

## Elevate America Veterans Initiative Questions and Answers

1. We can't find Microsoft's basic assessment on their website. How do we get to it?
  - We placed a link to the assessment on our website. It's below the list of courses on this page: [http://www.wrksolutions.com/jobs/Elevate\\_America\\_Veterans.html](http://www.wrksolutions.com/jobs/Elevate_America_Veterans.html)
2. Does the voucher expire if the customer doesn't activate it within a certain period of time?
  - The voucher must be activated by November 1, 2012. The customer has 12 months to access the training after activating the voucher.
3. If the customer wants to pursue the training, but doesn't have basic computer skills – what is our course of action?
  - If the customer doesn't have knowledge of using a keyboard – look for a basic keyboarding class.
  - If the customer has basic keyboarding skills, but hasn't used Microsoft Office products before - start with Microsoft's online basic self-assessment. At the end of the assessment, the screen will show the customer's score and a "Learning Plan". The learning plan will recommend basic online courses. These courses are free. After completing the basic level of courses, the customer can pursue the intermediate level of courses.
4. The issuance says the testing facility may charge a small proctoring fee. Vouchers do not cover the test fee. The Veterans will need to pay the proctoring fee out of pocket or apply for Workforce Solutions financial aid to cover the amount of the fee. How much is the fee?
  - The proctoring fee varies by testing facility. For example, *Lady Ray Computer Services, LLC* charges a \$35.00 proctoring fee.
5. If the customer moves out of area after receiving the voucher – can he or she still use the voucher? What does he or she do about taking the exam?
  - Yes. Microsoft's website provides information about proctored testing facilities across the nation.
6. If the customer fails the exam – can she or he retake the exam? How is the retake paid?
  - Yes, the customer may retake the exam. The customer will have to pay the costs for retaking the exam.
7. Can a customer get the voucher for the Windows 7/MS Office 2010 certification track and return to us for a voucher for the IT Professional track?
  - Yes. The customer must show proof of passing the certification exam for the Windows 7/MS Office 2010 training track.

8. Some veterans volunteered for duty and never registered for selective service. What do we enter in TWIST for their selective service number?
- Separates from Active Military Service, separated for any reason before age 26 – must register for Selective Service.
    - If the veteran is age 18 through 25 – tell the customer he or she needs to register for selective service and may do so online at the Selective Service System website [www.sss.gov](http://www.sss.gov).
    - If the veteran is age 26 or older – he or she cannot register for selective service. When entering Selective Service information in TWIST - use option “No-Document in file” and add a counseling note: *Customer is a military veteran who did not knowingly and willfully fail to register for selective service. Military service dates and information recorded in TWIST.*
9. Do we need to give the customer the Orientation to Complaint form?
- Yes – please include the Orientation to Complaint form in the information packet. Packets should include:
    - Veteran tri-fold folder/brochure: *In Service to our Veterans*
    - Microsoft’s flyer: *Microsoft Elevate America*
    - Elevate America Fact Sheet
    - Work Addendum form
    - Orientation to Complaint form
10. We track the customer in service 08-Obj Assessment for 1 day. How long do we track the 82-short-term educational service? Do we need to close the program detail?
- Open the short-term educational service (code 82) for one day.
  - There’s no reason to close the program detail. Allow the program detail to soft close.
11. Is this training offer available to eligible Workforce Solutions and Texas Veterans Commission staff who are military veterans?
- Training vouchers are available to any eligible military veteran - including staff.