Enrollment Manager Anniversary Workshop

Veteran Benefits Administration (VBA)
Education Service (EDU)

March 6, 2024

Welcome Remarks

Mr. Joseph Garcia

Executive Director

VBA EDU

Agenda

Enrollment Manager Anniversary Workshop

The purpose of this workshop is to discuss Enrollment Manager progress to date, share tips and resources for using Enrollment Manager, and give you the opportunity to share feedback with us so we can continue to improve Enrollment Manager.

01 **The Evolution of Enrollment Manager**

02 **Celebrating One Year with Enrollment Manager**

03 **Navigating Enrollment Manager**

04 **Built for SCOs, with SCOs**

05 **Q&A**

06 **Breakout Sessions**

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Thank you, Certifying Officials (COs)

It's been one year since we launched Enrollment Manager and you've been with us every step of the way. From testing the system, to providing feedback and shaping system updates, you have been an integral part of Enrollment Manager's success.

Enrollment Manager in Three Parts

A look through Enrollment Manager one year since launch
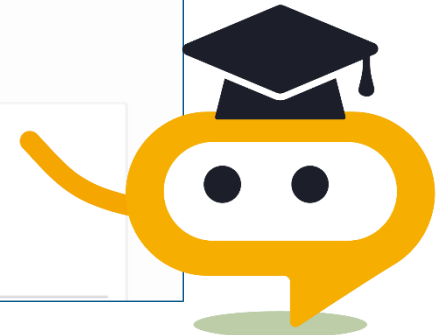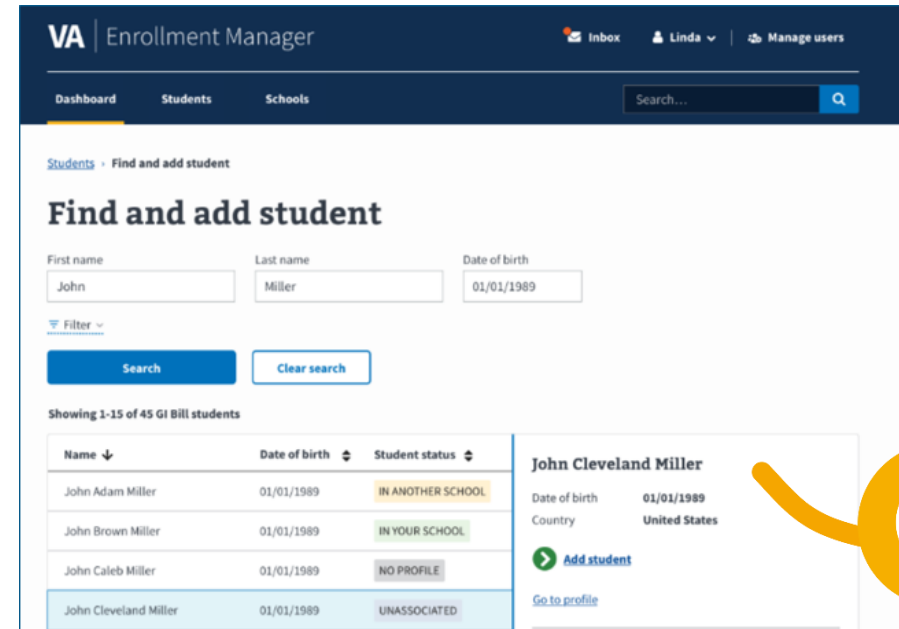
1

