

FY2024  
National Association of State Approving Agencies for Veterans Education and Training



NASAA

Protecting and Promoting the GI Bill® for Veterans and Their Families



NASAA

80 Washington Street, Room 208, Providence, RI 02903

Phone: 401-632-0835

<https://riopc.edu/services/help-for-students/>

ANNUAL REPORT FY2024





NASAA 2024 Summer Conference

## NASAA & THE GI BILL

The National Association of State Approving Agencies (NASAA) helps make the GI Bill® work. NASAA facilitates the efforts of its member State Approving Agencies in promoting and safeguarding quality education and training programs for veterans, ensuring greater education and training opportunities for veterans, and protecting the integrity of the GI Bill.

NASAA works hand-in-hand with other organizations to make the GI Bill the best possible educational assistance program for our nation's veterans. NASAA members work with government agencies, Congress, schools, and employers to ensure that veterans have access to well-managed, ethical programs they can trust to help them achieve their goals.

*GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>.*

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## EXECUTIVE SUMMARY

James Henley, Public Affairs Liaison



The National Association of State Approving Agencies (NASAA) is an organization comprised of the State Approving Agencies (SAAs) for each state plus several territories. There is a total of 53 SAAs. State Approving Agencies were established by Congress to work in partnership with the Department of Veteran Affairs (VA) to ensure that education and training programs funded under the GI Bill® are of quality and represent value to veterans, their family members and dependents, and the U.S. taxpayers. This annual report summarizes the activities of NASAA in FY 2024.

President Ryan's message illustrates the personal and professional journey of someone who has come to deeply appreciate the historical and ongoing significance of the GI Bill and its associated organizations. Her message conveys a profound connection between her academic background in history and her current role in overseeing a program that has continually shaped postwar America, particularly for veterans. President Ryan's insight gives readers a sense of continuity and the significance of the work being done today in shaping the future of veterans' education and training.

NASAA by the Numbers reflects the collective efforts of all 53 State Approving Agencies and their 221 staff members. Included are the number of active facilities, facility visits, and variety of approval actions completed in FY 2024.

Looking Back, Leaning Forward highlights NASAA's commitment to enhancing educational and training opportunities for veterans and their families through partnerships and legislative efforts. In collaboration with numerous organizations, NASAA has been able to support landmark legislation. Also discussed is how NASAA is dedicated to acting as the "gatekeepers of quality" and ensuring veterans and their families receive the tools and support needed to succeed in education and workforce endeavors.

Awards, Honors and Recognitions recognizes the NASAA members who performed outstanding service for the Association during FY 2024.

It is an honor to protect and serve our veterans and their families.

Respectfully submitted,

*James Henley*

James Henley, USN(Ret), Director-MO SAA





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*In memory of:*

**Annie Walker**  
of the VA SAA passed away November 2023

**Fred Major**  
of the IN SAA passed away February 9, 2024

**Rick Graham**  
of the GA SAA passed away February 24, 2024



- RETIREEES**
- Dan Wellman**  
of the Illinois State Approving Agency retired September 30, 2024 after 26 years of service
- Bobby Davis**  
of the Georgia State Approving Agency retired April 30, 2024 after 19 years of service
- Randal McKinney**  
of the Pennsylvania State Approving Agency retired March 2024 after 17 years of service
- Jose Toro**  
of the Florida State Approving Agency retired December 29, 2024 after 8+ years of service
- Kenneth Berryman**  
of the Colorado State Approving Agency retired December 2023 after 5 years of service
- Ruth Braxton**  
of the Mississippi State Approving Agency retired June 2024 after 5 years of service



Past President Frank Myers (SC) & Andy Pieper (IL) representing Dan Wellman (IL)

MESSAGE FROM THE NASAA PRESIDENT

Rebecca Ryan



As a student of history, I often think about my own place in it. In grad school, I specialized in WWII and sat in many lectures that touched just briefly on the historical impact of the GI Bill®. Before starting my position with the Rhode Island State Approving Agency, the personal significance of America’s first substantial benefits package for veterans was just a few lines remembered from a textbook. I had learned that on June 22, 1944, FDR signed the GI Bill of Rights into law just a few weeks after the D-Day invasion. Over the following decade, 7.8 million WWII veterans would return home from the battlefield and unprecedentedly use their new benefits to access education, training, and housing. The original GI Bill helped transform the postwar economy and the higher education landscape as it paved the path for the next 80 years of veterans’ educational benefits.

Decades later, I now find myself leading the association that ensures that our GI Bill recipients receive quality education and training with the use of their benefits. As the original GI Bill’s popularity spread, it quickly became apparent that the programs using these federal benefits required oversight. Congress created State Approving Agencies as a partnership between federal and state governments to approve and monitor participating education and training programs. The National Association of State Approving Agencies was formed shortly thereafter to develop professional standards, exchange ideas, represent mutual interests, and prevent fraud, waste, and abuse. I feel obligated to point out that our NASAA was founded a full ten years before the other NASA (the one with the spaceships) and we really do own the acronym.

Like most, I didn’t learn about NASAA or the SAAs in college. However, in a way that I never anticipated, my professional career has placed me in the path of history. I am continually humbled by the scope and importance of what we do. As an SAA, I have witnessed three major legislative updates to the most recent GI Bill, the expansion of benefits, and constant incremental improvements to the service we help to secure. Today, NASAA and VA enjoy a strong relationship where collaboration on projects and initiatives has become the norm. Together, we created working groups to develop the Uniform Application, outline standard operating procedures for risk-based surveys, and relaunch supervisory visits as an essential tool to provide oversight and support to our schools and training providers. Our leadership teams meet regularly to discuss and address pressing issues. To further our shared goal of ensuring the delivery of high-quality educational opportunities, we enlist the support of other federal and state agencies, veteran service organizations, legislative partners, and the organizations representing school-certifying official (SCOs). We collectively strive to improve access to benefits for military members, veterans, and their families. In our shared efforts, we have made a constant and meaningful impact.

As President, I am committed to helping NASAA and its members navigate our changing educational landscape by improving our training resources and building professional development opportunities for SAAs, strengthening our many partnerships, and continuing to work collaboratively with VA. We carry a torch that was lit eighty years ago to new generations of veterans and beneficiaries. As a student of history, it is both an honor and a privilege to be a part of the living history of the GI Bill and of NASAA in service of those who have served our nation since the era of Harry Colmery’s GI Bill of Rights.

Sincerely,  
*Rebecca Ryan*  
Rebecca Ryan  
NASAA President

# U.S. DEPARTMENT OF VETERANS AFFAIRS

State Approving Agencies (SAAs) primarily work with the Department of Veterans Affairs (VA) Education Service Unit. The Under Secretary for Benefits, the Deputy Undersecretary for Economic Opportunity, and the Executive Director of Education Service, make up the VA chain of command. Joseph Garcia, Executive Director of Education Service leads a dedicated staff in the VA Central Office (VACO), the Regional Processing Offices (RPOs) and Regional Offices (RO) to implement the full range of GI Bill® programs. Each region has a Chief Education Liaison Officer (CELO) who directs the work of the Education Liaison Representatives (ELRs) within its region's states and oversees the coordination of the work contracted to the State Approving Agencies.

## THE CHIEF EDUCATION LIAISON OFFICERS ARE:

- 1] East: Sarah Daughton – Buffalo, NY
- 2] Central: Michele Berck – Lincoln, NE
- 3] South: Wayne Rhoades – Atlanta, GA
- 4] West: Tina Keeter – Muskogee, OK

## VA PARTNERS

These dedicated individuals and their staff provide VA systems training to evaluate the performance of the State Approving Agencies. They and their staff also provide VA systems training to enable SAAs to conduct risk based surveys, supervisory visits and to utilize Salesforce's shared online platform, E-Force, to upload Approval and Compliance information to the VA.

A positive working relationship between the State Approving Agencies and the Education Service Unit is a vital part of the delivery of educational services to eligible veterans, service persons, and dependents.



JOSHUA JACOBS  
Under Secretary for Benefits



THE HONORABLE DENIS  
RICHARD MCDONOUGH  
Secretary of Veterans Affairs



JOSEPH GARCIA  
Executive Director of  
Education Service, Veteran's  
Benefits Administration

# STAKEHOLDERS

SAAs coordinate and collaborate with many other entities in providing services to veterans and their families.

