EDUCATION SERVICE
GI BILL PROGRAMS

Enrollment Manager

Veterans Benefits Administration
Education Service

Internal VA Working Papers | Not for External Dissemination

Agenda

This presentation provides an overview of **Enrollment Manager (EM)** updates and helpful resources for **School Certifying Officials** (SCOs).

01 **EM Outcomes**

02 **New EM Features and Enhancements**

03 **EM Tips**

04 **EM Resources and FAQs**

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01

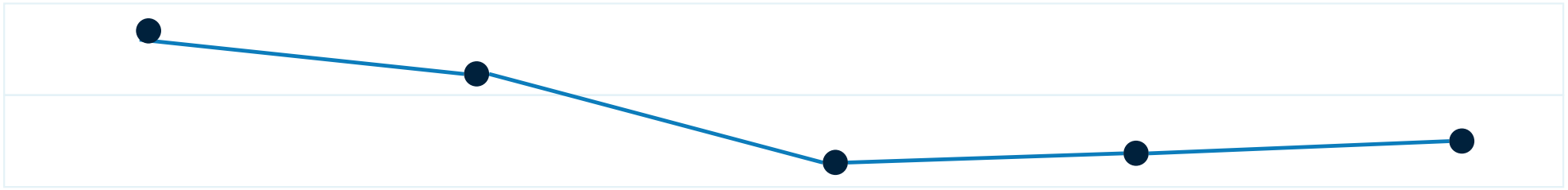
Enrollment Manager Outcomes

EM Outcomes

Average Completion Rates per Fiscal Year

*The **average** time (in days) it takes to **complete a supplemental claim** from submission to authorization.*

2022	2023	2024	2025	2026
Supplemental Claim Completion	Supplemental Claim Completion	Supplemental Claim Completion	Supplemental Claim Completion	Supplemental Claim Completion
16.09	**10.64**	**5.64**	**7.10**	**5.17**
Average days	Average days	Average days	Average days	Average days



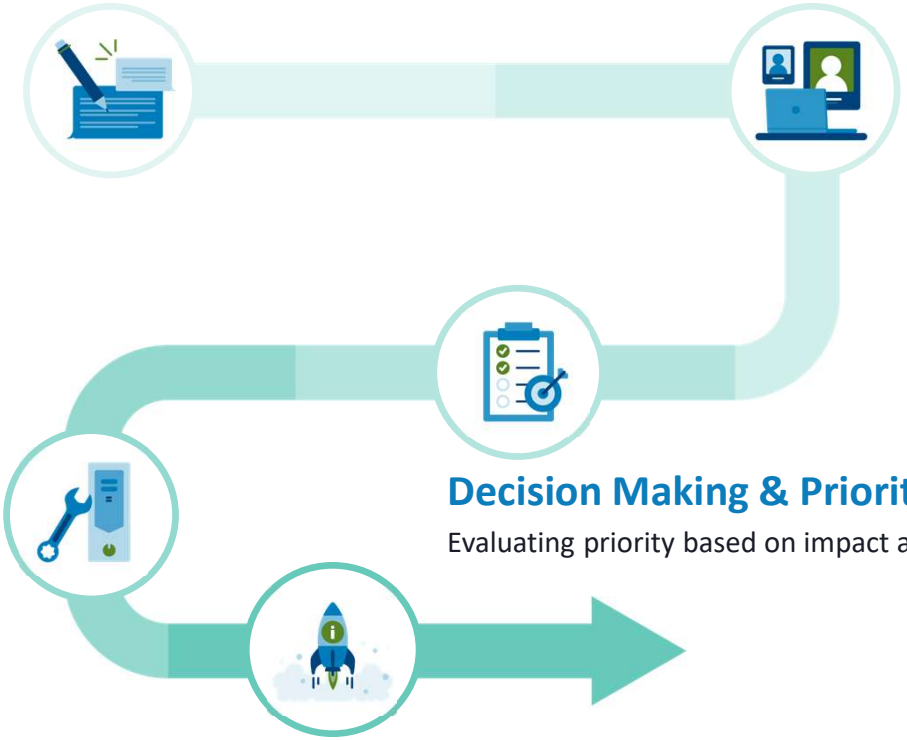
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02