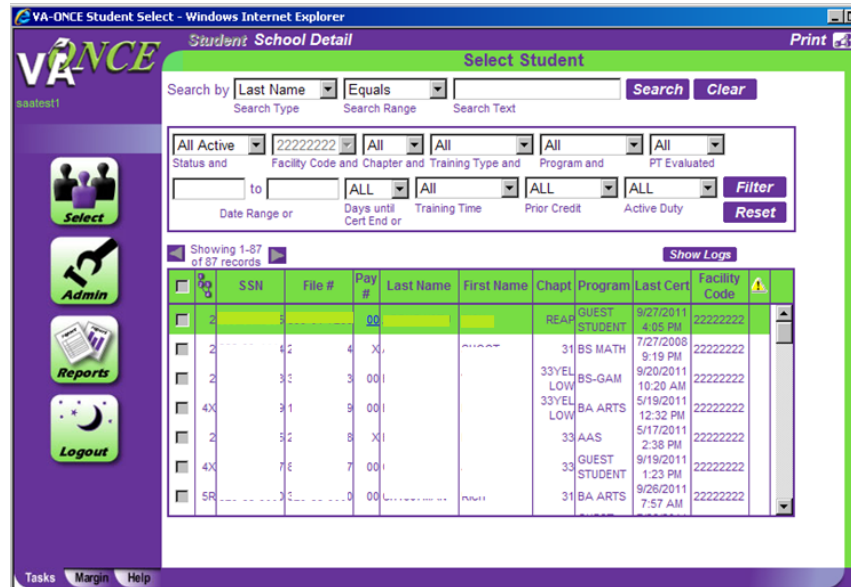Where we were

2

Where we are

3

Where we are going

The Evolution of Enrollment Manager

The Evolution of Enrollment Manager

Out with the old, in with the new

Where we started:

- Outdated look and feel
- Restricted abilities to integrate with other systems
- Limited ability to view entitlement information

How it's going:

- ✓ Integration across multiple systems through Digital GI Bill and a faster benefits delivery system
- ✓ Pre-populated data to simplify processes and streamline navigation
- ✓ Access to answers 24/7 via GI Bill Chatbot Billie

Screenshots do not contain any real claimant information

SCOs are at the Center of the Digital GI Bill Journey

We have kept SCOs at the heart of Enrollment Manager development to build a system that best meet your needs.

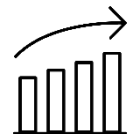**Built for SCOs, with SCOs:**

Conducted primary research through **SCO feedback sessions** to understand needs and pain points

Tested prototypes with SCOs during **usability testing** to make the system more user friendly
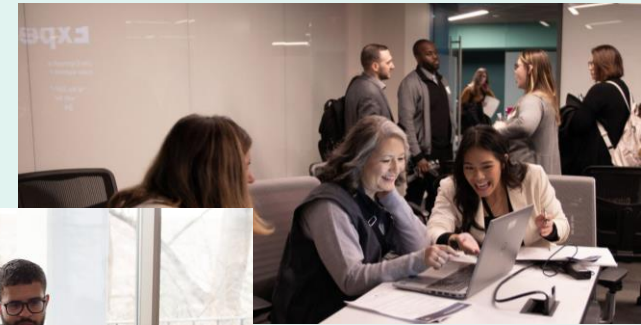
Implemented series of **new functions and features** to best support SCOs on the job

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Celebrating One Year with Enrollment Manager

4.9 Million Enrollment Certifications and Counting!

Four months after Enrollment Manager launched, one million enrollments certifications were submitted through Enrollment Manager. Today, we celebrate over 4.9 million enrollments submitted!

A look back: In June 2023, VA celebrated our one million milestone with Edward "Ed" Sivells, a SCO at Tidewater Community College, who submitted the millionth enrollment certification.

*"When you see them walk across the stage, you know you played a part in the fact that they are graduating because you certified their classes... **that's inspiring to me**."*

- Ed Sivells, SCO

Enrollment Manager Outcomes

In just one year, Enrollment Manager (EM) has seen...

50
States and many countries across the globe represented.

15,675+
Institutions have submitted enrollments.

18,068+
Active EM external users (SCOs and other users with distinct roles).

4,986,153+
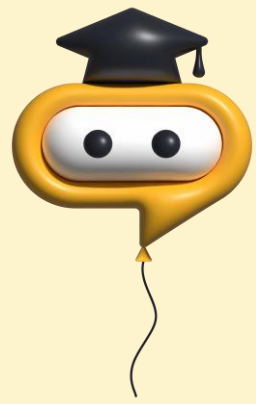Enrollment certifications for all chapters have been submitted since EM went live.