- American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- American Council on Education Veterans Programs (ACE)
- American Legion
- AMVETS National Services Foundation
- Association of Veterans Education Certifying Officials (AVECO)
- Council of College and Military Educators (CCME)
- Defense Activity for Non-Traditional Education Support (DANTES)
- Disabled American Veterans (DAV)
- Federal Aviation Administration (FAA)
- Helmets to Hardhats (H2H)
- HillVets
- Iraq/Afghanistan Veterans of America (IAVA)
- Military Officers Association of America (MOAA)
- MYCAA- Military Spouse Career Advancement Accounts
- National Association of State Directors of Veteran Affairs (NASDVA)
- National Association of Veterans' Program Administrators (NAVPA)
- Servicemembers Opportunity Colleges (SOC)
- State Departments of Economic Development
- State Departments of Education
- State Departments of Labor
- State Departments of Veterans Affairs
- State Higher Education Executive Officers
- State Veteran Educators Organizations
- Student Veterans of America (SVA)
- The State Higher Education Executive Officers Association (SHEEO)
- Tragedy Assistance Program for Survivors (TAPS)
- Troops to Energy
- Troops to Teachers (TTT)
- United Service Organizations (USO)
- U.S. Department of Defense Voluntary Education
- U.S. Department of Education
- U.S. Department of Labor
- Veterans Commission
- Veterans Education Project (VEP)
- Veterans Education Success (VES)
- Veterans of Foreign Wars (VFW)
- Vietnam Veterans of America (VVA)
- Western Association of Veterans Education Specialists (WAVES)
- Workforce Development
- Warrior Scholar Project (WSP)Warrior Scholar Project (WSP)



## ACKNOWLEDGEMENTS

*A publication of this type is never completed in isolation. The efforts of several State Approving Agencies' staff members went into the production. Many thanks to all who assisted with this project. Here are some who have contributed time and effort to the project:*

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- John Murray
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- Judy Schuler

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# CHANGES TO VETERANS’ EDUCATION BENEFITS

## DIGITAL GI BILL UPDATES

The Veterans Benefits Administration (VBA) began the Digital Modernization project in March 2021. The new initiative aims to improve the delivery of educational benefits and consolidate the GI Bill® capabilities into a single one-stop platform. While tremendous headway has been made and has had an increased impact on our veteran students, there have also been delays and increased costs. Some members of Congress, specifically the House Veterans Affairs Subcommittee on Economic Opportunity, have expressed dissatisfaction with the delay and cost overruns. They have stated the VA must reevaluate the project’s complexity and chart a new course. The VA continues to have faith in its ability to reduce the amount of manual claim processing and is committed to providing additional self-service tools and automation to increase the end-user experience. The goals upon completion:

- Near real-time processing of eligibility and enrollments, one-stop access to records and benefits information, and delivery of world-class customer and financial services
- Increased accuracy, efficiency, and timeliness of claims processing
- Timely and accurate delivery of payments, as well as first-contact resolution
- Direct communication through means that may include email, phone, text, and chat for on-the-spot service

In addition to the benefits to our Veteran users, the initiative also aids the VA staff and stakeholders to streamline processes.

### SCHOOL CERTIFYING OFFICIAL RATIOS

An ongoing concern for our School Certifying Officials (SCOs) is the workload and responsibilities of assisting veteran students. Many SCOs wear multiple hats and may have work duties outside the Veteran office or support more than one group on campus. These diverse tasks have led to an annual cry for help. On December 4, 2023, the Department of Veterans Affairs (VA) formally recommended a ratio of SCOs to GI Bill® students not less than one to 125 to ensure beneficiaries receive the much-needed guidance and resources to navigate the educational system. This recommendation stemmed from collaborative efforts made by the academic institutions, their SCOs, the State Approving Agencies (SAAs), and the VA to support our Service Members and their families. While this is only a recommendation, the VA, SAAs, and SCOs hope this is a step in the right direction to facilitate the level of support needed.

### NEW UNIFORM APPLICATION – INSTRUCTION GUIDE

The implementation of the Uniform Application (UA) required by 38 United States Code (USC) 3672A went into effect on January 5, 2023. The UA culminated from input from the VA and the National Association of State Approving Agencies (NASAA). The VA launched a detailed instruction guide, but the State Approving Agencies will remain the main contact should educational institutions have ongoing questions or concerns. A continuing partnership with our VACO partners led to a reallocation in Risk-based Survey visits for FY25. The reduction of RBS will, in turn, increase the number of Supervisory visits for the State Approving Agencies. The change aims to provide

additional technical assistance to educational training institutions and improve compliance with education benefit criteria.

### SUPREME COURT DECISION RUDISILL V MCDONOUGH

On August 15, 2019, the United States Court of Appeals for Veterans Claims ruled that certain veterans, those with multiple periods of qualifying service, could use both Post-9/11 GI Bill benefits and Montgomery GI Bill (MGIB) benefits up to each program’s 36-month cap, subject only to the 48-month cap on total benefits. Rudisill v. Wilkie, No. 16-4134, at 1 (Vet. App. August 15, 2019). On July 8, 2021, the Department of Veterans Affairs (VA) appealed the decision to the Court of Appeals for the Federal Circuit. On February 3, 2022, the Court upheld the lower court’s ruling and ruled that the case should be reheard en banc before a panel of 12 judges. On December 15, 2022, the Court reversed the decision that had granted VA education benefits to Rudisill and other similarly situated veterans. On March 13, 2023, a Petition for a writ of certiorari was filed to the Supreme Court of the United States (SCOTUS). On June 26, 2023, SCOTUS granted the petition and agreed to hear the case. In April 2024, SCOTUS determined that Servicemembers who, through separate periods of service, accrue educational benefits under both the Montgomery and Post-9/11 GI Bills may use either one, in any order, up to 38 U.S.C. § 3695(a)’s 48-month aggregate-benefits cap. This decision may impact a significant number of veterans nationwide. VA is currently reviewing this decision.



## VA APPROVAL FOR STUDY ABROAD PROGRAMS

The Veterans Auto & Education Improvement Act allows students to use their GI Bill® benefits for study abroad programs offered under a written agreement between US and foreign institutions. The US school has five years from the semester the program begins to seek VA approval.

To use VA education benefits for study abroad, you must:

- Be eligible for VA educational assistance
- Have your program approved by the VA
- Be enrolled at an institution of higher learning
- Earn a standard associate degree or higher or a degree of equal value

There are three ways to study abroad using the GI Bill:

- Enroll at a foreign campus of your school that is GI Bill-approved
- Enroll in a study abroad program at your school that is approved for GI Bill funding
- Enroll directly at a foreign university that is GI Bill-approved

Students can research approved institutions using the Web Enabled Approval Management System (WEAMS).

## MISSION AND HISTORY

The primary responsibility of the State Approving Agencies (SAAs) is to ensure the quality and integrity of programs of education and training for the use of GI Bill benefits. This year marks the 80th anniversary of the GI Bill.

### STATE APPROVING AGENCIES:

In many ways, the fundamental mission of State Approving Agencies is the same today as it was when they were founded over 75 years ago.

- Promote and safeguard quality education and training for veterans;
- Oversight and approval of certificate, diplomas, and degree levels of post-secondary education;
- Ensure greater educational and training opportunities to meet the changing needs of veterans
- Assist the VA in preventing fraud, waste, and abuse in the administration of the GI Bill®

The scope of responsibility: high schools, adult education centers, employers providing an on-the-job training and apprenticeship training, license and certification testing, vocational training, as well as, all certificate and degree levels of post-secondary education.

Essentially, for someone to receive GI Bill benefits, an SAA has approved his or her program of study or training. Several years after the passage of the 1944 GI Bill of Rights, Congress added State Approving

Agencies to the law in 1947. SAAs were the answer to the problems of abuse experienced by the new program. Congress believed that the states’ control of education and approval of programs was the best avenue to safeguard both veterans and institutions.

As state entities acting on behalf of the federal government, SAAs have been an outstanding example of the workability of the federal-state partnership, allowing federal interests to be pursued at the local level while preserving the identity, interests, and sovereignty of states’ rights in education. Under Title 38, United States Code, each governor designates a state bureau or department as the State Approving Agency for the state.

