



## DEPARTMENT OF VETERANS AFFAIRS

VA Regional Office  
3333 North Central Avenue  
Phoenix AZ 85012-2458

September 13, 2017

BOBBYE STULL  
FINANCIAL SERVICES MANAGER  
ASHFORD UNIVERSITY  
2555 E CAMELBACK RD, SUITE 250  
PHOENIX, AZ 85016

Dear Ms. Stull,

Due to the withdrawal of approval of Ashford University's Iowa campus by the Iowa State Approving Agency (SAA), we will be removing the VA facility code assigned to that location (21000415). A facility code has been assigned to Ashford University's Arizona campus, based on its recent approval by the Arizona SAA. The facility code for the Arizona campus is 21007103.

Effective September 18, 2017, you will no longer be able to certify or report enrollment status changes for VA beneficiaries under the facility code of the Iowa campus in VA-ONCE. Please submit any changes in student status prior to this date. A VA-ONCE account will be established for the Arizona campus. Login credentials will be sent to you and the other designated certifying officials via email on September 18, 2017.

By changing the facility code in VA-ONCE, your programs and current students from the Iowa campus will carry over to the new facility code. **You will need to add students who will be certified for enrollment periods beginning on or after September 18, 2017 not already in your database. It is important that you review records of active students prior to that date in order to identify any enrollment changes that may have occurred, and to report them promptly.** You will not be able to report changes to terms certified under the old code after it has been withdrawn, and will need to create a new (duplicate) certification under the new code to report such changes.

Claims for students you certify under the new facility code will be processed by the VA Regional Processing Office in Muskogee, OK. If your students have questions about their VA benefits, they can call VA toll-free at 1-888-442-4551.

Although the Arizona SAA has exercised its authority under 38 U.S.C. § 3672(a)(1) to approve your courses of education, VA is authorized to independently determine whether your institution, programs, or courses fail to meet any of the requirements of chapter 36, title 38, United States Code. See 38 U.S.C. § 3690(b); 38 C.F.R. § 21.4210(d). If VA determines that your institution, programs, or courses do not satisfy one or more of the requirements of chapter 36, then, in accordance with 38 U.S.C § 3690(b) and 38 C.F.R. § 21.4210(d), the Director of the Muskogee Regional Processing Office may discontinue all educational assistance allowances of any eligible veteran or eligible person. Such a discontinuance will only be taken only after completing the actions required in 38 C.F.R. § 21.4210(e).

If you have any questions, please contact me at (602) 627-3227 or [suzanne.swafford@va.gov](mailto:suzanne.swafford@va.gov).

Sincerely yours,

*Suzanne Swafford*

Suzanne Swafford  
Education Liaison Representative

cc: Arizona SAA