "Required," "Provided," and "Acceptable" boxes if received together (or check "Provided" and "Acceptable" if received after development) and click the "Save" button.</p>	<p>DISPLAY slide 73 "Generating a MITC-3"</p> <p>REVIEW the appropriate checkboxes to be selected.</p> <p>PROCEED to the next slide to continue showing screenshots of the process.</p>
<p>Generating an MITC-3 Letter (Continued)</p> 	<p>DISPLAY slide 74 "Generating an MITC-3 Letter (Continued)"</p> <p>INDICATE the Notes sections that shows MITC information.</p> <p>PROCEED to the next slide to continue showing screenshots of the process.</p>
<p>Generating an MITC-3 Letter (Continued)</p> <p>Select one of the 3 Acceptable MITC Reasons or select the "Free text option" to manually type a reason.</p>	<p>DISPLAY slide 75 "Generating an MITC-3 Letter (Continued)"</p> <p>REVIEW the Acceptable MITC Reasons.</p> <p>PROCEED to the next slide to continue showing screenshots of the process.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims Lesson Plan

PowerPoint Slides	Instructor Activities																																																																								
<p>MITIGATING CIRCUMSTANCES 3: MITIGATING CIRCUMSTANCES ACCEPTED</p> <p>Select one of the following reasons:</p> <div style="border: 1px solid red; padding: 5px; margin-bottom: 10px;"> <input checked="" type="radio"/> The information you or your school sent shows that the change in your enrollment was due to reasons beyond your control. The circumstances were unexpected and prevented you from completing your course(s). </div> <p><input type="radio"/> Information from the school shows that you withdrew during the drop period. We don't require reasons for changes that occur during the drop period.</p> <p><input type="radio"/> Information from the school shows that the grades you received for this enrollment will count towards graduation.</p> <p><input type="radio"/> Free text option</p>																																																																									
<p>Generating an MITC-3 Letter (Continued)</p> <p>Results:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Lump Sum Payments</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th>Type of Payment</th> <th>Cost Code</th> <th>Code/Class</th> <th>Term Begin Date</th> <th>Term End Date</th> <th>Facility Code</th> <th>Payment Amount</th> <th>Payment Action</th> <th>Maturation</th> </tr> </thead> <tbody> <tr> <td>060 - Books & Supplies</td> <td>1GK</td> <td>71B</td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td style="text-align: right;">(\$125.00)</td> <td></td> <td>04/29/2015</td> </tr> <tr> <td>065 - Tuition & Fees</td> <td>1GK</td> <td>74B</td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td style="text-align: right;">(\$2,000.00)</td> <td></td> <td>04/29/2015</td> </tr> <tr> <td>061 - Lump Sum Adjustment</td> <td>1GK</td> <td>72B</td> <td>05/01/2015</td> <td>05/01/2015</td> <td>---</td> <td style="text-align: right;">(\$894.64)</td> <td></td> <td>04/29/2015</td> </tr> </tbody> </table> <p>Work Product indicating a Request for MITCs with LTS Generated Debt amount.</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Lump Sum Payments</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th>Type of Payment</th> <th>Cost Code</th> <th>Code/Class</th> <th>Term Begin Date</th> <th>Term End Date</th> <th>Facility Code</th> <th>Payment Amount</th> <th>Payment Action</th> <th>Maturation</th> </tr> </thead> <tbody> <tr> <td>060 - Books & Supplies</td> <td>1FK</td> <td></td> <td>01/15/2015</td> <td>05/14/2015</td> <td>1-1-8001-18</td> <td style="text-align: right;">\$125.00</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> <tr> <td>065 - Tuition & Fees</td> <td>1FK</td> <td></td> <td>01/15/2015</td> <td>05/14/2015</td> <td>STUDENT</td> <td style="text-align: right;">\$1,266.66</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> <tr> <td>061 - Lump Sum Adjustment</td> <td>1GK</td> <td></td> <td>05/01/2015</td> <td>05/01/2015</td> <td>---</td> <td style="text-align: right;">\$641.44</td> <td>Send to BDN</td> <td>04/29/2015</td> </tr> </tbody> </table> <p>Work Product indicating Acceptable MITCs. LTS reinstated payment to student effective first day of term until reduction date.