$8.3B +
In Post-9/11 GI Bill benefit payments delivered to Veterans, Service members, and their families.

17+
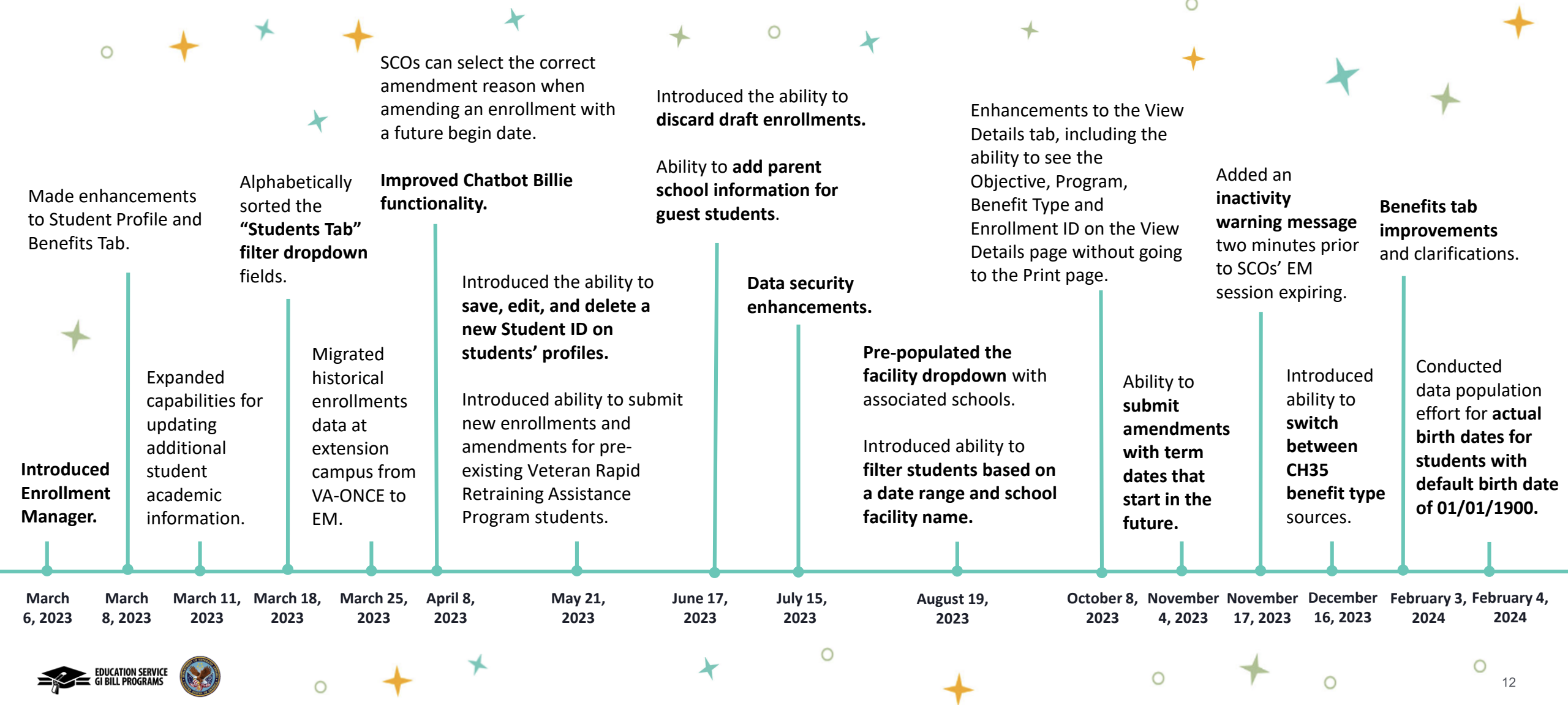Rounds of updates based on SCO feedback to keep EM truly built for SCOs.

65%
Found the GI Bill Chatbot answers "helpful" when responding to a satisfaction survey.