Today there are 53 State Approving Agencies with 200 professional and support personnel, supervising over 10,000 active facilities and over 200,000 programs. SAAs are located in various state offices, including: state departments of education, higher education boards, state departments of labor, state departments of veterans affairs, and standalone agencies. SAA professionals bring a wealth of formal education, training, and experience to the approval of programs for veterans benefits.



# NASAA

On June 22, 2024, a grateful nation celebrated the 80th anniversary of Harry W. Colmery's GI Bill® being signed into law by President Franklin D. Roosevelt. Over the past 80 years this highly acclaimed program has paid out more than \$400 billion in GI Bill benefits to about 29 million veterans and their immediate family members. Shortly after the GI Bill was created the State Approving Agencies (SAAs) came together to form the National Association of State Approving Agencies (NASAA) in 1948. Today, NASAA consists of members from fifty-three SAAs in 50 states, as well as the District of Columbia and the territory of Puerto Rico (one state has two SAAs), composed of approximately 215 professional and support personnel, SAAs are supervising over 13,000 active facilities and nearly 220,000 programs. The fundamental role of our member SAAs is to work in collaboration with the VA and our other partners to promote and safeguard these quality education and training programs for Veterans and other eligible persons and to assist the VA in preventing fraud, waste, and abuse in the administration of the GI Bill by conducting Risk-Based Surveys. Also, State Approving Agencies are once again making Supervisory Visits where training can be provided with the goal of preventing errors before they happen. NASAA believes the primary responsibility and focus of the SAAs is, and should continue to be, to review, evaluate, and approve programs at schools and training facilities, utilizing state and federal criteria.

FY24 was another busy year for NASAA. In October, 48 new NASAA and VA staff members received their initial training at the National Training Institute in San Antonio, Texas. In November, NASAA Legislative Director Dr. Joseph Wescott (with the North Carolina SAA) offered testimony regarding several pieces of pending legislation at a hearing before the House Committee on Veterans' Affairs, Subcommittee on Economic Opportunity. In February, NASAA held their midwinter meeting in Washington, D.C. Also in February, NASAA President Frank Myers (with the South Carolina SAA) attended a meeting of the National Association of Veterans Program Administrators (NAVPA) in Washington, D.C. In March, NASAA Judge Advocate Andrew Martin (with the Wisconsin SAA) presented training on the Uniform Application at a virtual mini conference of the Association of Veterans Education Certifying Officials (AVECO).

In May, NASAA and VA leadership held an in-person meeting at the VA Central Office (VACO) in Washington, D.C. In July, NASAA President Frank Myers represented NASAA at the AVECO Conference in Cleveland, Ohio. Also in July, NASAA President Frank Myers represented NASAA at the Western Association of Veterans Education Specialists Conference in Atlantic City, New Jersey. In August, NASAA held their summer meeting in Las Vegas, Nevada.

During NASAA's summer meeting, NASAA hosted a panel representing national SCO organizations to hear their concerns firsthand. The panel consisted of Dr. Jan DelSignore (with Keiser University and Legislative Director for NAVPA), Jason Garcia (with National University and President of WAVES), Andrea Wheeler (with Devry University and President of AVECO), and Joe Rasmussen (with University of Wisconsin – Madison, representing the Big 10 Alliance). The collaboration achieved through this interactive panel discussion was so successful that this is expected to become a reoccurring feature during future NASAA meetings.



Stephen Rudnick (OK) & Janice Fisher (VACO) Agreements & Federal Programs at 2024 NASAA Summer Training and Business Meeting in Las Vegas, NV.

# NASAA WORKS IN COOPERATION WITH ITS PARTNERS

NASAA members work closely with the VA to resolve concerns over regulations and frequently appear before Congress to testify on veterans' education issues. NASAA also works with our partners in education, such as the National Association of Veterans' Program Administrators (NAVPA) and student groups, such as Student Veterans of America.

December 21, 2021 saw the passing of the Responsible Education Mitigating Options and Technical Extensions (REMOTE) Act (PL-177- 76). The Act extended the Student Veteran Coronavirus Response Act of 2020 from December 1, 2021 to June 1, 2022. Highlights include:

- Veterans using CH 33 benefits to continued receiving full MHA for courses converted from in-person to distance education.
- Continued the allowance for non-accredited schools to certify distance learning courses due to the ongoing health and safety concerns of the Coronavirus.

- Adds limitations on the SAAs authority to disapprove courses when schools pay for the recruitment of foreign students residing in foreign countries who are not eligible to receive Federal student assistance.

August 26, 2022 saw the passing of the Ensuring the Best Schools for Veterans Act of 2022 (PL-117-174). The act amends the 85/15 reporting requirements in the following ways:

- Institutions that are approved under section 3672, 3675, or 3676 of Title 38 and the total number of veteran beneficiaries enrolled in the school equals 35 percent or less of the total student enrollment at such institution.
- Additionally, the 85/15 reporting requirements do not apply in programs of education for which fewer than 10 students are having all or part of their tuition, fees, or other charges paid to or for them by the educational institution or by the Department of Veterans Affairs.
- The 35% exemption is done on a biannual basis to verify that the school continues meeting the requirements.



Left to right: SCO Panel with Jason Garcia (WAVES), Andrea Wheeler (AVECO), NASAA President Rebecca Ryan (RI), NASAA Past President Frank Myers (SC), Joe Rasmussen (Big 10 Alliance), Dr. Jan Del Signore (NAVPA)



# CORE FUNCTIONS

## TO ACHIEVE OUR MISSION, WE ENGAGE IN SEVEN CORE FUNCTIONS:

### APPROVAL OF PROGRAMS:

Review, evaluate, and approve quality programs of education (secondary & postsecondary, public and private) and training utilizing pre-established state and federal criteria. Programs leading to a standard college degree at an accredited public or non-profit institution of higher learning are “deemed approved” in accordance with PL 111- 377 and PL 114- 315.

### RISK BASED SURVEYS VISITS TO SCHOOLS AND TRAINING ESTABLISHMENTS:

Conduct on-site visits to approved educational institutions, training establishments, and flight schools to assess various legislative and Department determined risk factors, as well as continued compliance with appropriate state and federal laws and VA regulations. The on-site visit is a holistic review consisting of reviews of policies and practices of the institution, to include equipment, instructional staff, and administrators, along with a detailed review of a random sampling of the veteran student files, which includes reviewing transcripts of grades, records of previous education, granting of appropriate credit, other relevant records, and VA payments under the Post 9/11 GI Bill®.

### SUPERVISORY VISITS:

Conducted at IHL, NCD, OJT, Non-Registered Apprenticeships and Vocational Flight Schools, supervisory visits help establish and maintain professional relations and foster ongoing, positive communication with approved ETIs They also provide an opportunity for SAAs to reacquaint ETIs with approval matters and ensure ETIs understand the differing roles and responsibilities of the SCO, the SAA, and VA. Through collaboration with the SCO, these visits help identify solutions to problems and provide guidance or intervention to avoid noncompliance with approval standards, certification requirements, or issues potentially leading to such noncompliance

### TECHNICAL ASSISTANCE:

Directly assist facility officials or businesses with any aspect of the approval process, veteran student certification process, and clarification of statute or policy changes.

### OUTREACH:

Promote the increased usage of GI Bill benefits through briefings and presentations, mass media marketing, and networking with a wide variety of stakeholders, to include providers of education and training, employers, military installations, and veterans groups.

### LIAISON:

Collaborate with government, veteran, and educational entities to resolve issues, identify and formulate training needs, share best practices, and identify opportunities for success.

### COOPERATIVE AGREEMENT COMPLIANCE:

Fulfill all VA cooperative requirements on time and on target. These requirements include submission of reimbursement invoices and quarterly activity reports and completing annual security and privacy training requirements.

# NASAA 2024-25 EXECUTIVE BOARD OFFICERS

The Officers of the Association are elected by the Association Membership or appointed by the President of the Association. Officers manage and administer the affairs of the Association through the Executive Board and the Committee system. The Association, through Association Membership, votes on rulings or rules at the Annual and Midwinter Business and Training meetings and has full and complete authority over the officers and committee members.

The Officers of the Association shall perform duties as generally defined in Robert’s Rules of Order Newly Revised and as specifically defined in the articles of the Constitution and the Bylaws.

