

# Enrollment Manager Workshop

## VBA Education Service



2023

# Agenda

## Enrollment Manager Workshop

- 01** Digital GI Bill Overview
- 02** Enrollment Manager Recent Highlights
- 03** Navigating Enrollment Manager
- 04** Enrollment Manager Tips and FAQs
- 05** Additional Resources
- 06** Q&A

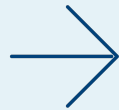
# Digital GI Bill Overview



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

# 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

# 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.

**Sign in to the VA Education Platform**

Sign in with an existing account

**SSOe**

**SSOI**

Don't have those accounts?  
[Create an Account with ID.me](#)

What is SSOI and ID.me?

**Having trouble signing in?**  
[Submit a request to get help signing into ID.me](#)

If you are a School Certifying Official (SCO), please use ID.me to login. SCO access to the VA Education Platform is managed by your Education Liaison Representative. You can find a comprehensive list of ELRs on the [Education and Training page](#).

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**Terms and use**

When you sign in to the VA Education Platform, you're using a United States federal government information system.

By signing in, you agree to use information you have legal authority to view and use. You also agree to let us record and monitor your activity on the system and share this information with auditors and law enforcement officials.

By signing in, you confirm that you understand the following:

# Request Access to Enrollment Manager



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



## Select a VA Education application

### Enrollment Manager

The Enrollment Manager is used by ELRs and SCOs to manage claimant enrollments.

[Open Enrollment Manager](#)

or [Request access](#)  
or [legacy VA-ONCE users](#)

### Workload Manager

Workload Manager Description

[Open Workload Manager](#)

*Coming Soon*

### Benefits Manager

Institution Manager Description

[Open Benefits Manager](#)

*Coming Soon*

**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 <b>your school</b> .	Searches through all students in the <b>VA database</b> .
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.”

Students > Find and add a student

## Students

Search my students Search all students

Filter ^

First name Last name Student ID

Enrollment status Training type

Benefit type Program

School

Yellow Ribbon  STEM  Active students only

Apply filters Clear filters

**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.



**Search Results**

Showing 1-5 of 5 GI Bill students

First name	Last name	Benefit type	Claimant benefit type	Student ID
<a href="#">GARY</a>	<a href="#">SMITH</a>	-	-	-
<a href="#">RACHEL</a>	<a href="#">SMITH</a>	-	-	-
<a href="#">Joseph</a>	<a href="#">Smith</a>	-	-	-
<a href="#">Kevin</a>	<a href="#">Smith</a>	-	-	-
<a href="#">Shay</a>	<a href="#">Smith</a>	-	-	-

**GARY SMITH**

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

[Add student to school](#)

[Go to profile](#)

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**Student's school**

No schools

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**Contact information**

Email address [gary.smith@gmail.com](mailto:gary.smith@gmail.com)

Mobile phone

Home phone

Mailing address **8055 Renault Dr  
Grenloch, PA, 08032**

# Adding a New Student

Enter the corresponding school and program information.



Students > [Find and add a student](#) > Add student: GARY SMITH

## Add student

GARY SMITH

1 of 2 Enter student's biographical and contact information

### Biographical information

First name

Middle name

Last name

Suffix

Date of birth

Student ID

### Benefit type information

Benefit type ⓘ

### Contact information

#### Phone numbers and email address

Mobile phone number

Home phone number

Email address

### Mailing address

Address type (\*Required)

Address line 1 (\*Required)

Address line 2

Students > [Find and add a student](#) > Add student: GARY SMITH

## Add student

GARY SMITH

2 of 2 Select school and program

### School and program information

School (\*Required)

Training type (\*Required)

Objective type (\*Required)

Program (\*Required)

# 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

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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.

## 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.

**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](mailto:gary.smith@gmail.com)

Home phone

Mobile phone

Mailing address  
8055 Renault Dr  
Grenloch, PA, US 08032

# 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 [vafscshd@va.gov](mailto:vafscshd@va.gov).

## 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
<input type="text"/>	<a href="#">Adams</a>	CH33	CH33	-
<input type="text"/>	<a href="#">Adams</a>	CH33	CH33	000234829
<input type="text"/>	<a href="#">Adams</a>	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 [Enrollment Manager Frequently Asked Questions](#) 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.



## 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.





# 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.



## 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:

**Training and guides**

Use these resources to get training and boost your skills to help support military-connected students.

Required training for SCOs >  
Required if your school has 20 or more GI Bill students

Essentials for SCOs +

Enrollment Manager information -

VA Education Platform Portal >

Enrollment Manager User Guide >

Enrollment Manager Quick Start Guide - Flight >

Enrollment Manager Quick Start Guide - Institutions of Higher Learning >

Enrollment Manager Quick Start Guide - Non-College Degree Programs >

Enrollment Manager Quick Start Guide - On-the-Job Training/Apprenticeship >

**Quick Start Guide**

VBA Education Service

Please note that all information contained in this manual is based on following names, Social Security numbers, and other personally identifiable information. The Enrollment Manager User Guide is a general reference guide.