Data as of March 6, 2024

Iterative Improvement Starting Day One

This timeline presents key Enrollment Manager system updates since March 2023.

SCOs can select the correct amendment reason when amending an enrollment with a future begin date.

Introduced the ability to **discard draft enrollments.**

Enhancements to the View Details tab, including the ability to see the Objective, Program, Benefit Type and Enrollment ID on the View Details page without going to the Print page.

Alphabetically sorted the **"Students Tab" filter dropdown** fields.

Improved Chatbot Billie functionality.

Ability to **add parent school information for guest students.**

Added an **inactivity warning message** two minutes prior to SCOs' EM session expiring.

Benefits tab improvements and clarifications.

Made enhancements to Student Profile and Benefits Tab.

Introduced the ability to **save, edit, and delete a new Student ID on students' profiles.**

Data security enhancements.

Expanded capabilities for updating additional student academic information.

Migrated historical enrollments data at extension campus from VA-ONCE to EM.

Introduced ability to submit new enrollments and amendments for pre-existing Veteran Rapid Retraining Assistance Program students.

Pre-populated the facility dropdown with associated schools.

Introduced ability to **filter students based on a date range and school facility name.**

Ability to **submit amendments with term dates that start in the future.**

Introduced ability to **switch between CH35 benefit type** sources.

Conducted data population effort for **actual birth dates for students with default birth date of 01/01/1900.**

Introduced Enrollment Manager.

| March 6, 2023 | March 8, 2023 | March 11, 2023 | March 18, 2023 | March 25, 2023 | April 8, 2023 | May 21, 2023 | June 17, 2023 | July 15, 2023 | August 19, 2023 | October 8, 2023 | November 4, 2023 | November 17, 2023 | December 16, 2023 | February 3, 2024 | February 4, 2024 |

Timeout Warning Notification

On November 17, VA updated Enrollment Manager to display a warning message prior to system timeout

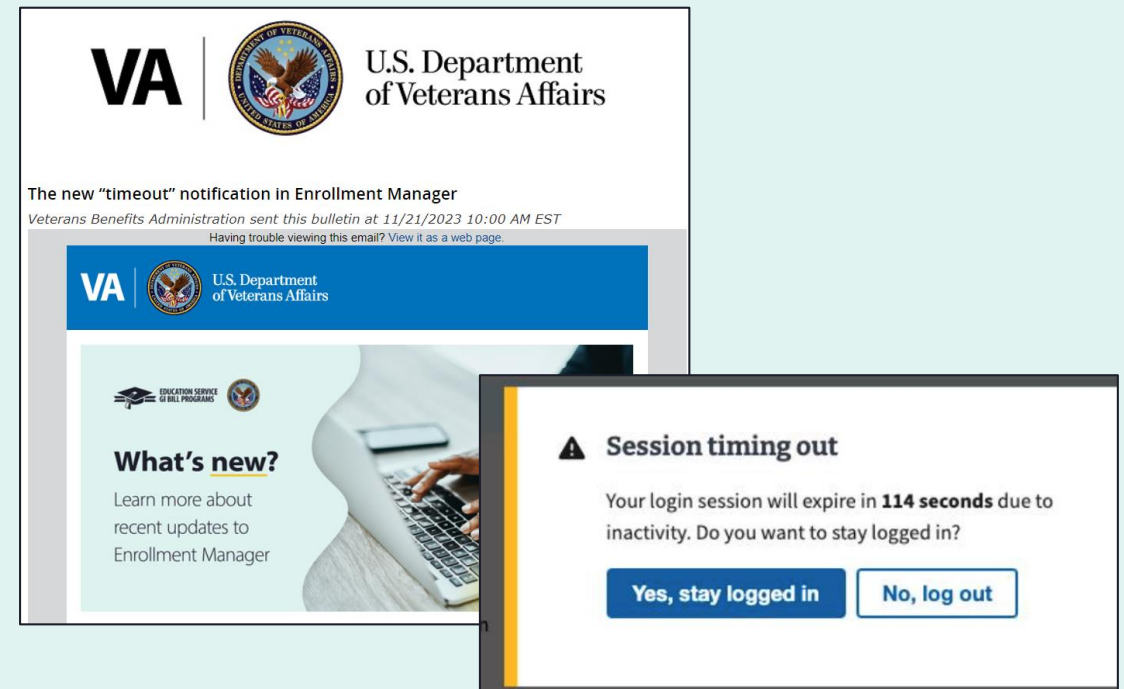| SCOs Asked, VA Listened	System Updates and Timely Communications