</p> </div>	Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation	060 - Books & Supplies	1GK	71B	01/15/2015	05/14/2015	1-1-8001-18	(\$125.00)		04/29/2015	065 - Tuition & Fees	1GK	74B	01/15/2015	05/14/2015	1-1-8001-18	(\$2,000.00)		04/29/2015	061 - Lump Sum Adjustment	1GK	72B	05/01/2015	05/01/2015	---	(\$894.64)		04/29/2015	Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation	060 - Books & Supplies	1FK		01/15/2015	05/14/2015	1-1-8001-18	\$125.00	Send to BDN	04/29/2015	065 - Tuition & Fees	1FK		01/15/2015	05/14/2015	STUDENT	\$1,266.66	Send to BDN	04/29/2015	061 - Lump Sum Adjustment	1GK		05/01/2015	05/01/2015	---	\$641.44	Send to BDN	04/29/2015	<p>DISPLAY slide 76 "Generating an MITC-3 Letter (Continued)"</p> <p>REVIEW the Payment Amount column on the Lump Sum Payments screenshots.</p> <p>PROCEED to the next slide to continue showing screenshots of the process.</p>
Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	Payment Action	Maturation																																																																	
060 - Books & Supplies	1GK	71B	01/15/2015	05/14/2015	1-1-8001-18	(\$125.00)		04/29/2015																																																																	
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060 - Books & Supplies	1FK		01/15/2015	05/14/2015	1-1-8001-18	\$125.00	Send to BDN	04/29/2015																																																																	
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061 - Lump Sum Adjustment	1GK		05/01/2015	05/01/2015	---	\$641.44	Send to BDN	04/29/2015																																																																	
<p>Generating an MITC-3 Letter (Continued)</p> <p>Suppress the generated MITC-3 Accepted letter.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Letters</p> <p><input checked="" type="checkbox"/> Suppress Letter(s)</p> <p><input checked="" type="checkbox"/> MITIGATING CIRCUMSTANCES 3: MITIGATING CIRCUMSTANCES ACCEPTED MITC3_SMA0HSR</p> <p><small>Note: Generating a letter on an un-Authorized work product is not recommended.</small></p> </div> <p>Indicating Tuition and Fees Payment restored.</p> <p>How Does This Affect Your Tuition and Fees Payment</p> <p>For the term beginning on January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE:</p> <div style="border: 1px solid red; padding: 5px; margin-bottom: 10px;"> <p>We restored prorated benefits of \$1,266.66 for your enrollment in 9 credit hours for the period from January 15, 2015 until March 14, 2015.</p> </div> <p>How Does This Affect Your Monthly Housing Allowance</p> <p>We approved benefits for your monthly housing allowance in the amount of \$1,012.80 for the period from May 1, 2015 to May 14, 2015.</p> <p>We restored a lump sum housing payment in the amount of \$641.44 for your certified enrollment period(s).</p>	<p>DISPLAY slide 77 "Generating an MITC-3 Letter (Continued)"</p> <p>DISCUSS the need to suppress the MITC-3 Accepted letter.</p> <p>PROCEED to the next slide to continue showing screenshots of the process.</p>																																																																								

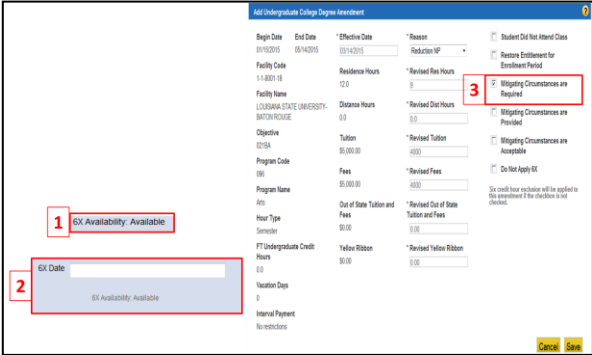
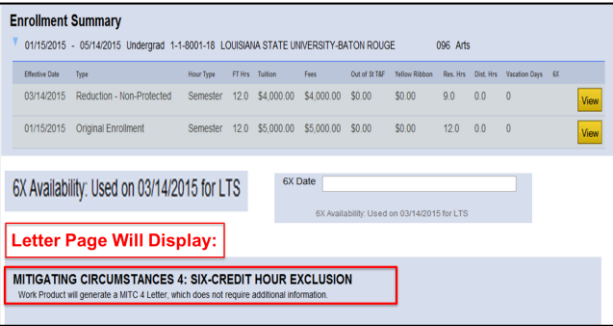
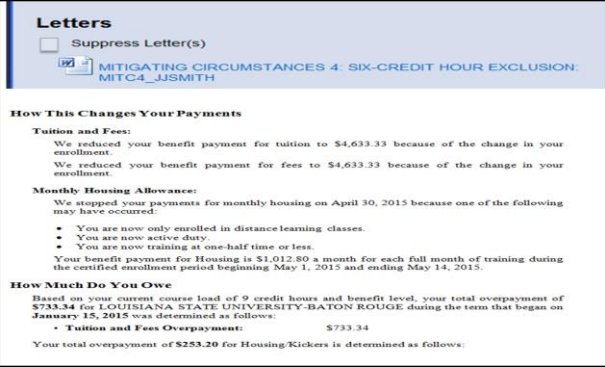
**Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Generating an MITC-3 Letter (Continued)</p> <p>Indicating Books and Supplies Payment restored.</p> <p>How Does This Affect Your Books and Supplies Payment</p> <p>For the term beginning on January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE:</p> <p style="border: 1px solid red; padding: 2px;">We restored prorated benefits of \$125.00 for your enrollment in 9 credit hours for the period from January 15, 2015 until March 14, 2015.</p> <p>Why Did We Make This Decision</p> <p>For the term beginning on January 15, 2015 at LOUISIANA STATE UNIVERSITY-BATON ROUGE:</p> <p>We made this decision because the information you sent us:</p> <ul style="list-style-type: none"> The information you or your school sent shows that the change in your enrollment was due to reasons beyond your control. The circumstances were unexpected and prevented you from completing your course(s). 	<p>DISPLAY slide 78 "Generating an MITC-3 Letter (Continued)"</p> <p>REVIEW the sections of the MITC-3 letter.</p> <p>PROCEED to the next slide to see the remainder of the letter.</p>
<p>Generating an MITC-3 Letter (Continued)</p> <p style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Monthly Housing Allowance: We paid you a monthly housing allowance through May 1, 2015; however, due to recent changes, your monthly housing allowance overpayment is \$233.20. <p style="border: 1px solid black; padding: 2px;">You are responsible for <u>ALL</u> debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.</p> <p>We Can Excuse</p> <p>We can excuse this withdrawal without asking for an explanation for why you withdrew. We'll pay benefits for the time you attended.</p> <p>Remember: This only applies to your first withdrawal. See the enclosure for information about future course withdrawals.</p> <p>What This Means to You</p> <p>We excused your withdrawal from 3 credit hours. You will receive payment for these credits until the end of March 2015.</p> <p>The next time you withdraw from a course, you may have to tell us why you withdrew. If you don't do this, or if your reasons aren't satisfactory, we won't excuse the withdrawal. We may have to reduce payments from the beginning of the term. This could create an overpayment, which you would have to repay.</p> <p>If You Have Questions or Need Assistance</p> <p>If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.</p> </p>	<p>DISPLAY slide 79 "Generating an MITC-3 Letter (Continued)"</p> <p>REVIEW the sections of the MITC-3 letter.</p>
<p>MITC - Limitations Collection Code</p> <p>LTS does not automatically collect debts from restored benefit payments when a claimant submits acceptable mitigating circumstances before the 30 day due process period.</p> <p>When acceptable MITCs are received and accepted within the 30 day due process period, you must update collection the code indicator in BDN to allow offset prior to authorization.</p>	<p>DISPLAY slide 80 "MITC-3 -Limitations Collection Code"</p> <p>REVIEW the Limitations Code.</p> <p>EMPHASIZE the importance of entering the proper collection indicator is selected in BDN.</p> <p>NOTE: Use caution when a '2' or 'R' collection code exists on the M01 screen. Coordination with DMC is required if a collection code was changed from a '2' or 'R' and now requires reestablishment because a debt wasn't fully recouped when MITC's are received.</p> <p>Example: Claimant has set up a \$100 repayment plan M01 shows a collection code</p>

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PowerPoint Slides	Instructor Activities
	of 2; later the Claimant sends in acceptable MITC. We need to let the money offset (change to "3"). We would not knowingly resend monies that represent a current debt; we should offset; if a debt remains after changing the collection code- contact DMC to have the code reestablished as a 2.