New Enrollment Manager Features and Enhancements

Lifecycle of SCO Feedback

SCO Provides Feedback
Initial reporting of issues or suggestions



Discussion
Collaborative discussion with Development team, VA Product Owners, and other key stakeholders

Decision Making & Priority Evaluation
Evaluating priority based on impact and urgency

Development
Designing, coding, testing, and implementing the solution

Resolution & System Release
Releasing scoped improvements to users

EM Features & Enhancements

Enrollment Manager Updates

September 13, 2025

Release 8.1

Bug Fixes Only – 9 total

- Flight rounding issue on Monthly Certification of Hours corrected
- Section 508 (accessibility) fixes
- Typo corrected

November 15, 2025

Release 8.2

Bug Fixes Only – 12 total

- Pagination issue when enrollments had the same begin date
- Section 508 (accessibility) fixes
- Validation on multiple enrollments not going away after corrected

December 17, 2025

Release 8.3

Bug Fixes Only – 9 total

- Chapter 1606 Enrollments that were automated were not updating from “Under Review”
- Section 508 (accessibility) fixes

To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

EM Release 8.4 January 24, 2026 Updates



Functionality of EM System Updates

- OJT/APP Replacement for Monthly Certifications of Hours Worked
- Graduation Terminations - The date defaults to the last date of the term and cannot be edited
- Auto generated currency remark for foreign schools was removed



Text Changes

- The Monthly Certifications now have the name of the Program at the top, so SCOs can tell which program they are certifying
- VBA Remark for refunds was changed to account for all refunds, not just those under a certain section of the law
- Auto-generated remarks now display on the View Details page for Amendments



Bug Fixes

- Dashboard Update - The link to the ELR address was updated from individual states to the Regional ELR emails
- OJT/APP – Correction of 4 separate bugs related to sorting, future dates, and missing links

To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

Enrollment Manager Updates

March 7, 2026

Release 8.5

- Chapter 31 VR&E Counselor email address shows in BLUF at all times for CH31 students

- Bug Fixes – 27 Total
  - Multiple corrections for flight certifications
  - Student ID not copying from extension to main campus
  - Hours changed between online and residence error for SCO Assistant drafts

To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

Enrollment Manager Updates

June 13, 2026

Release 9.0

Introduction of VET TEC 2.0 as a benefit type

Restricting new student profile creation (EVT)

Restricting submission of claims when the student has not had a COE issued for that benefit type (EVT)

To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

New Benefit Type Validation 9.0

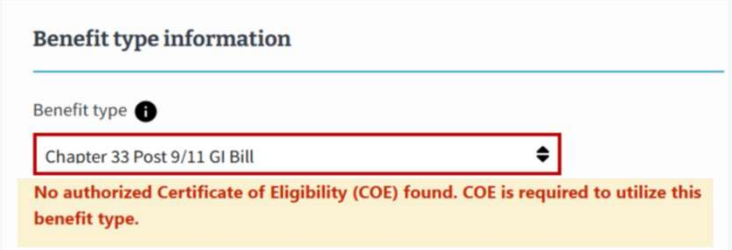
Benefit Type Selection

SCOs can **only select benefits** for which the student has*:

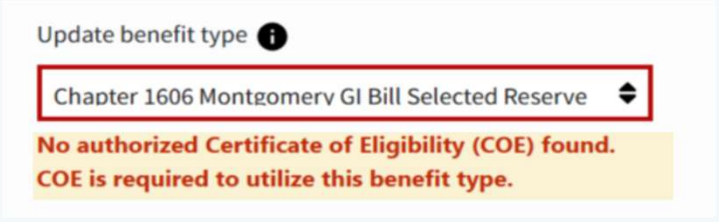
- **Submitted an application through VA.gov** and
- **Eligibility established** in the DGIB processing system

**Does not apply to chapter 31*

Add student to school page



Benefits Tab within student profile



EM Features & Enhancements

New Benefit Type Validation 9.0

Benefit Type Selection

When Chapter 35 is selected as the **Benefit type**, the new **Qualifying veteran** dropdown populates eligible Veterans linked to the student or trainee.