Now SCOs have a two-minute warning prior to the system timing out, giving them the option to stay logged in.

The new "timeout" notification in Enrollment Manager
Veterans Benefits Administration sent this bulletin at 11/21/2023 10:00 AM EST
Having trouble viewing this email? View it as a web page.

What's new?
Learn more about recent updates to Enrollment Manager

⚠ **Session timing out**
Your login session will expire in **114 seconds** due to inactivity. Do you want to stay logged in?

Yes, stay logged in / No, log out

Note: VA IT security policy states that system user sessions cannot be automatically extended after a period of inactivity.

Birth Date Data Population in Enrollment Manager

On February 4, VA began the process to populate birth dates that previously defaulted to 1/1/1900

SCOs Asked, VA Listened

System Updates and Timely Communications

When transitioning from VA-ONCE to EM, some students' birth dates defaulted to 01/01/1900 in the Claimant database.

This data population effort **populated actual birth dates for 56% (337,672)** of records whose birth date previously defaulted to 1/1/1900.

GARY SMITH

Date of birth **01/01/1900**

> Add student to school

> Go to profile

Student's school

GARY SMITH

Date of birth **06/06/1992**

> Add student to school

> Go to profile

Student's school

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Four New VBA Remarks

On October 8, VA released 4 new VBA remark options were released to cover instances when more information is required

SCOs Asked, VA Listened	System Updates and Timely Communications

VBA remarks options expanded to encompass additional scenarios that SCOs may encounter when submitting enrollment certifications

If one of the below new VBA Remarks is selected, the **ability to add Custom Remarks** will become available for SCOs to provide additional information

1 **Dual Degree Program**

Custom Remark: Enter name of second degree not selected during certification

2 **Tuition and Fees in a Foreign Currency**

Custom Remark: Enter name of foreign currency charged and amount

3 **Incarcerated Students**

Custom Remark: Enter itemized costs, i.e., "Books = $1000, Equipment, $300"

4 **Compliance Survey**

Custom Remark: Enter the email of the compliance survey specialist

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Navigating Enrollment Manager

Snapshot of Student Tabs | Key Information

Once a student is accessed, there are six different tabs which provide unique and useful information. Below is a glimpse into key information found in each tab:

(1) Enrollments Tab
- ✓ All student enrollments and corresponding statuses
- ✓ Add and amend an enrollment

(2) Student Info Tab
- ✓ Biographical-Info subtab
- ✓ Contact-Info subtab

These are non-editable

(3) Programs Tab
- ✓ Previous and current programs by facility
- ✓ Active program defaults to top of list

(4) Benefits Tab
- ✓ Switch benefit type/source of entitlement
- ✓ View percentage benefit level of remaining entitlement
- ✓ View the award dates and monthly rates for chapter 30, 35, and 1606 students
- ✓ View Delimiting Date (if applicable)

(5) Notes Tab
- ✓ All notes previously added to student's enrollment(s)
- ✓ Ability to add additional notes that apply student and not a specific enrollment period

Notes are not seen by or sent to VA

(6) History Tab
- ✓ All activity pertaining to Student and enrollments listed chronologically
- ✓ Filters for seamless searching