<p>MITC-3 – Automation</p> <p>All MITC-3 letters will be off ramped, requiring VCEs to review.</p> <p>The following banner message will display:</p> <p>"MITIGATING CIRCUMSTANCES 3 LETTER PRODUCED"</p> <p><i>Note: All Work Products should be authorized prior to amending the letter.</i></p>	<p>DISPLAY slide 81 "MITC-3 – Automation"</p> <p>REVIEW the automation features of the MITC-3.</p> <p>EMPHASIZE that all Work Products should be authorized prior to amending the letter.</p>
<p>Six Credit Hours Exclusion (6X) Granted for Withdrawal/Termination (MITC-4)</p>	<p>DISPLAY slide 82</p> <p>"Six Credit Hours Exclusion (6X) Granted for Withdrawal/Termination (MITC-4)"</p> <p>INFORM students that you will now take a look at the MITC-4 Letter.</p> <p>PROCEED to the next slide to begin discussion.</p>
<p>Generating an MITC-4 Letter</p> <p>When an amendment is added to a term and MITCs are required, LTS will automatically apply 6X if it is available.</p>	<p>DISPLAY slide 83</p> <p>"Generating an MITC-4 Letter"</p> <p>DISCUSS how LTS will automatically apply 6X if it is available.</p>
<p>Generating an MITC-4 Letter (Continued)</p> <p>1. 6x needs to be available to grant the 6x.</p>	<p>DISPLAY slide 84</p> <p>"Generating an MITC-4 Letter (Continued)"</p> <p>REVIEW the LTS options necessary when generating a MITC-4.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims Lesson Plan

PowerPoint Slides	Instructor Activities
<p>2. Check the BIO screen or enrollment screen to check availability.</p> <p>3. In the amendment module select Mitigating Circumstances are Required.</p> 	<p>PROCEED to the next slide to continue viewing screenshots of the process.</p>
<p>Generating an MITC-4 Letter (Continued)</p> 	<p>DISPLAY slide 85 "Generating an MITC-4 Letter (Continued)"</p> <p>REVIEW the LTS screen.</p> <p>POINTOUT the Mitigating Circumstances note at the bottom of the screen.</p> <p>PROCEED to the next slide to continue viewing screenshots of the process.</p>
<p>Generating an MITC-4 Letter (Continued)</p> 	<p>DISPLAY slide 86 "Generating an MITC-4 Letter (Continued)"</p> <p>REVIEW the MITC-4 Letter.</p> <p>PROCEED to the next slide to view the remainder of the Letter.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Generating an MITC-4 Letter (Continued)</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>• Monthly Housing Allowance: We paid you a monthly housing allowance through May 1, 2015; however, due to recent changes, your monthly housing allowance overpayment is \$253.20.</p> <p>You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.</p> <p>We Can Excuse We can excuse this withdrawal without asking for an explanation for why you withdrew. We'll pay benefits for the time you attended. Remember: This only applies to your first withdrawal. See the enclosure for information about future course withdrawals.</p> <p>What This Means to You We excused your withdrawal from 3 credit hours. You will receive payment for these credits until the end of March 2015. The next time you withdraw from a course, you may have to tell us why you withdrew. If you don't do this, or if your reasons aren't satisfactory, we won't excuse the withdrawal. We may have to reduce payments from the beginning of the term. This could create an overpayment, which you would have to repay.</p> <p>If You Have Questions or Need Assistance If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.</p> </div>	<p>DISPLAY slide 87 "Generating an MITC-4 (Continued)"</p> <p>REVIEW the remainder of the MITC-4 Letter.</p>