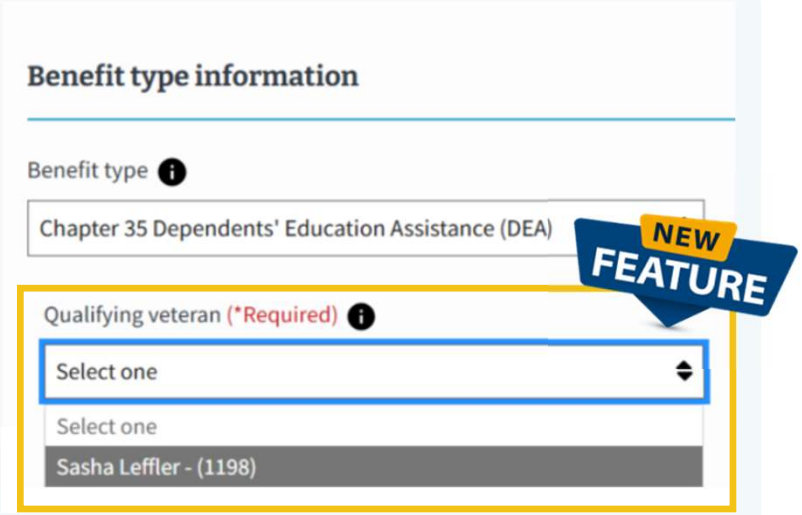
This dropdown ***replaces*** the following fields:

- **Qualifying Veteran's social security number (SSN) or VA file number**
- **Qualifying Veteran's first name**
- **Qualifying Veteran's last name**

Add student to school page

&

Benefits Tab within student profile



For Chapter 35 students or trainees, if both conditions are met:



The SCO cannot locate the student or trainee within Enrollment Manager

AND



A Certificate of Eligibility was received prior to the creation of Benefits Manager (Dec. 7, 2024) or the migration from Benefits Delivery Network (June 24, 2025)

A student or trainee must submit a new online application (VA Form 22-5490) to be created in a DGIB processing system, and display within EM

EM Features & Enhancements

Enrollment Manager Updates

August 8, 2026

Release 9.1

- **Added checkbox for Rounding Out Last Term (Section 208)**
- **Implemented a warning if T&F has not been submitted for an Enrollment that was submitted with $0 Tuition and Fees (EVT)**
- **Updated the Benefit filters to spell out each chapter and account for both VET TEC Pilot and VET TEC 2.0**

To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

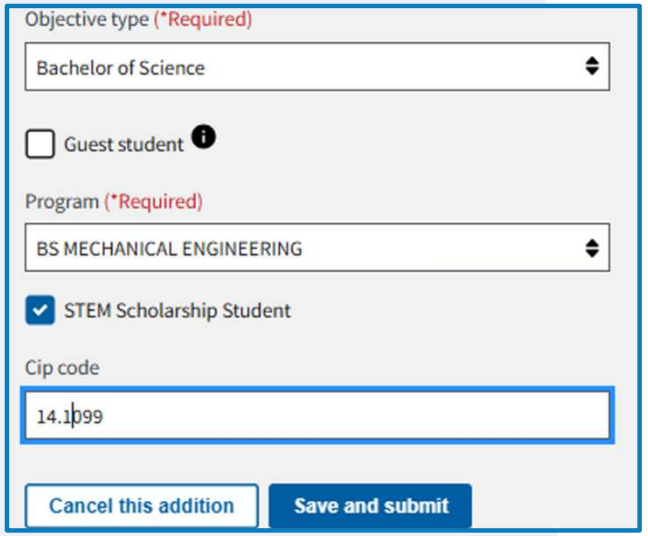
Enrollment Manager Updates

September 19, 2026

Release 9.2

Corrected a bug with the selection of STEM Scholarship

Additional work on VET TEC 2.0



To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

Upcoming EM Release 9.3 November 14, 2026*

Functionality of EM System Updates



Entitlement Exhaust date will be shown in the BLUF and on the Benefits tab. This is the actual date of exhaustion and does not account for any extensions to the end of term, which can vary by student and benefit.