GARY SMITH

Student ID (1) (2) (3) (4) (5) (6)

| Enrollments | Student Info | Programs | Benefits | Notes | History |

Filter ⌄   Add multiple enrollments   Add enrollment

Spring 23 at CENTRAL TEXAS COLLEGE-MARBLE FALLS   Amend

Facility code: **14X51243** | **January 09, 2023 - May 12, 2023**

ENROLLMENT - SUBMITTED   Total credit hours **15**   ⌃

Residents Credits **12**   Tuition and fees **$18,000.00**   Vacation Periods
Online Credits **3**   • 3/3/2023 - 3/13/2023

Enrollment history

Type	Effective date	Submitted date	Status	
Enrollment	-	2/19/2023	SUBMITTED	View details

Tips for Student Search and Identity Verification

We understand that searching for and correctly identifying students is an essential work activity. Below are tips for locating and verifying the identify of a student in EM:

🔍 Tips to Find Students in EM

If you are unable to locate a student in EM even when you are certain they are in the system, **widen your search through the following**:

- ✓ Search for a student without the Date of birth field *only for Search all students*
- ✓ Use 01/01/1900 in the Date of birth field
- ✓ Remember to search by both maiden and married surnames

👍 Indicators for Verifying Student Identity

Once you have found a student, there are **several indicators you can use to confirm the student's identity**:

- ✓ Date of birth
- ✓ Previous schools
- ✓ Email
- ✓ Mobile or home phone number
- ✓ Mailing address
- ✓ SSN on previous enrollments

The **Student Search and Identification EM Microlearning** is featured in the February Office Hours recording!

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Updated Enrollment Manager Courses in SCO Portal

What's New in Version 2?

✓ Improvements based on your feedback
✓ Simplified notifications on system updates
✓ Enhanced system simulations

Review Your Completed Courses!
You can review content from completed courses in the "Review Only" section of the SCO Training Portal.

Core Concepts:

EM 100

✓ Sign into EM
✓ Request first-time access
✓ Manage access and facilities

EM 101

✓ Find/add student
✓ View/manage student profile
✓ Use Chatbot Billie

EM 102

✓ Use EM based on facility type

Updated Guides and Paper-Based Crosswalk

We've updated existing materials based on EM system updates to provide you with the latest and greatest information! Navigate to the Resources for schools page "Training and guides" section to view EM training resources.

Looking for a step-by-step crosswalk from VA Paper-Based to EM? Check out the below resources.

Find what you need in the recently updated EM Quick Start Guides!

Institutions of Higher Learning
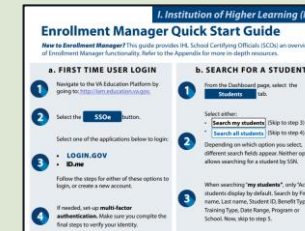
Non-College Degree Programs

On-the-Job Training/Apprenticeship

Flight

Coming Soon!
Updated SCO Enrollment Manager User Guide

Below is a sneak peak of the modernized EM SCO User Guide launching Spring 2024!

Key User Guide Updates

Clickable webpage to enable easy navigation

Enhanced user experience with a dynamic new look

Intuitive webpage layout promotes efficiency and interactivity

Top Four Tips for Staying in the Know

Stay Informed

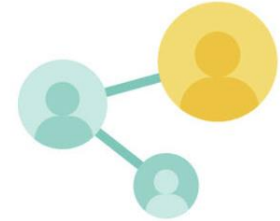Subscribe to GovDelivery emails to receive EM updates

Reference EM User Guide

Review detailed instructions on how to navigate EM and perform actions

Tune into Office Hours

Keep an eye out for "Save the date" emails from GovDelivery

Stay in The Know

Subscribe to the "SCO in the Know" Newsletter for the latest updates!
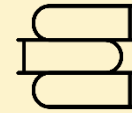
Enrollment Manager Training Materials Overview

The team developed multiple training modalities to support SCOs in their mastery of EM. All materials for SCOs are available publicly on <u>VA's Resources for Schools</u> page.

Resources for Schools Page

Updated EM Training Modules

Frequently Asked Questions

Office Hours and Webinar Recordings

Chatbot Video and Social Posts

GovDelivery Emails

Web Updates

Upcoming Events

VA continues to host trainings and workshops, providing you with the support and resources you need to successfully navigate EM.

