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| **VSOC Performance Standards Changes** |
| **PREVIOUS (2013)** | **NEW (2019)** |
| **PRODUCTION (Will now be called “OUTPUT”)** |
| New Student Contact Rate – 80% | Removed |
| Academic Probation Outreach – 95% | Removed |
| Outreach Activities – 12 per year | No Change |
|  | Contacts – Minimum of 50 contacts per quarter (CH36 services) |
|  | Positive Outcomes – Minimum of 12 per quarter (CH36 counseling) |
| **CLAIMS PROCESSING (Will now be called “TIMELINESS”)** |
| CH36 Timeliness – Avg 30 days | No Change |
| Days to Entitlement – Avg 40 days | No Change |
| **QUALITY OF WORK** |
| Accuracy – 85% | Accuracy – 91% |
| **CUSTOMER SERVICE** |
| No more than 3 instances of valid complaints or incidents | No Change |
| **PROGRAM AND DATA INTEGRITY** |
| No more than 3 instances of minor, unintentional failures to meet policy or directive requirements | No Change |
| **COOPERATION & ORGANIZATIONAL SUPPORT** |
| No more than 3 incidents where the incumbent fails to meet the intent of this element | No Change |
| **TRAINING** |
|  | No more than 3 instances where VSOC VRC fails to complete assigned training by due date |