<p>MITC-4 Limitations</p> <ul style="list-style-type: none"> Increases or reductions prior to the use of 6X will generate the MITC-4 without the proper debts. The letter will be blank in the sections that states "You Owe." VCEs will need to review and update with appropriate information. Power of Attorney (POA) will not display on MITC-4 letters, VCEs will need to add this information. 	<p>DISPLAY slide 88 "MITC-4 Limitations"</p> <p>DISCUSS the MITC-4 limitations.</p> <p>EMPHASIZE that VCEs will need to add POA information to MITC-4 letters.</p>
<p>MITC-4 Automation</p> <p>All MITC-4 letters will be off ramped and require the VCEs to review and update the letter to include missing information (debts and POAs).</p> <p>The following banner message will display: "MITIGATING CIRCUMSTANCES 4 LETTER PRODUCED"</p>	<p>DISPLAY slide 89 "MITC-4 Automation"</p> <p>DISCUSS the MITC-4 automation message.</p> <p>EMPHASIZE that VCEs will review all MITC-4 letters and update when necessary.</p>

Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
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PowerPoint Slides	Instructor Activities
<p>Mitigating Circumstances - Scenarios</p>	<p>DISPLAY slide 90 "Mitigating Circumstances - Scenarios"</p> <p>INFORM students that they will now examine a few situational scenarios and use the information from the class to determine how to approach each scenario.</p> <p>DISTRIBUTE the Scenarios Hand Out.</p> <p>GIVE students approximately 15 minutes to review the scenarios and answer the questions.</p> <p>FACILITATE a discussion about the scenarios allowing students to share their answers, thoughts and any questions.</p>
<p>Lesson References</p> <ul style="list-style-type: none"> • RPO Letter 22-10-17 • M22-4 Part 4, 11.07: Mitigating Circumstances • M22-4 Part 4, Subchapter 4 (11.15 to 11.23): 6-Credit Hour Exclusion 	<p>DISPLAY slide 91 "Lesson References"</p> <p>IDENTIFY where students can find any important VA and non-VA lesson references and job aids.</p>
<p>Summary</p> <p>You have completed this lesson. You should be able to:</p> <ul style="list-style-type: none"> • Using available references, identify acceptable reasons for adjustments to enrollments, including Mitigating Circumstances (MITCs), with 80% accuracy on the assessment. • Using available references, identify the steps for processing MITCs in the Long Term Solutions (LTS), with 80% accuracy on the assessment. • Using available references, identify how to generate Long Term Solutions (LTS) Notification Letters, with 80% accuracy on the assessment. 	<p>DISPLAY slide 91 "Summary"</p> <p>REVIEW the information in the day's lesson.</p>

**Processing Mitigating Circumstances for Post-9/11 GI Bill Claims
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Questions? What questions do you have?</p>	<p>DISPLAY slide 92 "Questions?"</p> <p>ASK students what questions they have about the day's lesson.</p> <p>RESPOND to all questions before tasking students to complete the assessment.</p>
<p>TMS Assessment and Survey</p> <ul style="list-style-type: none"> • The assessment and survey have been assigned to you in TMS. • The assessment is comprised of multiple choice questions. • The questions are based on the information presented in this lesson. • The assessment should take you approximately 30 minutes. • Be sure to complete both the assessment and the survey in TMS to receive credit for this training. 	<p>DISPLAY slide 93 "TMS Assessment and Survey"</p> <p>CONFIRM that the students know how to access the assessment and survey in TMS.</p> <p>EXPLAIN that the assessment is TMS# and will cover what they learned in class today.</p> <p>REMIND them that they must complete both the assessment and the survey in order to receive credit in TMS for their training.</p> <p>TELL students that the survey provides them an opportunity to improve the training and that their feedback is welcome.</p>