March	March SCO Office Hours	• Wednesday, March 20– Thursday, March 21 • All SCOs (Virtual)
April	April SCO Office Hours	• Wednesday, April 17– Thursday, April 18 • All SCOs (Virtual)

Visit the Education Service Webinars and Training page to register for upcoming Office Hours sessions

Monthly Office Hours are **approved training for the fiscal year 2024 training cycle** in the SCO Portal

Built for SCOs, with SCOs

Future Enrollment Manager Updates

The following features and updates are planned for future system updates:

Features in Development

- Allow for hyphenation in First Name and Middle Name fields.

- Continue data population efforts to populate students' actual birth dates.

- Update Clock Hours VBA remark for NCD schools.

Coming Later This Year

- Ability to deactivate a student at your school.

- The ability to terminate all future terms in one step when terminating one term.

- Improvements to the pre-set enrollment page.

We Want to Continue to Hear From You

VA continues to **connect face-to-face with SCOs and GI Bill students at GI Bill Roadshows** in-person to share GI Bill modernization updates, hear their feedback, and answer their education benefits questions.

Overall Statistics

Total Event Attendees
300+ In-Person Attendees

SCO Workshop
198+ In-Person Attendees

4 Facility Types Represented

GI Bill Town Hall
162+ In-Person Attendees

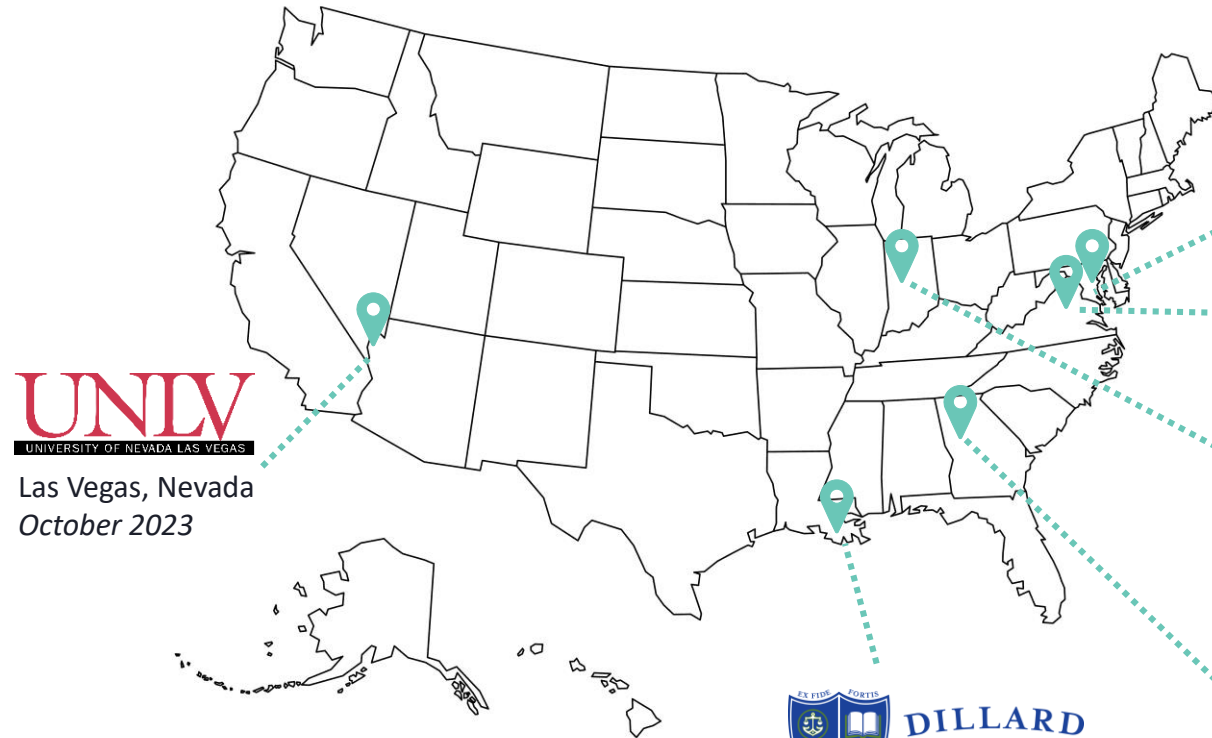**5+** Benefits Types Represented

Veterans Benefits Fair
116+ In-Person Attendees

8 Veterans Screened for PACT Act

14 VA Benefits Information Booths

UMBC AN HONORS UNIVERSITY
Baltimore, Maryland
December 2022

GEORGE MASON UNIVERSITY
Fairfax, Virginia
December 2022

PURDUE UNIVERSITY
West Lafayette, Indiana
April 2023

UNLV UNIVERSITY OF NEVADA LAS VEGAS
Las Vegas, Nevada
October 2023

DILLARD UNIVERSITY EX FIDE FORTIS 1869
New Orleans, Louisiana
November 2023

EMORY UNIVERSITY
Atlanta, Georgia
September 2023

"I'm glad you could help me today. Thank y'all for coming, this was a phenomenal event." – SCO

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You are Integral to the GI Bill Experience

Thank you for all that you do to improve the GI Bill experience for Veterans and their families.

Mentor

Director

Leader

Financial aid and more!

Shoutouts from Fellow SCOs!

Alex Pirila, Loyola University Chicago

Angie Estes, Central Carolina Community College

Annie Bresler, Kennesaw State University