## EXECUTIVE BOARD

Rebecca Ryan (RI)	President	Ed Godfrey (MN)	Central Region Vice President
David Salgado (TX)	Vice President	Everette Jackson (MD)	East Region Vice President
Tara Monk (TX)	Secretary	Lily Snyder (GA)	South Region Vice President
Tramaine Carroll-Payne (VA)	Treasurer	Katherine Snyder (NM)	Western Region Vice President
Chris Garcia (TX)	Financial Secretary	Chris Kratochvil (ND)	Central Region Alternate
John Murray (WA)	Judge Advocate	Emily Butler (PA)	East Region Alternate
James Henley (MO)	Public Affairs Liaison	Torrence Joseph (LA)	South Region Alternate
Joseph Wescott (NC)	Legislative Director	Cheryl Iannello (CA)	West Region Alternate

## COMMITTEE CHAIRS COMMITTEE

Apprenticeship and OJT Committee
Archives and History
Audit Committee
Automation & Technology Committee
Communications Committee
Conference Planning Committee
Constitution & Bylaws Committee
Contract/Cooperative Agreement Committee
Flight Training Committee
Honors, Awards, Membership & Alumni Committee
IHL & NCD Committee
Legislative Committee
Military Transition Assistance Committee
Past President’s Council / Nominating Committee
Professional Development Committee
Risk Based Survey /
Supervisory Visit Special Committee

## CHAIR

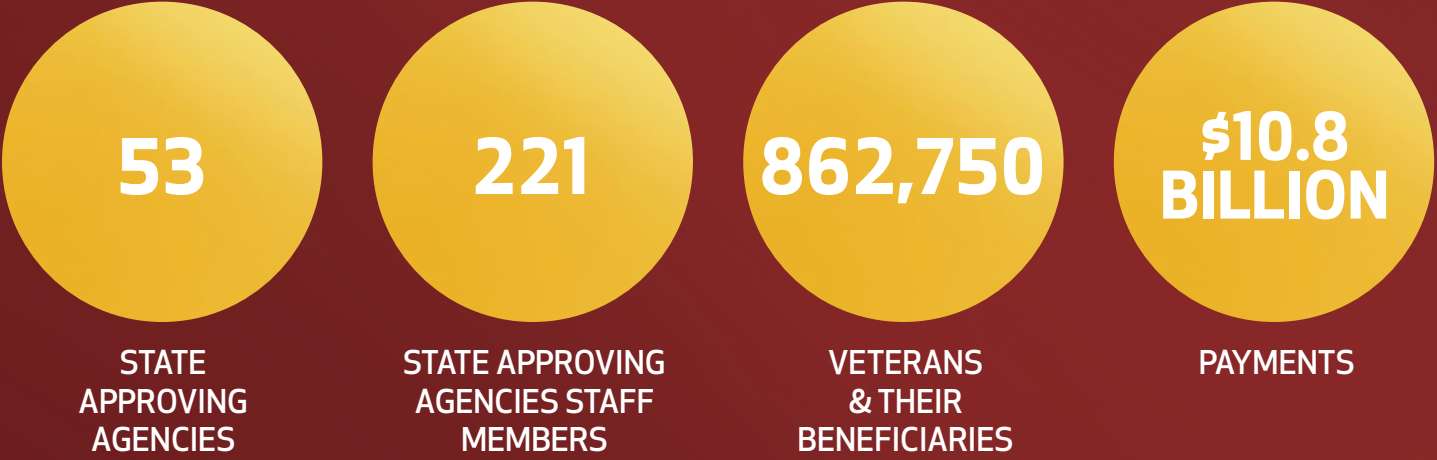
Torrence Joseph (LA)
Paula Plum (MN)
Everette Jackson (MD)
Judy Schuler (TX)
Shannon Patenoude (ID)
David Salgado (TX)
John Murray (WA)
Lily Snyder (GA)
Deb O’Neil (WA)
Lane Anderson (WA)
Ed Godfrey (MN)
Joseph Wescott (NC)
Chris Kratochvil (ND)
Frank Myers (SC)
Gwen Hacker (KY)
Crystal Standifer (SC)

## VICE-CHAIR

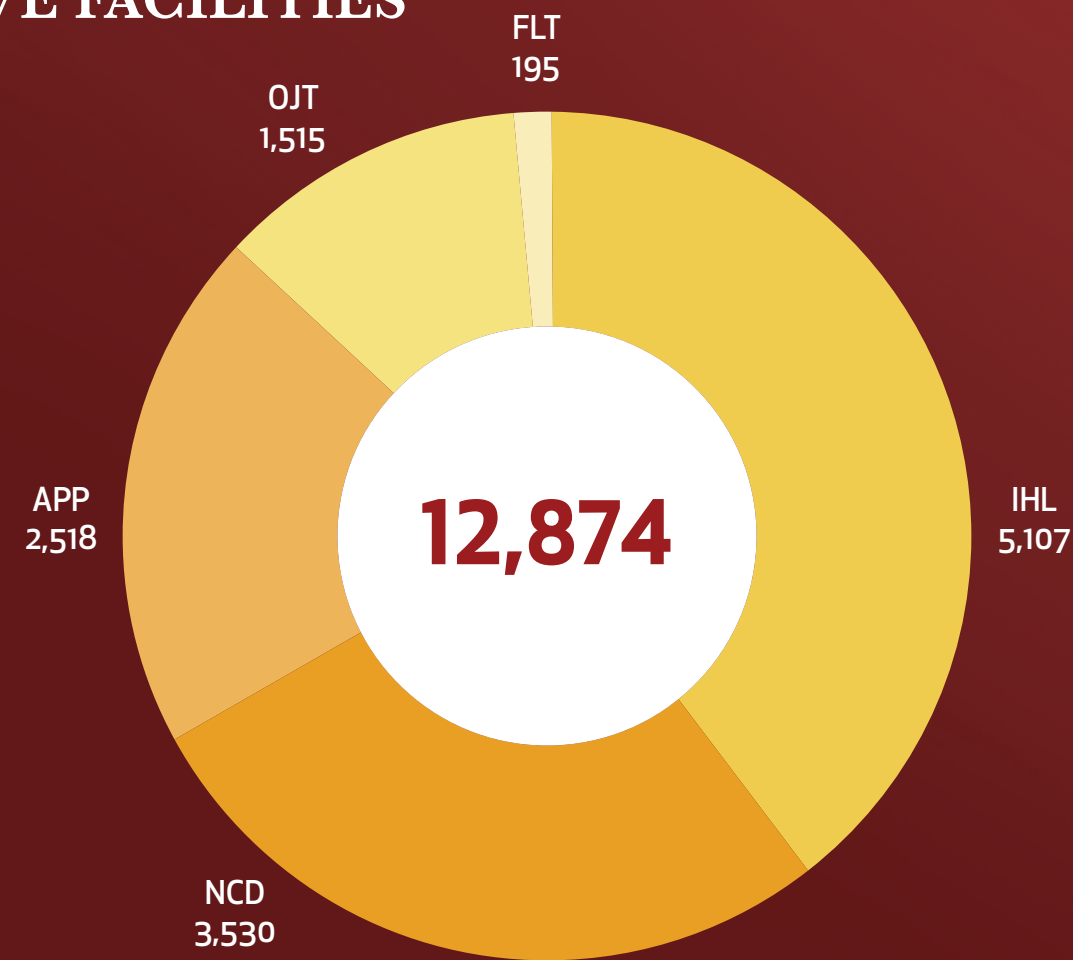
Kaleb Cornett (KY)
Lisa Deneen (OR)
Cheryl Iannello (CA)
Brigette Hayes (KS)
Lisa Deneen (OR)
Judy Schuler (TX)
&Ed Godfrey (MN)
Samantha Erikson (OH)
Shane Ferrebee (CA)
Rich Charron (CA)
Judy Schuler (TX)
Rachael Summary (MO)
Gwen Hacker (KY)
Ken Hanson (TN)
Bill Schroeder (OH)
Shane Ferrebee (CA)