The Termination Reason dropdown will now include the following option:" Student completed term but non-punitive grades assigned for one or more courses." It should be used when the student received NP grades for ALL classes.

EM will no longer allow you to change the begin/end dates when you are also changing hours (i.e., increasing or decreasing) or terminating an enrollment. If the begin/end date has changed, you must submit an amendment for that change before submitting a second amendment to record the change in hours.

Bug Fixes



When applicable, the **Yellow ribbon amount** field will display when amending an enrollment.

When a SCO was adding a student with a COE, if multiple eligibility decisions existed, the system was not selecting the latest. EM will now recognize the authorized COE

EM will now correctly update the benefit type when changing from one to another.

*Subject to change

To view the full list of recent system updates, see the Enrollment Manager System Updates.

EM Features & Enhancements

Future Updates

These are SCO requests that we're giving high priority.



Adding STEM to the Enrollment Card and display entitlement & funds remaining



Displaying Parent Facility on the Programs tab



Review of Program Information

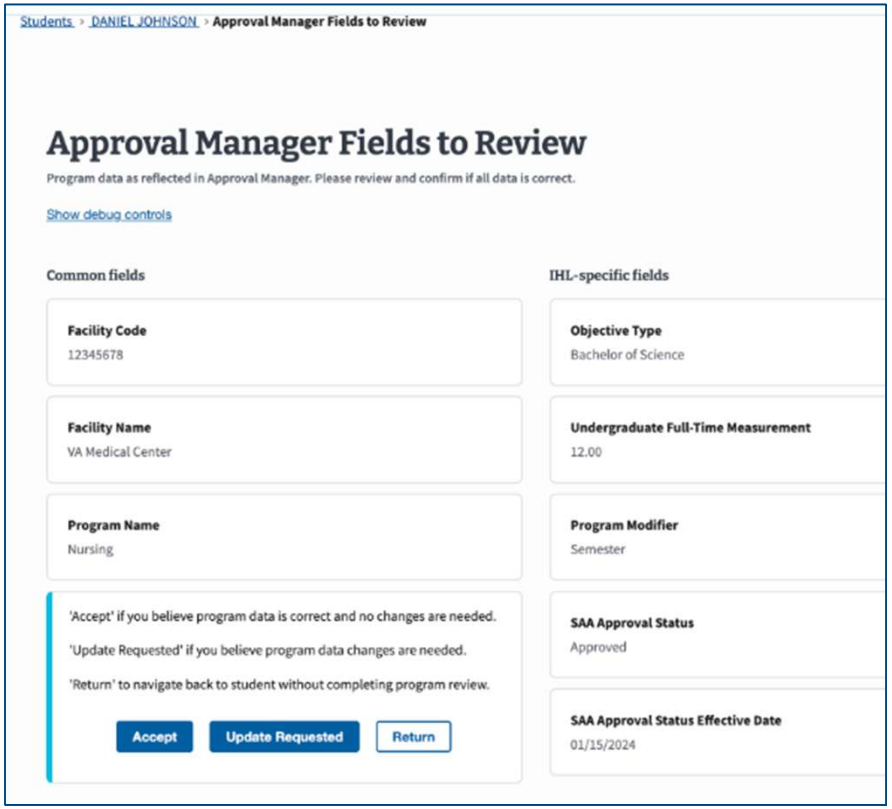
(Program Update Request – WEAMS transition)

