Enrollment Manager Workshop
VBA Education Service

Agenda

Enrollment Manager Workshop
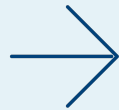
EDUCATION SERVICE
GI BILL PROGRAMS

Digital GI Bill Overview

The U.S. Department of Veterans Affairs (VA) **is on a mission to modernize our GI Bill® systems and processes**. The future of the GI Bill is driven by **human-centered design**.

Transform

Digital GI Bill (DGIB) is a major modernization effort to transform GI Bill operations into a digital platform.

Improve

We are on a mission to improve education benefits and customer service delivery.

Support

This will impact nearly one million GI Bill students served each year, and thousands more who support them, like you.

Enrollment Manager Statistics & Updates

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Enrollment Manager Outcomes

Since system launch, there has been strong School Certifying Official (SCO) activity in the new system.

10,490+
Institutions have submitted enrollments.

1,000,000+
Enrollment certifications for all chapters have been submitted since Enrollment Manager go live.

14,500+
Distinct users successfully accessed Enrollment Manager.

190+
Enrollment Manager emails sent to SCOs, State Approving Agencies (SAAs), and relevant stakeholders.

81.7%
Of covered institutions* have at least one SCO that has completed all training courses.

Institutions with at least 20 GI Bill students.

99%
Of users who have attempted to gain access now have access to the system.

Data as of June 5, 2023

Enrollment Manager | Past installs

March

3/11 -

- Chapter 31 FT Modifier

- Duplicate schools eliminated

- Flight hours – correction to not show exceeding

3/13 –

- Correction to data sent to ECAP (non-33)

3/18 –

24 fixes – ECAP, CWINRS, Removal of COVID Remarks,….

3/25 –

4 fixes – Blank status schools, Correction of routing,

CWINRS and WAVE file corrections

April

- Edits added for increase and decrease

- Error submitting a draft removed

- View details – added SCO

- Address corrections made

- View details - Ch 30 displays "Training Time, versus

"Full Time Equivalent"

- Dashboard – allows sorting by Facility Code

System Updates installed on April 8 included 62 changes.

Enrollment Manager | May & June Updates

In the system update installed May 21 there were **67** different changes.

May

- Student ID can be edited

- **Yellow Ribbon enabled for NCD** programs at IHLs

- Warning messages for the enrollment's length no longer prevent submission (Vet Tec)

- **An Amendment remark is automatically added**

- **Enabled emails for VR&E Counselors** (upon submission)

- Add and amend enrollments for pre-existing **Veteran Rapid Retraining Assistance Program (VRRAP)** students

- **Correction of OJT/APP** for first partial month

- Changes to benefit type now saving correctly

- Removal of duplicate facility codes on accounts

June

- **The ability to discard a draft enrollment**

- **Ability to add multiple IHL or NCD enrollments at once**

- Chapter 35 enrollments will print with the correct file number

- Ability to update the counselors email address in a VR&E student's profile

- Remove "guest student" from the objective type dropdown

- Ability to **add Parent School** information for a guest student

- Correction of an error with Yellow Ribbon on graduations to prevent creating debts

- Moving the Student ID to the Programs Tab –

Enrollment Manager | Tentative August Updates

- BIGGER FONT SIZE

- Enhancement to the Filters on the Search My Students tab

  - **Dates** & Preset Enrollments

- Fix to the Benefits tab – **no longer blank**

- Fix to the Amend button – no longer disabled on certain claims

- Chapter 35 Enrollments to print with the correct file number

- Add Multiple Enrollments separated into a different button

- **Additional Remarks**

  - Second Certification for Attendance Verification
  - Change to Tuition & Fees – Replacement of "Updating Tuition and Fees Only"
  - Correcting / Updating / Amending Previous Enrollment
  - Graduated / Received Diploma or Certificate / Completed Objective

Enrollment Manager | Tentative September Updates

- No character limit on Notes field

- Flight – ability to skip months

- Terminating subsequent terms – ask if you want to

- **Exporting filtered student lists**

- Addition of information to View Details page

  - **Enrollment ID**

  - **Program**

  - **Chapter**

- Addition of chapter to Enrollment cards

Navigating Enrollment Manager

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Log In Through VA Education Platform Portal

To log in to Enrollment Manager for the first time:

1. Navigate to the VA Education Platform sign in page: https://iam.education.va.gov/

2. Select **SSOe** (Note: SSOe is the external login).

3. Log in using your verified **ID.me** or **Login.gov** account.

Request Access to Enrollment Manager

Once on the VA Education Platform Portal, **select "Request Access."**

Note: Your access request will be reviewed and either approved or denied by VA.
Please do not submit multiple requests.