NASAA BY THE NUMBERS



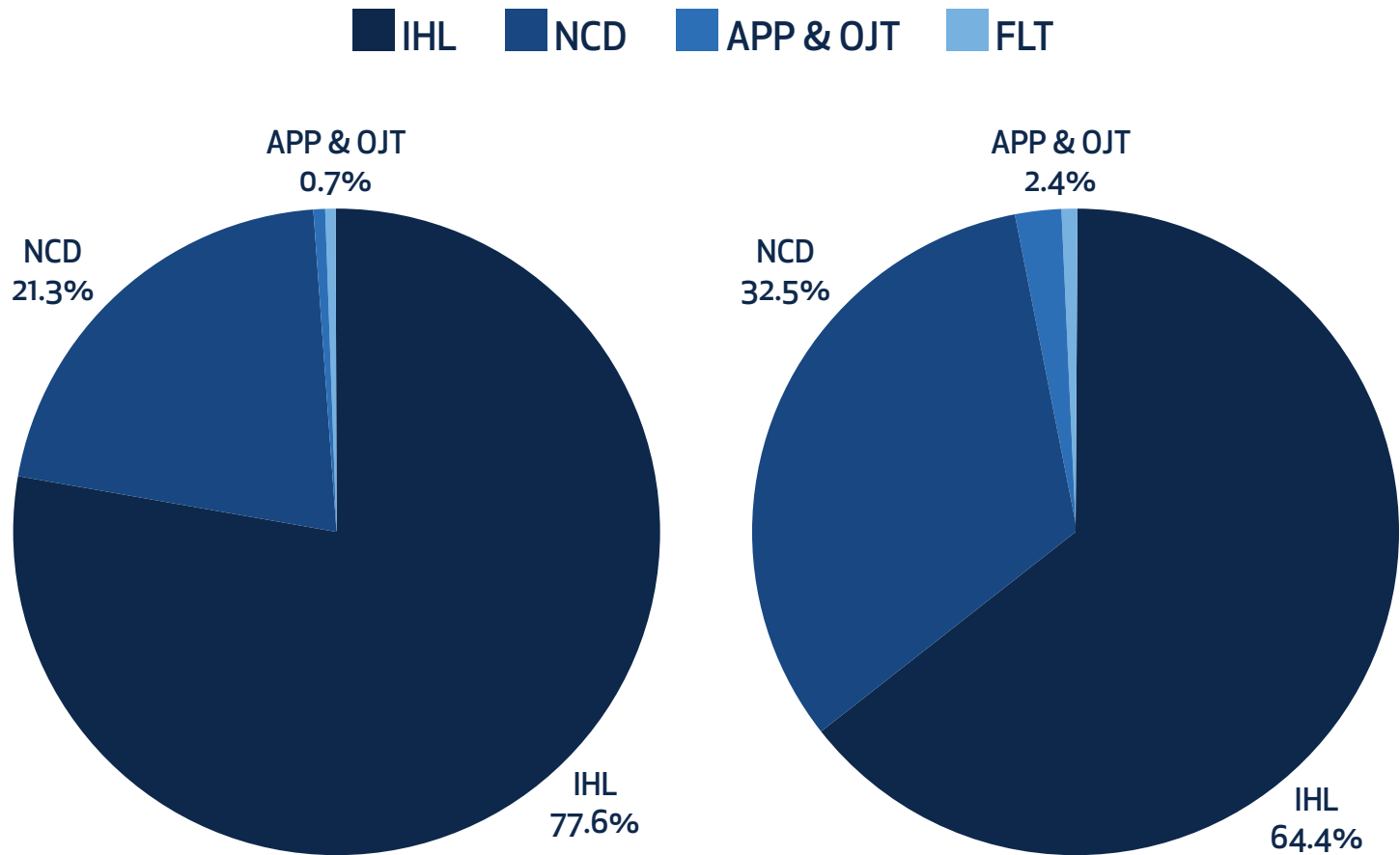
ACTIVE FACILITIES



Sources: FY2024 Biannual Report Data provided by SAAs  
U.S. Department of Veterans Benefits Administration Annual Benefits Report Fiscal Year 2023

PROGRAMS APPROVED  
293,200

PROGRAMS DISAPPROVED  
21,559



IHL = INSTITUTION OF HIGHER LEARNING  
NCD = NON COLLEGE DEGREE  
APP = APPRENTICESHIP  
OJT = ON-THE-JOB TRAINING  
FLT= FLIGHT

Sources: FY2024 Biannual Report Data provided by SAAs  
U.S. Department of Veterans Benefits Administration Annual Benefits Report Fiscal Year 2023



FACILITY VISITS



Sources: FY2024 Biannual Report Data provided by SAAs  
U.S. Department of Veterans Benefits Administration Annual Benefits Report Fiscal Year 2023

NASAA REGIONS

WEST	CENTRAL	SOUTH	EAST
Alaska	Illinois	Alabama	Connecticut
Arizona	Indiana	Arkansas	Delaware
California	Iowa	Florida	District of Columbia
Colorado	Kansas	Georgia	Maine
Hawaii	Minnesota	Kentucky	Maryland
Idaho	Missouri	Louisiana	Massachusetts
Montana	Nebraska	Mississippi	Michigan
Nevada	North Dakota	North Carolina	New Hampshire
New Mexico	South Dakota	Oklahoma	New Jersey
Oregon	Wisconsin	Puerto Rico	New York
Utah		South Carolina	Ohio
Washington		Tennessee	Pennsylvania
Wyoming		Texas	Rhode Island
		Virginia	Vermont
		West Virginia	

COMMITTEE SUMMARIES

- PERMANENT COMMITTEES**
- 1] Apprenticeship and On-The-Job Training (OJT)
  - 2] Contract/Cooperative Agreement
  - 3] Flight
  - 4] Institutions of Higher Learning & Non College Degree
  - 5] Legislative
  - 6] Military Transition Assistance
  - 7] Professional Development

- SPECIAL COMMITTEES CONSTITUTED ANNUALLY BY THE PRESIDENT**
- 1] Audit
  - 2] Automation and Technology
  - 3] Communications
  - 4] Conference Planning
  - 5] Constitution and Bylaws
  - 6] Honors and Awards/Membership/Alumni
  - 7] Past Presidents Council
  - 8] Archives and History
  - 9] Joint Peer Review Group
  - 10] RBS/SV Special Committee



NASAA South Region in Las Vegas for the 2024 NASAA Summer Training and Business Meetings



# PERMANENT COMMITTEES

## APPRENTICESHIP AND ON-THE-JOB TRAINING (OJT) COMMITTEE RESPONSIBILITIES:

1. Review and make recommendation on regulatory and procedural changes affecting the approval and supervision of Apprenticeship and On-The-Job Training Programs; seek review with Executive Board

2. Advise the Chair of the Legislative Committee on matters which the Committee determines within the purview of this Committee

3. Prepare reports and recommendations for submission to the Association and the Executive Board

4. Conduct activities (workshops, telephone conference calls, etc.) which afford the opportunity for an open exchange of ideas concerning all aspects of Apprenticeship / On-The-Job Training
2. Advise the Chair of the Legislative Committee on matters the Committee determines are within the purview of this Committee

3. Prepare reports and recommendations for submission to the Executive Board and Association

## LEGISLATIVE COMMITTEE RESPONSIBILITIES:

1. Develop, maintain, publish, and manage the Legislative Agenda for the Association; seek review with the Executive Board and direct approval from the Association

2. Secure, evaluate, and prepare recommendations on all proposed legislation pertinent to veterans' education and submit them to the President for action

3. Maintain liaison with appropriate Committees and Subcommittees of the Congress of the United States and their staffs

4. Maintain regular contact with members of the Association whose states have legislators on the Veterans Affairs Committees of the Senate and the House of Representatives

5. Arrange for testimony at appropriate congressional committee and subcommittee hearings

6. Involve all members of the Association in communication with their legislators on matters of vital concern to the Association
7. Draft proposed legislation pertinent to State Approving Agency roles and responsibilities and submit to the President for action

## MILITARY TRANSITION ASSISTANCE COMMITTEE RESPONSIBILITIES:

1. Monitor, review, and make recommendations on regulatory and procedural changes affecting the participation of in-service military personnel in the Educational and Training Program under Title 38 and Title 10, U.S. Code

2. Work with the appropriate service-related organizations regarding the participation of in-service personnel in the use of Title 38 and Title 10, U.S. Code provisions

## CONTRACT/COOPERATIVE AGREEMENT COMMITTEE RESPONSIBILITIES:

1. Conduct general contract/Cooperative Agreement deliberations on behalf of the Association with the Department of Veterans Affairs; seek review with the Executive Board

2. Keep the Association informed of all modifications or changes to the contract/Cooperative Agreement; report to the Executive Board and the Association about the overall contract/Cooperative Agreement status