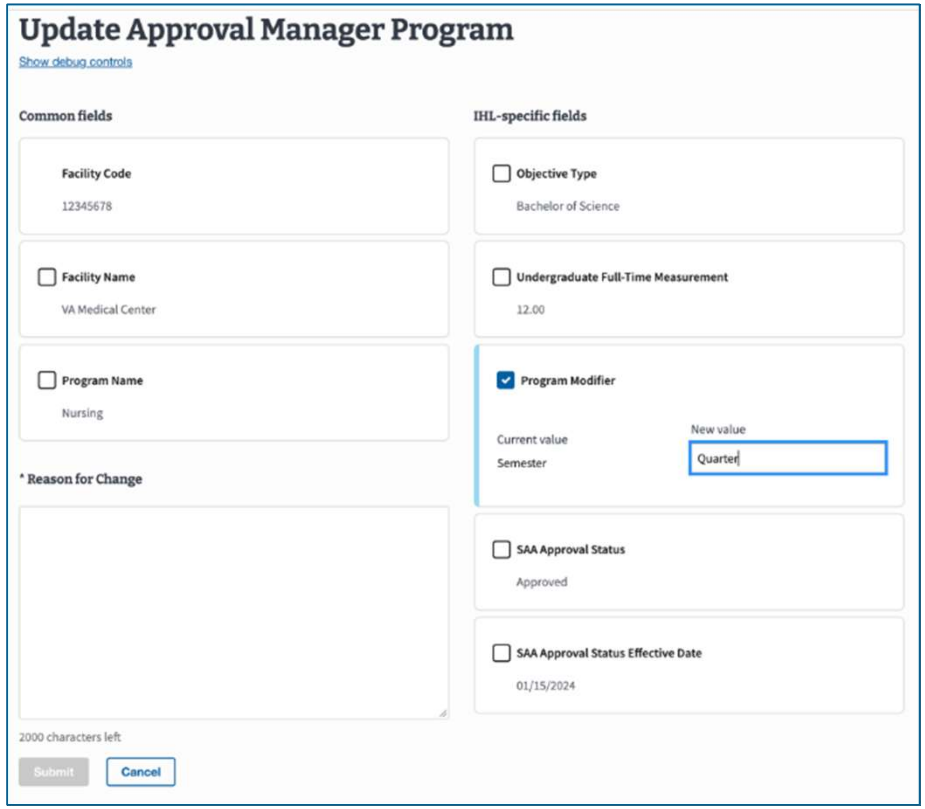


Display Awards table for chapter 33

EM Features & Enhancements

Program Update Review/Request





Known Bugs

These are (SOME of the) bugs we are aware of and that we actively addressing.



Difficulties changing Benefits from Chapter 33 to Chapter 35 or Chapter 30 (To be fixed soon!)



Unable to find error – "Gov.va.vba.dgi.enrollment.ati.model.entity.enrollment with id ##########"