Searching for a Student

To search for a student, select the **"Find and add a student"** button or the **"Students"** tab.

There are two ways to search for a student:

"Search **my** students" Tab	"Search **all** students" Tab
Searches through all students associated with **your school**.	Searches through all students in the **VA database**.
Search for a student by entering their "First name," "Last name," or "Student ID."	Search for a student by "First name," "Middle name," "Last name", "Email," "Phone number," or "Date of birth."

Note: When searching **all** students, the first two letters of the last name or date of birth is required.

Tip: Try searching for a student under a previously known name (if they recently got married, divorced, changed their name, etc.)

Adding a Student to a School

If a student has not been added to a school, you will see the link to "Add student to school".

1. Search for the appropriate student.
2. Select the **"Add student to school"** button.

Adding a New Student

Enter the corresponding school and program information.

Add and Submit an Enrollment

1. Search for the appropriate student.

2. Highlight the student and select **"Go to profile"** or double click.

3. Choose the **"Add enrollment"** button.

4. Enter the student enrollment and tuition information. Input vacation periods, if applicable.

5. Select **"Submit enrollment."**

Add UNDERGRAD enrollment

LISA DORSEY

Enrollment information

Training facility (*Required)

14X51243 - CENTRAL TEXAS COLLEGE-MARBLE FALLS - AA COM ⬍

Enrollment name

Fall 23

Begin date (*Required)

08/14/2023

End date (*Required)

12/08/2023

Add a note to share key information with other SCOs.
Please refrain from creating custom remarks, as this will delay processing time.

Guidance When Submitting Enrollments

When submitting original enrollments at multiple facility codes for the same student, **wait 10 minutes before amending any of these enrollments**.

- *For example*, if you submit enrollments for your primary facility and an extension campus, then you should wait at least 10 minutes to correct either enrollment.

When submitting enrollments **for students at separate facilities for the same dates**, please submit the enrollments at extension campuses using manually entered dates.

Enrollment Manager
Tips and FAQs

Bookmark Enrollment Manager

We encourage you to *manually* bookmark:
https://iam.education.va.gov
This is the VA Education Platform Portal link.

Go to https://iam.education.va.gov to add to your favorites. Ensure there is no text after the "gov" in the saved link.

Bookmark the User Guide

Get started by bookmarking the user guide:
https://benefits.va.gov/gibill/docs/guides/enrollment-manager-sco-user-guide.pdf

Topics covered in the Enrollment Manager User Guide:
- Overview of Enrollment Manager
- Accessing Enrollment Manager and approving additional users
- Navigating Enrollment Manager
- Certification by training type

Enrollment Manager | Benefits Remaining FAQs

Can you explain the Benefits Remaining field?

- Remaining entitlement for a student's current benefit type displays on the Benefits tab of the Student Profile. The Benefits Remaining field is how many months and days of full time benefits your student has left. The amount is as of the last enrollment date.

Is Benefit Remaining information available for non-Chapter 33 students (30, 1606, 35, etc.)?

- Yes, you can find this information on the Student Profile page, except for Chapter 31 Veteran Readiness and Employment (VR&E).

Can you view a student's benefit level in Enrollment Manager?

- Yes, this is the amount of benefits a student receives based on the length of their active-duty service. *For example:* If the Benefit Level is "50" this means the student is eligible for 50% of the full benefit.

GARY SMITH

Student ID

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

Current benefit type
Post-9/11 GI Bill

Benefits remaining
11 months and 2 days / 36 months

Current facility code
14X51243

Edit

BENEFIT

Chapter 33 Post 9/11 GI Bill

Benefits remaining
11 months and 2 days

Benefit level
100%

Contact information   Edit

Email address
gary.smith@gmail.com

Home phone

Mobile phone

Mailing address
8055 Renault Dr
Grenloch, PA, US 08032

Is Remaining Entitlement updated right when you submit an enrollment?

- A student's Remaining Entitlement is updated with each processed claim. If a claim is processed automatically, the amount will update shortly after the SCO submits the enrollment for chapter 33, or the next day for chapter 30. If a claim is not automated, the amount will update once a Veterans Claims Examiner manually authorizes the claim.

Frequently Asked Questions

Is Enrollment Manager replacing the Tungsten Network?

- No, VR&E will continue to use the Tungsten Network. Enrollments for VR&E will continue to be sent to the VR&E system for counselor review. For further information, please contact Tungsten Help at <u>vafsccshd@va.gov</u>.

