**VSOC Performance Standard**

**Frequently Asked Questions**

**ELEMENT 1 – QUALITY (Critical):**

**1Q. How were the fully successful and exceptional accuracy rates determined, and are they too high to be attainable?**

**1A.**  Current performance levels were assessed and considered; however, new and distinct quality review instruments have been formulated. Therefore, comparing current quality targets and the new targets is not proper correlation.

**2Q. How will VSOC VRC quality reviews be selected?**

2A. The quality reviewer will received randomly selected cases from VR&E Service randomly selected and provided by Performance Analysis and Integrity.

**ELEMENT 2 – TIMELINESS (Critical):**

**3Q. What if the VSOC VRC is only assigned Chapter 36 Applicant cases and not Chapter 31? Will this element be mitigated?**

3A. The VSOC VRC will be evaluated for Sub-Element: Days to Entitlement Decision if Chapter 31 Applicant cases are part of their individual caseload.  A minimum of 12 Chapter 31 Applicants cases must have been assigned to the VSOC VRC as part of their workload during the performance period to be measured on this sub-element.  If insufficient Chapter 31 cases are assigned, this sub-element will not be mitigated.

**4Q. If I am rated exceptional for one sub-element; however, fully-successful for another, what is my overall rating for that element?**

4A. An employee must be exceptional in all sub elements of an element to be rating exceptional overall for that element.

**ELEMENT 3 -Output (Critical):**

**5Q. If I am rated exceptional for one sub-element; however, fully-successful for another, what is my overall rating for that element?**

5A. An employee must be exceptional in all sub elements of an element to be rating exceptional overall for that element.

**ELEMENT 4 – Training (Non-critical):**

**6Q. Why are the VSOC VRC training requirements focused so heavily on effective communication and soft skills?**

6A. The VSOC VRC is co-located on a host campus.  They interact and work closely with the employees at the host campus.  It is expected for the VSOC VRC to have very effective communication skills.  They are the Student Veterans first interaction with VA.  It is important to provide an excellent first impression of VA overall.  Additionally, the VSOC VRC provides Veteran orientation presentations either on a quarter, semester, or monthly basis.  Customer Service is very heavy on this position. VR&E Service’s Training Team will be assisting in ensuring these types of trainings will be added to the VSOC National Training Curriculum.  However, VR&E managers may elect to add additional training items that would fit the local VSOC site.

**GENERAL QUESTIONS:**

**7Q. Why are the VSOC VRC performance standards focused so heavily on Chapter 36 Counseling and Services?**

7A. As part of Section 307 of Public Law 115-48 (the Harry W. Colmery Act, also known as the “Forever G.I. Bill”), which was passed in August 2017, on-campus educational and vocational counseling was codified into law. This law states that educational and vocational counseling services (Chapter 36) should be conducted at institutions of higher learning (IHLs) as selected by the Secretary (our VSOC sites). As part of this law, VR&E Service is now required to provide an annual report to Congress on the counseling services provided under this section. Therefore, it is imperative we focus on increasing the Chapter 36 counseling provided at VSOC sites, as well as better tracking these services.