## INSTITUTIONS OF HIGHER LEARNING AND NON COLLEGE DEGREE COMMITTEE RESPONSIBILITIES:

1. Review and make recommendations on regulatory and procedural changes affecting the approval, survey and supervision of Institutions of Higher Learning and Non-College Degree Institutions

2. Advise the Chair of the Legislative Committee on matters the Committee determines are within the purview of this Committee and may affect the Association

3. Prepare reports and recommendations for submission to the Executive Board and Association

## FLIGHT COMMITTEE RESPONSIBILITIES:

1. Review and make recommendations on regulatory and procedural changes affecting the approval and supervision of Flight Training Programs

3. Advise the Chair of the Legislative Committee on matters under the purview of this Committee that are deemed appropriate for inclusion in the Legislative Agenda

4. Advise the Executive Board and Association on matters brought to the committee for review and possible inclusion in committee actions relating to Military Education and Transition Assistance

5. Prepare reports and recommendations for submission to the Executive Board and the Association

## PROFESSIONAL DEVELOPMENT COMMITTEE RESPONSIBILITIES:

1. Exercise oversight for the training and education of professional State Approving Agency staff members

2. Advise the Executive Board and Association in matters related to professional development that may require action, impact the conduct of business, or affect the general welfare of the Association or its members

3. Act on the behalf of the Executive Board as directed in the development, implementation, administration, and monitoring of training and education requirements and provide oversight, along with the Regional VPs in the

- Mentoring of newly assigned State Directors and as requested by the State for all other members

4. Monitor the professional development of the members and make recommendations, to the Association through the Executive Board, about how to enhance or assure professional development through

A. The integration of education and training with the Association's routine or specific activities

B. The recommendation of procedures in which education and training on a continuing basis can become a part of the annual evaluation process, be recognized in performance standards and professional qualification, and become a component of the annual contract

5. Represent the Association in meetings with other organizations, agencies, or individuals whenever the purpose of the meeting is primarily related to education and training, as approved or directed by the President NASAA Constitution and Bylaws

6. Perform other duties related to education and training that may be assigned by the Executive Board of the Association

# SPECIAL COMMITTEES

## AUDIT COMMITTEE RESPONSIBILITIES:

1. Review the financial records of the Association at all national meetings

2. Make recommendations the Committee deems appropriate concerning the finances and accounting procedures of the Association

## AUTOMATION & TECHNOLOGY COMMITTEE RESPONSIBILITIES:

1. Provide leadership in issues involving existing and future technologies

2. Promote technology as a tool to improve quality of service

3. Develop partnerships with other service providers to maximize NASAA technology resources

4. Develop and manage a viable Internet web site for the Association and include, as a minimum, the following capabilities: Training, News group / List serve, Information dissemination, and Outreach

5. Promote online approval capabilities with VA

6. Develop and distribute information to the membership to improve understanding and usage of existing and future technologies

7. Develop and update a viable technology plan to be the blueprint for the acquisition and use of existing and future technologies



**COMMUNICATIONS COMMITTEE  
RESPONSIBILITIES:**

- 1. Develop, implement, and manage NASAA's strategic communications plan
- 2. Prepare and disseminate news and public affairs items
- 3. Create and maintain an effective communications infrastructure
- 4. Provide input and support regarding the NASAA website content
- 5. Oversee publication of NASAA newsletters and Annual Report
- 6. Develop social media outlets to connect and inform NASAA members

**CONFERENCE PLANNING COMMITTEE  
RESPONSIBILITIES:**

- 1. Plan and develop agendas and programs for the Annual, Midwinter and other general membership meetings, in cooperation with the President
- 2. Review and make decisions or make recommendations to the Association about bids received for general membership meetings at the Annual Business and Training Meetings
- 3. Make logistical and fiscal arrangements for general membership meetings, to include, but not limited to, hotel and meeting accommodations, invitations to guests, outreach and support activities, and administrative support
- 4. Make preliminary plans and arrangements for the succeeding Annual Business and Training Meetings, two years in advance
- 5. Consult with the Alumni Group Coordinator to prepare and coordinate activities for Alumni Group members and extend invitation to attend the Annual Business and Training Meeting

**CONSTITUTION AND BYLAWS COMMITTEE  
RESPONSIBILITIES:**

- 1. Review the Constitution and Bylaws and prepare amendments or revisions as necessary, either for clarity or Association administration; receive amendments from Association members, review and assess proposals and present to the Association for consideration when the amendments or revisions meet criteria established under the Constitution

- 2. Publish and distribute the Constitution and Bylaws of the Association; ensure publication is available through the web site NASAA Constitution and Bylaws
- 3. Members of the committee will assist the Judge Advocate, as directed, in conducting the duties of the Judge Advocate and acting as Parliamentarian

**HONORS AND AWARDS / MEMBERSHIP /  
ALUMNI COMMITTEE RESPONSIBILITIES**

- 1. Ascertain names of members retiring during the year and prepare certificates of appreciation for presentation at the Annual Business and Training Meeting
- 2. Prepare recommendations for Honors and Awards which the Committee deems appropriate or as directed by the President, Executive Board or Association; present recommendations to the Executive Board for approval; prepare certificates and ceremony for presentation at the Annual Business and Training Meeting
- 3. Refer issues or problems to the President and Executive Board, as needed
- 4. Conduct a Sustaining Membership Drive when authorized by the Executive Board and the Association, and present certificates to Sustaining Members at the Annual Business and Training Meeting
- 5. Coordinate database of NASAA Alumni members; encourage Alumni to become members and participate in Association activities
- 6. Serve as liaison to the Alumni Group Coordinator to provide support for, and coordination with, the Alumni Group

**PAST PRESIDENTS COUNCIL  
RESPONSIBILITIES:**

- 1. Serve as a resource of individuals with experience and expertise in matters related to the Association
- 2. Assist the President, at the discretion and specific request of the President, in matters which benefit the Association and are not generally and appropriately within the purview of other Committees of the Association

- 3. Serve as a complement to other committee, subcommittee, council, or task force at the request of the President and Executive Board, or at the request of the group, when appropriate and approved by the President and Board
- 4. Serve as the Nominating Committee with the Immediate Past President serving as Chair NASAA Constitution and Bylaws
  - A. Present a slate of officers to the Association at the Annual Business and Training Meeting
  - B. Recommend candidates for committee membership or office vacancies, as requested by the Executive Board

**ARCHIVES AND HISTORY COMMITTEE  
RESPONSIBILITIES:**

- 1. Compile and maintain the Archive for documents and records; develop, maintain and document the History for the Association; provide a secured depository for the collection
- 2. Collect information from the Secretary and other sources relating to NASAA activities for the year
- 3. Collate and deposit information in the NASAA Archives depository
- 4. Create historical reports or documents, as requested by the President

**JOINT PEER REVIEW GROUP  
RESPONSIBILITIES:**

- 1. Meet, as the Joint Peer Review Group, when and where assembled by the Department of Veterans Affairs
- 2. Provide peer group review and evaluation of the State Approving Agencies' end-of-year reports
- 3. Assign joint peer review assessment for each State Approving Agency, in accordance with policies and procedures

**RISK BASED SURVEYS/SUPERVISORY VISITS  
COMMITTEE RESPONSIBILITIES:**

- 1. Develop and improve annual processes for Risk Based Surveys (RBS) and Supervisory Visits (SV) in partnership with representatives from the Department of Veterans Affairs
- 2. Review and make decisions or make recommendations regarding the annual Standard Operating Procedures for both RBS and SVs in coordination with VA staff.
- 3. Create and edit RBS and SV Job Aids, Spreadsheets, and other Tools as needed for successful completion of these visits
- 4. Develop and conduct trainings to membership as needed throughout the year and at the Annual Business and Training Meetings
- 5. Serve as a resource for membership regarding the execution of Risk Based Surveys and Supervisory Visits throughout the year



*The Hawaii SCO Meeting hosted by Curtis Washburn, PhD., SAA Director for the Hawaii State Approving Agency*



## FY 2024 NASAA MOMENTS



Anthony Whitesides (WA), Sherri Eaton (OK), Darlene Barlett (WA), Lane Anderson (WA), John Murray (WA), Curtis Washburn (HI)



Joseph Garcia Executive Director of Education Services (VBA), Olivia Mudd (NC), NASAA Past President Frank Myers (SC)



