



State Council of
Higher Education for Virginia

POPE Online System

Frequently Asked Questions

1. How is a new contact person added?
 - On the General Information screen, click on the drop box
 - Click "New Contact"
 - Enter new contact information
 - Click **SAVE** button
2. How can I delete a contact person?
 - Submit information via email, fax, or regular mail to ToshaRobinson@schev.edu.
3. Can changes be made to my institutional recertification application on-line after submission?
 - No, after the recertification application has been submitted, any changes will have to be reported using the appropriate form. Visit <http://www.schev.edu/schev/formsIndex.asp#pope> to obtain the appropriate form.
4. How can changes be made to our list of program offerings?
 - To add new programs since last certification, complete and submit **New Program Notification** form
 - For changes to an existing program (i.e. program name, number of credit/clock hrs), or discontinuation of a program, complete **Notification of Program Modification** form
5. Do I need to complete the surety instrument calculation worksheet?
 - Yes, it is necessary for schools that are not applying for a surety waiver to complete the form.
 - A surety is required each year that is adequate to provide refund to students for the unearned non-Title IV portion of tuition and fee for any enrollment period.
6. What name should be listed as the obligee on the surety bond or beneficiary on the Letter of Credit (LOC)?
 - State Council of Higher Education (SCHEV)
7. How do I determine my certification fee amount?
 - Certification fee amount is based on the previous year's tuition/revenue.
8. To whom do I make my check payable?
 - Make your business check, cashier's check or money order payable to: *Treasurer of Virginia*
9. Do I have to fill out the certification application sections in the order as it appears on the screen?
 - No, you the recertification application does not have to be completed in any particular order.
10. How will I know the section of the application I am working on is complete?
 - A check will appear in the box next to the section name upon its completion.
11. Do I have to click the **SAVE** button after completing each section.
 - Yes. It is the only way to ensure that you can progress through the application.

12. Should I print a copy of the application before submitting it?
 - It is advisable to ensure accurate information is submitted for recertification.
13. Should I submit a cover sheet with the application?
 - Yes. The recertification application will not be considered complete until all required documents have been submitted.
14. What should I do if I access the web application?
 - Contact your institutional information technology representative.
15. What do I do if I report incorrect information?
 - Contact KeondraNicholas@SCHEV.edu or ToshaRobinson@SCHEV.edu for further instructions.
16. Who do I need to contact to help with the composite score process?
 - The contact person is Monica Lewis, Fiscal Specialist at (804)225-2424. Her email address is MonicaLewis@SCHEV.edu.
17. What is the turn around time for call backs?
 - SCHEV's goal is to return all calls within 24-72 business hours.
18. Will I be notified once my application is processed?
 - Yes, the institution will receive its new *Certificate to Operate* within 45 business days after receipt of a completed recertification package. The recertification package will be considered complete after the receipt of the electronic application submission as well as the required paper documents.