If a student is eligible for two benefit types, will the one the student is currently using be listed or will both be listed in Enrollment Manager?

- The "Benefit Type" will show all benefits used. The "Claimant benefit type" will show the benefit the student last used.

First name	Last name	Benefit type	Claimant benefit type	Student ID
	Adams	CH33	CH33	-
	Adams	CH33	CH33	000234829
	Adams	CH33 , CH30	CH33	-

When selecting the benefit for the student, how should the school proceed if the student is eligible for two different benefits?

- The school should confirm with the student which benefit they would like to use first and apply that benefit accordingly.

What is the new terminology for Standard Terms in Enrollment Manager?

- Preset Enrollments is the new term for when you pre-populate according to your calendar.

See more on the <u>Enrollment Manager Frequently Asked Questions</u> page.

Enrollment Manager Tips

Collect GI Bill students' Date of Birth

- Collect new GI Bill students' dates of birth. It is required to provide this information to add new students to your school going forward.

Entering a double major?

- Select one major and put the second major in the "Notes" section.

If you are experiencing difficulties adding an enrollment:

- The student may not have a benefit type on file.
  - **Next Step:** Check to confirm and/or correct this information in the Benefits tab.
- The student may not be linked or associated with one of your schools.
  - **Next Step:** Check to confirm and/or correct this information in Programs tab.

Check out the **Quick Start Guides**!

SCOs Should:

- Double check program cards to make sure they display as the correct training type. If they're incorrect, you can enter a new card to adjust the training to the correct type.

  - *For example:* **If** a program is BS in Biology, but the training type is shown as "Grad," **then** you will need to put in a new card for BS in Biology and list the training type as "Undergrad."

- When creating enrollments, be sure to use the correct program card.

  - *For example*, if there is a Chapter 33 and a Chapter 31, make sure the benefit you want to use is it the top.

- If you need to change anything in a preset enrollment, please create a new enrollment and inactivate the one that is no longer needed.

SCOs Should Refrain From:

- Refrain from editing a previously used preset enrollment, as this may impact terms that have been submitted.

- For students who do not have a Social Security Number (SSN), please refrain from inputting false numbers in the SSN field.

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Additional Resources

Paper-Based SCOs Transition to Enrollment Manager

VA extended the paper-based transition to July 1, 2023. VA will no longer accept hard-copy paper or PDF enrollment certifications after this date. Exceptions may apply; the full list of exceptions is coming soon.

SCO ANNOUNCEMENT:

Starting on July 1, 2023, paper enrollment certifications will no longer be accepted.

JULY

Paper-Based SCO Steps to Transition to Enrollment Manager

1. Log into EM to confirm system access.
2. Complete EM trainings in the SCO Training Portal.
3. Utilize additional resources to become familiar with EM: EM User Guide, Quick Start Guides, FAQs, Resources for Schools webpage

Enrollment Manager | Resources Overview

The following materials can be referenced for further information:

Quick Start Guide

SCO User Guide

SCO Training Portal

FAQs and System Updates

Office Hours

Chatbot Video and Social Posts

Emails

Web Updates

Keep Up with the Latest

Stay up to date on VBA social platforms!

@GIBillEducation   @VAVetBenefits   @VABenefits

Applying for Post-9/11 GI Bill® benefits is easier than ever.
Read more on VA News!
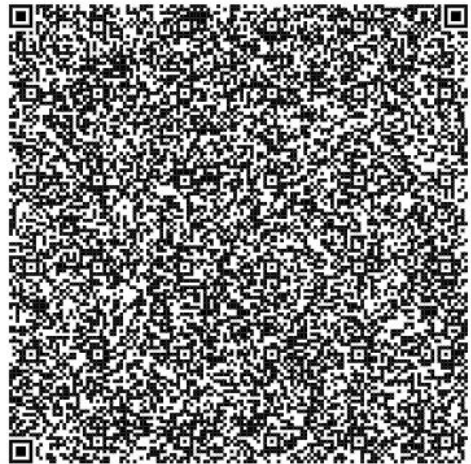
Social Media

Connect with us! We provide regular updates directly through social media to equip you with important tips and necessary education information.

GovDelivery Emails

Scan this QR code to subscribe in GovDelivery to receive all email announcements.

Spread the word!

It's easier than ever to apply for Post-9/11 GI Bill benefits for Veterans, Service members and now their dependents who received Transfer of Entitlement (TOE) who have verified their identity through ID.me or Login.gov. Check out our VA News article to learn more.

Share the news with your networks!