Joseph Garcia Executive Director of Education Services (VBA), Wendy Bevilacqua (AZ), Jeff Escobar (AZ), Aaron Ferrell (AZ)



NASAA Past President Frank Myers (SC), Justin Vogt (SVAC), NASAA Legislative Director Joseph Wescott (NC)



NASAA Past President Frank Myers (SC), Congressman Mike Bost (IL), NASAA Legislative Director Joseph Wescott (NC)



Michael Marks (VACO), Crystal Standifer (SC), Shane Ferrebee (CA)

## 2023-24 HIGHLIGHT EVENTS

### OCTOBER

NASAA National Training Institute (NTI) in San Antonio, TX  
National Association of Veterans' Program Administrators (NAVPA) Conference in Norfolk, VA

### NOVEMBER

Virginia Association of School Certifying Officials Fall Training (Virtual)  
Washington SCO Workshop at University of Washington-Tacoma  
West Virginia SCO Meeting at Bridge Valley Community and Technical College

### FEBRUARY

NASAA Midwinter Conference and Training in Washington, DC

### MARCH

Hawaii SCO Meeting  
Louisiana Association of Veteran Education Certifying Officials (LAVECO) 2024 SCOs State Training Conference at Bossier Parish Community College

### APRIL

Arizona Veterans Program Association (AVPA) Conference at Mesa Community College  
Tennessee Education Association of Veterans Program Administrators (TEAVPA) in Chattanooga, TN  
Virginia Association of School Certifying Officials Spring Training at Reynolds Community College

### MAY

NASAA/VACO Meeting in Washington, DC

### JUNE

Florida Association of Veterans Education Specialists (F.A.V.E.S.) Annual Conference in St. Pete Beach, FL  
Marine Corps Air Station Cherry Point 48th Annual Graduation Ceremony in Cherry Point, NC  
Washington SCO Workshop at Gonzaga University  
Nevada SCO Conference  
80th Anniversary of the GI Bill at the Virginia War Memorial  
Indiana SCO Training at the Indiana Veterans' Center in Indianapolis, IN  
Maine Annual IHL SCO Summit at the University of Maine

### JULY

Association of Veterans Education Certifying Officials (AVECO) Conference in Cleveland, OH  
Western Association of Veteran Education Specialists (WAVES) Conference in Atlantic City, NJ  
Joint SCO Training Conference for NCDs for Massachusetts and New Hampshire  
Joint SCO Training Conference for IHLs for Massachusetts and New Hampshire

### AUGUST

NASAA Summer Business Meeting in Las Vegas, NV  
Maine Annual NCD SCO Meeting

### SEPTEMBER

California Community Colleges Veterans Symposium  
Hawaii SCO Meetings  
Veterans' Resiliency Summit at University of Southern Maine  
Southern Maine Community College's grand opening of Veteran Resource Center



Katherine Snyder (NM), Shannon Patenoude (ID), Abby Edgar (ID)



Joseph Garcia Executive Director of Education Services (VBA), NASAA President Rebecca Ryan (RI), NASAA Past President Frank Myers (SC)



Penny Starr (TN), NASAA President Rebecca Ryan (RI), Crystal Standifer (SC), Ken Hanson (TN), Shannon Patenoude (ID)



# LOOKING BACK, LEANING FORWARD

## INNOVATION WHILE PROTECTING THE INTEGRITY OF THE GI BILL®, OUR MOST SOLEMN AND SIGNIFICANT MISSION

The National Association of State Approving Agencies (NASAA) continues to work with our stakeholders and partners, both in Washington, DC and in the States, to enhance educational opportunities and expand meaningful training and employment possibilities for our Veterans and their families. In recent years, we worked closely with the American Legion, Student Veterans of America, Veterans of Foreign Wars, NAVPA and other Veteran Service Organizations (VSOs) and education organizations to pass major veterans legislation, including the Colmery Act (2017), the VALOR Act (2018) and the Isakson and Roe Act. We also worked with our friends at the Tragedy Assistance Program for Survivors to pass the SIT-REP Act, which protects the enrollments of qualified veterans and their children, when their benefit payments are delayed through no fault of their own.

In the year ahead, we look forward to continuing to work with Congress, VA, and our other partners to develop needed legislation and promote positive regulatory change to improve the lives of our Veterans. We will work to bring about needed changes to provide greater access to quality education to our Veterans, while ensuring that suggested needed changes to expand access in the field of on-line learning does not sacrifice quality. Likewise, we look forward to supporting legislation to enhance and expand opportunities for On-The-Job Training (OJT) and apprenticeship training programs so that Veterans who wish to participate in the needed rebuilding of our nation's infrastructure will have the training and skills to do so. It has been decades since we have made any meaningful enhancements to this program and Veterans who want to use their benefits in this way are being shortchanged. You see, we take seriously our role as the "gatekeepers of quality" and we look forward to working with Congress to strengthen program approval criteria, increase meaningful oversight through additional risk based surveys and supervisory visits of educational institutions and increase veterans' awareness of available training programs through additional outreach and innovative marketing.

Finally, we hope to work with our education and business partners to expand programs in education and workforce development so as to provide greater economic opportunity, not just for our Veterans, but for their dependents as well. Veterans and their families deserve our best and we remain strongly committed to their success in the year to come!



Kevin O'Neil (American Legion), Will Hubbard (VES), NASAA Legislative Director Joseph Wescott (NC), Ashlynn Haycock-Lohmann (TAPS), Dr. Jan Del Signore (NAVPA), Kristina Keenan (VFW), Tammy Barlet (SVA)

# STATE APPROVING AGENCIES DIRECTORY

## WHERE ARE THE STATE APPROVING AGENCIES?

The location of a State Approving Agency within a state's governmental structure varies from state to state.

The decision of where to place a SAA within a state rests with the governor of that state.

In FY24 there were 53 state approving agencies covering all 50 states plus Puerto Rico and the District of Columbia. Washington State is now the only state with 2 SAAs. There are 29 SAAs in state veteran affairs agencies, 9 in state higher education agencies, 8 in state post-secondary education agencies, 3 in elementary and secondary education agencies, 3 in state workforce development agencies and 1 in the state military department.

**ALABAMA**  
Alabama State Approving Agency  
Agency Alabama  
Community College  
135 South Union Street  
P.O. Box 302130  
Montgomery, AL 36104  
James A. Thompson: SAA Director  
james.thompson@accs.edu  
Phone: 334-293-4664

**ALASKA**  
Office of Veterans Affairs  
State of Alaska  
4600 Debarr Rd., Suite 180  
Anchorage, AK 99508  
Delma Chapa: SAA Director  
delma.chapa@alaska.gov  
Phone: 907- 334-0871

**ARIZONA**  
Arizona Department of Veterans' Services  
Arizona State Approving Agency  
3839 North 3rd Street, Suite 209  
Phoenix, AZ 85012  
Jeff Escobar: SAA Director  
jescobar@azdvs.gov  
Phone: 602-255- 5395

**ARKANSAS**  
Arkansas State Approving Agency for Veterans Training  
Arkansas Department of Workforce Education  
101 E. Capitol Avenue, Suite 300  
Little Rock, AR 72201  
Bill Dedner: SAA Director  
bill.dedner@adhe.edu  
Phone: 501- 324-9473

**CALIFORNIA**  
California State Approving Agency for Veterans Education (CSAAVE)  
1227 O Street, Suite 500  
Sacramento, CA 95814  
Cheryl Iannello: SAA Director  
csaaveinfo@calvet.ca.gov  
Phone: 916- 503-8317

**COLORADO**  
Office of Veterans Education and Training  
9101 East Lowry Blvd.  
Denver, Colorado 80230-6011  
Mike Roberts: SAA Director  
michael.roberts@cccs.edu  
Phone: 720-858-2814

**CONNECTICUT**  
State Approving Agency  
Connecticut Office of Higher Education  
450 Columbus Blvd., Suite 707  
Hartford, CT 06103  
Giancarlo Fusco: SAA Director  
giancarlo.fusco@ct.gov  
Phone: 860-947-1821

**DELAWARE**  
Delaware State Approving Agency  
35 Commerce Way  
Dover, DE 19904  
Patricia Keeton: SAA Director  
patricia.keeton@doe.k12.de.us  
Phone: 302-857-3313