Barb Ellmaker, Concordia University Wisconsin

Beverly McCray, Tuskegee University

Beverly Smith, Wake Technical Community College

Brent Tunac, California Baptist University

Brian Lewis-Hardy, Intellectual Point

Brianna Ford , Southwestern Community College

Carla Villamil, Nueta Hidata Sahnish College

Carolyn Clark, Middle Georgia State University

Christopher Rallustian, University of Hawaii at Manoa

Cindy Palmer, TCAT Dickson

Clarissa Lang, Frostburg State University

Coleen Thrasher, Cochise College

Curtis Bruce, Embry-Riddle Aeronautical University

Daynell Mack, Florida State University

Debbi Staulters, SUNY Empire

Debroah Ruch, Bellevue University

Diane Bondi, DeVry University

Donna Giambra, Embry-Riddle Aeronautical University

Kimberly Reese, Springfield Technical Community College

Ed Lahart, GeDylan Herekamp, Henderson State University

isinger Commonwealth School of Medicine

Erica Fulton, UTHSC

Hazel Baker, Galen School of Nursing

Heather DeSpain, Colorado Mountain College

Jaclyn Patternson, DeVry University

Jasiah, Florida State University

Jeffrey Hunt, Southern Utah University

Jennifer Baker, Tarrant County College District

Joe Esparaza, San Diego State University

Kari Six, Healthcare and Style Institute

Kimberly Durant, State University of New York New Paltz

Larry Langwell, California State University, Chico

Lawrence Broadwater, South College

Leigh Miller, Seattle University

Lilian Morrison, West Chester University of Pennsylvania

Marcee Davis, UCLA

Matt Winstel, University of Central Florida

Matthew Casaaubon, Quinsigamond Community College

Neeta Hukmani, Intellectual Point

Peetee Mallory, Concorde Career College

Philly Solano, Craven Community College

Rachele Ross, Long Beach City College

Ron Sykora, Iowa State University

Rose Marie Cobb, Jefferson State Community College

Steven White, Onondaga Community College

Timothy Fouchs, Truckee Meadows Community College

Tyler Cason, Purdue Fort Wayne

Q&A Session

Scan this QR code or use the link in the chat to fill out the SCO Feedback Form!

Now We Want to Hear from You!

Breakout Room Engagement

Activity Instructions

1 Join your assigned breakout room by using the link emailed to you on Tuesday, March 5.

2 Can't find your link? Let us know in the chat.

3 Prepare to engage with your fellow SCOs. Cameras are encouraged!

4 Please complete the survey at the end of the activity.