**ENROLLMENT MANAGER**

Enrollment Manager is the modernized platform for SCOs, including VA Online Certification of Enrollment (VA-ONCE) functionality, used to create and view student information. Enrollment Manager allows SCOs to submit and amend certifications and manage students at their facility. Although Enrollment Manager provides the same core functions of VA Online Certification of Enrollment (VA-ONCE) to the maximum extent possible, it includes the following enhancements:

**EDUCATION PLATFORM PORTAL**

The VA Education Platform Portal is the system for general users to gain access to the Digital GI Bill applications through an authentication method. The Platform Portal provides an additional layer of security to users of personal information such as faculty, students. The Platform Portal is critical because it allows for the management of Digital GI Bill applications in one place.

Only properly authenticated through On-line, the VA Education Platform Portal can be used to access Enrollment Manager using the following methods:

- Requesting on-line access through EDR
- Requesting on-line access through VA-ONCE
- Requesting access as an SCO assistant and SCO Proxy Only

When access is granted using the previously mentioned methods, users can manage requests from SCO assistants and SCO Proxy only, manage facilities as an SCO, and other functionalities available in Enrollment Manager once logged into the VA Education Platform Portal.

**SCO User Guide**

Enrollment Manager 100 Gaining Access

VA Education Platform Portal

VA U.S. Department of Veterans Affairs Enrollment Manager

Sign in

LOG IN GOV

VA ID

VA Login

My VA Profile

**SCO Training Portal**

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care

VA - Veterans Benefits Administration - Education and Training - Enrollment Manager Frequently Asked Questions

Education and Training

Enrollment Manager Frequently Asked Questions

Getting Started

VA-ONCE vs. Enrollment Manager

Key Features

Think/Recording

Remembering

Getting Started

Q What is Enrollment Manager?

A Enrollment Manager is a modernized platform for SCOs that will replace VA-ONCE. Core functions of Enrollment Manager will remain the same as VA-ONCE, but with an enhanced user experience.

Q What is the timeline for the release of Enrollment Manager?

A More information on the timeline for release of Enrollment Manager will be coming soon.

Q Where will the rollout come from when we are first to start using Enrollment Manager over VA-ONCE?

A We will receive communications via SCO Connect, and we will also receive our training. If you have questions, visit [www.va.gov/education/education-services/](https://www.va.gov/education/education-services/). If you would access the Enrollment Manager...

**FAQs and System Updates**

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care

VA - Veterans Benefits Administration - Education and Training - Education Service Webinars and Training

Education and Training

Education Service Webinars and Training

The Webinar provides information on the GI Bill related legislation and processes. These presentations are provided to a closed audience that includes School Certifying Officials, Education Liaison Representatives, State Approving Agency employees, Veterans and Career Counselors. Webinars are dependent. Please note you will need the Web Address to view the Adobe PDF presentations.

Webinar FAQs by topic on the School Certifying Official FAQs page.

Disclaimer: The information in these presentations should be considered talking points for discussion and information sharing only. This information is not comprehensive and should not be used as a definitive source of information. Information on these presentations was current and correct on the date given.

Current Webinars

Save the date for latest Office Hours!

December 09 - 08, 2022

**Office Hours**

VA EDUCATION SERVICE GI BILL PROGRAMS

Modernizing Your GI Bill Experience!

How to Create a VA.gov Account using ID.me

**Chatbot Video and Social Posts**

VA U.S. Department of Veterans Affairs

Enrollment Manager

Built for SCOs, with SCOs

School Certifying Officials,

The training window for Enrollment Manager 100 and 101 is now open. Please set aside time to complete your trainings today. The trainings should take no more than 1.5 hours to complete.

**Emails**

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care

VA - Veterans Benefits Administration - Education and Training - School Certifying Official Handbook

Resources for schools

Resources for schools is a one-stop shop for School Certifying Officials (SCOs) and school administrators assisting students who are using their VA benefits to pursue education and training programs. Find trainings, resources, guides, and information on GI Bill programs to support military-connected students.

On this page

- Training and guides
- Upcoming events
- Tools and resources
- Resources to support students

School Certifying Official (SCO) Handbook

Revision 6.5, current as of June 24, 2022

**Web Updates**

# Keep Up with the Latest



Stay up to date on VBA social platforms!



[@GIBillEducation](#)



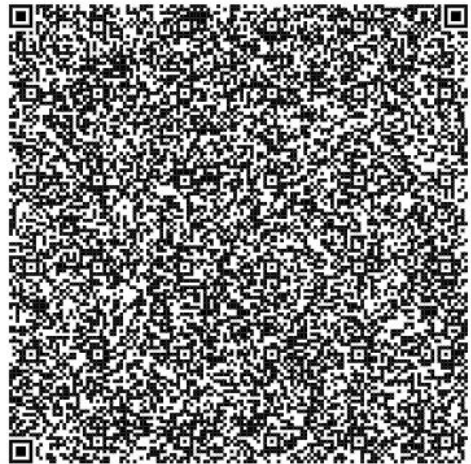
[@VAVetBenefits](#)



[@VABenefits](#)

## 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! 27



**EDUCATION SERVICE  
GI BILL PROGRAMS**