**FLORIDA**  
Bureau of State Approving for Veterans' Training  
Florida Department of Veterans Affairs  
9500 Bay Pines Boulevard, Room 214  
Bay Pines, FL 33744  
Betsy Wickham: SAA Director  
betsy.wickham@fdva.fl.gov  
Phone: 727- 319-7402

**GEORGIA**  
State Approving Agency Georgia  
Department of Veterans Service  
Floyd Veterans Memorial Bldg., Suite E-970  
Atlanta, GA 30334-4800  
Lily Snyder: SAA Director  
saals@vs.ga.gov  
Phone: 404-656-2306

**HAWAII**  
Hawaii State Approving Agency  
3949 Diamond Head Road, Building 300, Room 14  
Honolulu, HI 96816  
Curtis Washburn: SAA Director  
curtis.washburn@hawaii.edu  
Phone: 808-369-3559

**IDAHO**  
Idaho Division of Veterans Services  
State Approving Agency  
351 Collins Road  
Boise, ID 83702  
Paul Spannknebel: SAA Director  
education@veterans.idaho.gov  
Phone: 208-780-1334

**ILLINOIS**  
Department of Veterans' Affairs  
833 South Spring Street  
P.O. Box 19432  
Springfield, IL 62794-9432  
Dan Wellman: SAA Director  
Dan.wellman@illinois.gov  
Phone: 217-782-7838

**INDIANA**  
Indiana Department of Veterans Affairs  
777 North Meridian Street, Suite 300  
Indianapolis, IN 46204-2738  
Amber Mertens: SAA Director  
amertens@dva.in.gov  
Phone: 317-232-3917



SAA DIRECTORY

**IOWA**  
Iowa Department of Education  
Veterans and Military Education  
400 East 14th Street  
Des Moines, IA 50319-0146  
Monte Burroughs: SAA Director  
Grimes State Office Building  
monte.burroughs@iowa.gov  
Phone: 515-631-9207

**KANSAS**  
Kansas Office of  
Veterans Services  
Jayhawk Towers  
700 Southwest Jackson Street,  
Suite 1004  
Topeka, KS 66603-3714  
Eric Rohleder: SAA Director  
eric.rohleder@ks.gov  
Phone: 785-296- 3976

**KENTUCKY**  
Kentucky Approving Agency  
for Veterans Education  
300 North Main Street  
Versailles, KY 40383  
Gwen Hacker: SAA Director  
gwen.hacker@kctcs.edu  
Phone: 859-256- 3352

**LOUISIANA**  
Louisiana Department  
of Veterans Affairs  
602 North 5th Street  
P. O. Box 94095 Capitol Station  
Baton Rouge, LA 70804-9095  
Cleophus Wallace: SAA Director  
cleophus.wallace@la.gov  
Phone: 225-219- 5013

**MAINE**  
State Approving Agency for  
Veterans Education Programs  
Maine Bureau of Veterans Services  
117 State House Station  
Augusta, ME 04333-0117  
Eileen Miazga: SAA Director  
eileen.miazga@maine.gov  
Phone: 207-430-6033

**MARYLAND**  
Maryland Higher Education Commission  
6 N. Liberty Street, 10th Floor  
Baltimore, MD 21201  
Everette Jackson: SAA Director  
everetted.jackson@maryland.gov  
Phone: 410-767- 3301

**MASSACHUSETTS**  
Massachusetts Department  
of Higher Education  
Office of Veterans Education  
One Ashburton Place, Room 1401  
Boston, MA 02108  
George O’Connor: SAA Director  
goconnor@dhe.mass.gov  
Phone: 617-994-6925

**MICHIGAN**  
Michigan State Approving Agency  
Michigan Department of Labor and  
Economic Opportunity  
Workforce Development Agency  
Elliott-Larsen Building  
320 S Walnut St  
Lansing, MI 48933  
Shaftone Dunklin: SAA Director  
DunklinS@michigan.gov  
Phone: 517-896-7805

**MINNESOTA**  
Minnesota State Approving  
Agency Minnesota Department  
of Veterans Affairs  
20 West 12th Street, 2nd Floor  
St. Paul, MN 55155  
Jim Miller: SAA Director  
james.allan.miller@state.mn.us  
Phone: 651-757-1569

**MISSISSIPPI**  
Mississippi Veterans Affairs  
Mississippi State Approving Agency  
600 North Street, Suite 200  
Jackson, MS 39202  
Cathy McGruder: SAA Director  
cmcgruder@msva.ms.gov  
Phone: 601- 576-4867

**MISSOURI**  
Veterans’ Education & Training  
Section Department of Elementary  
& Secondary Education  
3024 Dupont Circle  
Jefferson City, MO 65109  
James Henley: SAA Director  
james.henley@dese.mo.gov  
Phone: 573-751-2571

**MONTANA**  
Montana State Approving Agency  
Department of Labor and Industry  
P.O. Box 1728  
Helena, MT 59624  
John Stankowiak: SAA Director  
saa@mt.gov  
Phone: 406-444-4122

**NEBRASKA**  
Private Postsecondary Career  
Schools & Veterans Education  
Nebraska Department of Education  
500 S. 84th St. 2nd Floor  
Lincoln, NE 68510-2611  
Marisol Birth: SAA Director  
marisol.birth@nebraska.gov  
Phone: 402-326-4519

**NEVADA**  
Commission on Postsecondary Education  
2800 E. St. Louis Avenue  
Las Vegas, NV 89104  
Kelly Wuest: SAA Director  
kdwuest@detr.nv.gov  
Phone: 702-486-7330

**NEW HAMPSHIRE**  
Department of Veterans Affairs  
& Public Services  
Division of Community Based  
Military Programs  
1 Minuteman Way, Building 1, Room 175  
Concord, NH 03301  
Benjamin Whelihan: SAA Director  
Benjamin.M.Whelihan@DMAVS.nh.gov  
Phone: 603-202-0234

SAA DIRECTORY

**NEW JERSEY**  
New Jersey Department of Military  
and Veterans Affairs/State Approving  
Agency Unit  
Eggert Crossing Road  
P. O. Box 340  
Trenton, NJ 08625-0340  
Matthew Moticha: Interim SAA Director  
Debra Cho: SAA Director  
Debra.Cho@dmava.nj.gov  
Matthew.Moticha@dmava.nj.gov  
Phone: 609- 530-6849

**NEW MEXICO**  
State Approving Agency for  
Veterans’ Education and Training  
New Mexico Department of  
Veterans’ Services  
4801 Indian School Road, NE  
Albuquerque, NM 87110  
Katherine Snyder: SAA Director  
katherine.snyder@dvs.nm.gov  
Phone: 505-280-1047

**NEW YORK**  
New York State Department  
of Veterans Affairs  
2 Empire State Plaza, 17th Floor  
Albany, NY 12223  
William Clarke: SAA Director  
william.clarke@veterans.ny.gov  
Phone: 518-474-7606  
116 West 32nd Street, 5th Floor  
New York, NY 10001  
Phone: 212-564-8414

**NORTH CAROLINA**  
North Carolina State Approving Agency  
P. O. Box 13628  
Research Triangle Park, NC 27709  
Timothy Freeman: SAA Director  
tim.freeman@milvets.nc.gov  
Phone: 984-202-6673

**NORTH DAKOTA**  
State Approving Agency  
ND Department of Veterans Affairs  
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NASAA Apprenticeship and OJT Committee

AWARDS, HONORS  
AND RECOGNITIONS

**AWARDS, HONORS & RECOGNITIONS**  
The success of NASAA relies on the hard work of our membership and their willingness to contribute their time through various leadership roles, committee work, and projects. Their devotion to our mission and to protecting the integrity of the GI Bill® not only is a reflection of the work our SAA members do each and every day within their states, but demonstrates a desire to be part of something greater than themselves.

In honor of these individual's voluntary work, NASAA makes every effort to recognize the exemplary contributions each year.

NASAA truly appreciates each of our members and is honored to recognize the following individuals for the FY2024 year!



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To improve and promote branding of the National Association of State Approving Agencies (NASAA) including current projects, upcoming events, as well as provide resource information to the public and our veteran beneficiary population.

## CONTENT

NASAA uses social media to highlight its materials, including programs, website updates, media topics from trusted sources, and reports. The information and views shared from outside media sources are not endorsed by the NASAA organization. The goal of sharing sites and media stories is to promote news in higher education and veterans' education/training.

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