

# CT Discovery ELR Call

Oct. 2020

Invited Attendees: Welton, Joseph VBAVACO; Sutherland, Christopher A., VBAVACO; Spruce, Bill, VBAVACO; Fisher, Janice, VBAVACO; Tickner, Lucas, VBAVACO; McCormack, William P. (Booz Allen Hamilton); Knox, Amy E. (Booz Allen Hamilton); Neel, Darrell R. (BAH); van Nieukerk, Darla; Preisser, Joseph, VBAVACO; Grubb, Brian D., VBAVACO

**Donald Noble – interested in follow-on**

**Bill Spruce: involved at the beginning.**

## Making Improvements

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- If you could change the Comparison Tool to better meet your needs, what would you be able to do with it that you can't now?

**BILL SPRUCE:** CROSSWALK DATA WITH EDUCATION PROCESS IS CUMBERSOME – FACILITY CODES / OPE CODES... HOW CAN THIS BE RESOLVED?

**CHRISTOPHER SUTHERLAND:** PRINCIPLES OF EXCELLENCE – SHOULD BE DISPLAYED ON SITE (CURRENTLY ARE INCLUDED IN VETERAN PROGRAMS SECTION).

*INFORMATION IN THE TOOL IS WRONG.*

WANTS TO KNOW WHAT THE CHANGES TO THE TOOL ARE GOING TO BE. SCHOOLS SEE THIS AS FREE ADVERTISING.

**JANICE FISHER / Christopher Sutherland:** Not sure ELRs are using it maybe they're using WEAMS. CT right now is not something the ELRs are using to help them answer a question about a school or Veteran case. People are coming to the tool and referencing the site.

Would use WEAMS, TIMS, VA ONCE.

**Jennifer Carroll:** Agree with Chris...During site visits, compliance surveys, or workshop we usually present this to schools as a resource.

We get a lot of questions on how the complaints or red flags can be removed. So not sure if schools understand how that all works...why they stay listed once compliant has been mitigated etc.

**TRACY Lattanzio.** VBABUF. USE WEAMS INSTEAD. WOULD ONLY GO THERE IF A SCHOOL COMPLAINED. OR WANT TO SEE HOW SCHOOLS ARE LISTED. JUST NEED TO UNDERSTAND WHERE THE DATA IS COMING FROM AND HOW DO SCHOOLS REPORT. WHAT ARE SCHOOLS REPORTING... OFTEN COMPLAINTS (RED FLAGS). "We offer this program, why isn't it listed."

Here is an example of a school message from June 2020 " I'm viewing the comparison tool for our campus (11939138) Penn State University Park, and I see that it indicates that we have received 6 complaints in the past 24 months. We have received NO forwarded complaints from the VA in the last 24 months, so I would like to know the nature and status of these complaints. "

2nd example of school question: "when is the comparison tool updated? We received our approval for our programs two weeks ago and we not yet showing up on the comparison tool"

3rd example of SCO inquiry: "Who can a SCO talk to about the warning on the comparison tool and do these warnings get to the tool?"

**CRYSTAL JONES** Extension campuses are big deal these days as they drive the housing stipend. Therefore, the ext campus info needs to be added

**DONALD NOBLE (ECSS):** WHAT'S MISSING. ALL THE DISCREPANCIES THAT A SCHOOL MAY HAVE HAD. WOULD BE ASSOCIATED WITH THE COMPLAINTS

**Carroll, Jennifer, ELRSTL** Clarify where Caution Flags are coming from.

**James Garrison,** it's a student conversation.