



DEPARTMENT OF VETERANS AFFAIRS

VA Regional Office
P.O. Box 8888
Muskogee OK 74402-8888

November 21, 2012

Pima Community College
Terra Benson
Director of Admission and Registrar
4905B E. Broadway Blvd, Suite 220
Tucson, AZ 85709

Dear Ms. Benson:

We appreciate the courtesy extended to our United States Department of Veterans Affairs (VA) representatives, during the compliance survey conducted at your facility, which began in October. This letter is furnished to apprise you of the survey findings.

What We Reviewed

This was a routine compliance survey. Listed below are the discrepancies found with the 50 files reviewed.

What We Found

According to the Code of Federal Regulations the facility must accurately and promptly report enrollment, tuition and fees. (38 CFR 21.4203) The institution failed to accurately report enrollment, tuition and fees on seven beneficiaries' records.

According to the Code of Federal Regulations the facility must promptly notify VA when beneficiaries terminate or interrupt training. (38 CFR 21.4203) The institution failed to promptly report termination or interruption of training on eight beneficiaries' records.

According to the Code of Federal Regulations the facility must promptly notify VA when beneficiaries do not progress satisfactorily according to the approved standards and practices of the facility (38 CFR 21.4203(d), 21.4277). The institution failed to promptly report satisfactory progress on two beneficiaries' records.

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According to the Code of Federal Regulations the facility must promptly notify VA of any changes in credit or clock hours that would affect the amount of payment to beneficiaries. (38 CFR 21.4203). The institution failed to promptly report changes in credit hours on 12 beneficiaries' records.

What We Have Done

We have taken action to correct the students' records.

What You Should Do

Compliance with federal laws and regulations and state policies is critical to ensuring that veterans receive the best possible support and service. Jennifer Welborn is an excellent employee and thoroughly understands VA policies and procedures. However, with all the added policies and procedures required it is recommended that an additional staff members assist with compliance. What has been recommended during conferences is one staff member for every 100 beneficiary. If the Pima Community College continues to fail to comply with areas of compliance, as indicated above, the Department of Veteran Affairs will proceed with suspension and/or withdraw of approved programs.

Please furnish a response within 60 days of this letter outlining the corrective action taken on all beneficiaries' records, from 08/01/10 to current semester, to the address listed below.

Department of Veterans Affairs
Valerie Vigil
Education Compliance Survey Specialist
3333 N. Central Ave.
Phoenix, AZ 85012

We appreciate your continued efforts in assisting veterans and their dependents at Pima Community College. If any of your staff has any questions concerning VA educational assistance, please email me at Valerie.vigil@va.gov or call (602) 627-3226.

Sincerely yours,

Valerie Vigil
Education Compliance Specialist

