



NATIONAL ASSOCIATION OF VETERANS' PROGRAM ADMINISTRATORS

2020 Pennsylvania Avenue N.W. • Suite 1975 • Washington, D.C. 20006-1846

Membership Frequently Asked Questions

Which membership option provides access to NAVPA's listserv as a benefit? How many individuals can be added to the listserv?

- Institutional and Auxiliary memberships provide up to 5 institutional email addresses to be added to the listserv.
- If you have an Institutional membership and would like to add more than 5 institutional email addresses to the listserv, you may purchase an Auxiliary membership for only \$50 at <https://navpa.org/join-navpa/> (multiple Auxiliary memberships can be purchased to provide additional 5 institutional email addresses added to the listserv). Note: Auxiliary membership may only be purchased as an add on to an active Institutional membership.

How do I update (add or remove) individuals to the Listserv for my institution?

- As a current Institutional or Auxiliary member institution, you can send listserv access (add and remove) requests to memberships@navpa.org (include the name of your institution, the name of the individual, their institutional email address, and clearly indicate if they should be added or removed).
- If you are renewing your membership or registering as a new member, you can list the name and email addresses (up to 5 per membership) in the NAVPA Listserv field and those changes will be updated as part of the membership registration process.

I have access to the NAVPA listserv and I receive the listserv emails; am I missing out on another part of the listserv?

- NAVPA is currently leveraging Google Groups for listserv functionality. This is listserv functionality specifically that sends NAVPA group emails to your institutional email address and allows all Institutional/Auxiliary members with access to the listserv to send messages to the entire listserv group. This is the full functionality of the listserv (there is not a message repository or discussion board functionality with this service).
- To send a question or new message to the listserv, simply send an email to navpa-private-forum-listserve@googlegroups.com (Note: only institutional email addresses with access to the listserv are able to send messages to all NAVPA listserv members).

I have been given access to the listserv and am not receiving NAVPA listserv messages; how do I resolve this?

- It is recommended to first check your spam/junk mail folder to see if they are there.
- Next recommendation is to contact your IT department to ask them to assist. There are times when an institution's security or firewalls will trap those messages and prevent them from making it to your inbox. They are usually able to resolve it so that you receive those messages.
- Note: NAVPA listserv emails are sent from navpa-private-forum-listserve@googlegroups.com on behalf of <the user's email address> and are sent to your email address as a member of NAVPA Private Forum Listserv (navpa-private-forum-listserve@googlegroups.com).



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What is the NAVPA membership year?

- The membership year is the calendar year (January to December).

Can I register (join or renew) a membership for more than one year?

- Yes, NAVPA provides the option to purchase one-, two-, or three-year memberships. The price of the yearly membership for is the same for each year multiplied by the number of years registered; this allows the institution to not have to renew each year.

What is the preferred payment method for membership dues and conference registration?

- Credit card payment is recommended to ensure timely and accurate processing of any payments made. Check payments tend to take much longer to receive than would be expected and can easily get lost in the mail and never make it. Membership is contingent upon receiving payment and benefits could be suspended if payment is not received in a timely manner.

My organization requires a W-9 for NAVPA to submit payment. How do I obtain a copy of NAVPA's W-9?

- NAVPA's W-9 is available on the NAVPA website (<https://navpa.org/>) and navigating to About Us and then NAVPA W-9 or by clicking on the following link directly:
 - [NAVPA W-9](#)
- Please contact NAVPA Treasurer at treasurer@navpa.org for further questions or information regarding NAVPA's W-9.

What if I want to join halfway through the membership year?

- Institutions receive full benefits regardless of when they choose to join as a member. Membership benefits include access to the listserv for Institutional and Auxiliary members as well as a membership discount (when offered) for the annual conference.
- Our members find the listserv to be an extremely valuable source of information and support to do their jobs and to support our students utilizing VA funding as best as possible while navigating the ever-changing landscape of regulation and process updates. NAVPA is often the first to receive and provide updates on those items that require response from institutions to support students receiving VA educational benefits.
- Membership payments are not pro-rated and are non-refundable.