Issues submitting amended Yellow Ribbon certifications



Chapter 33 delimiting date not shown

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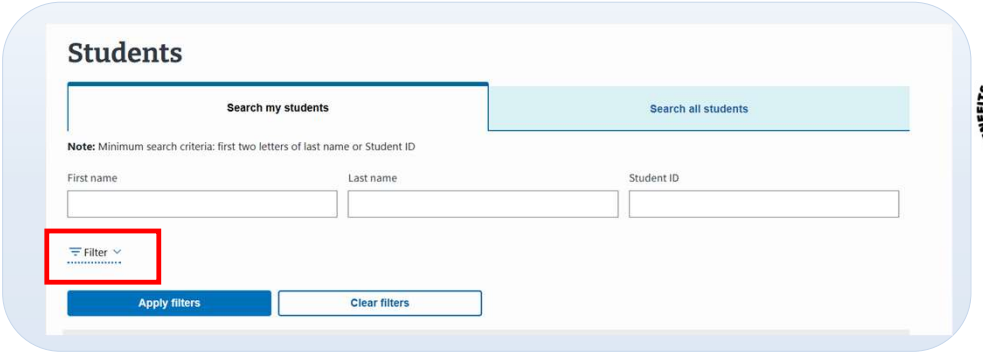
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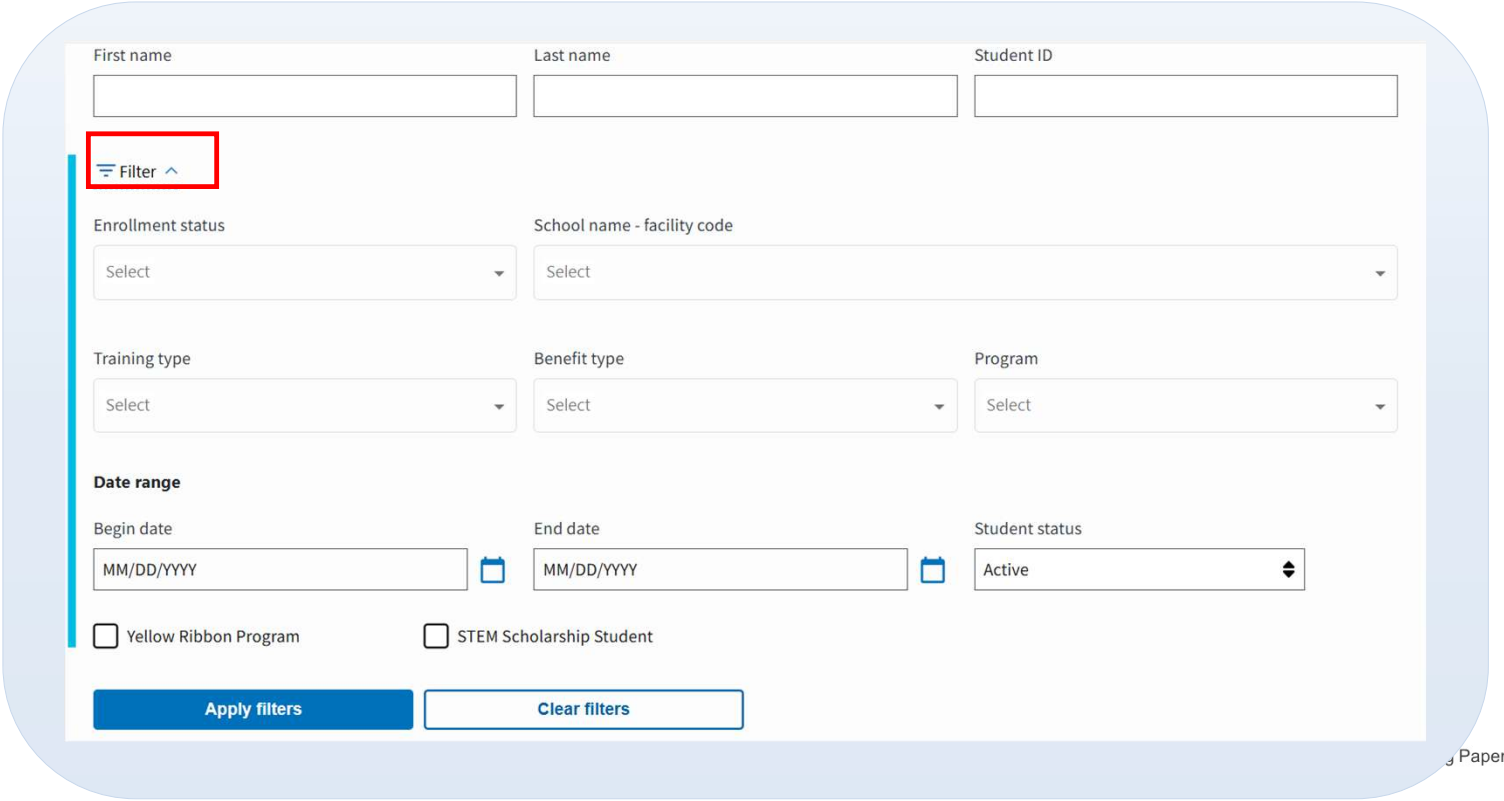
Enrollment Manager Tip – Most Frequently Asked Question

EM Tips

Tip: Ad Hoc Reporting

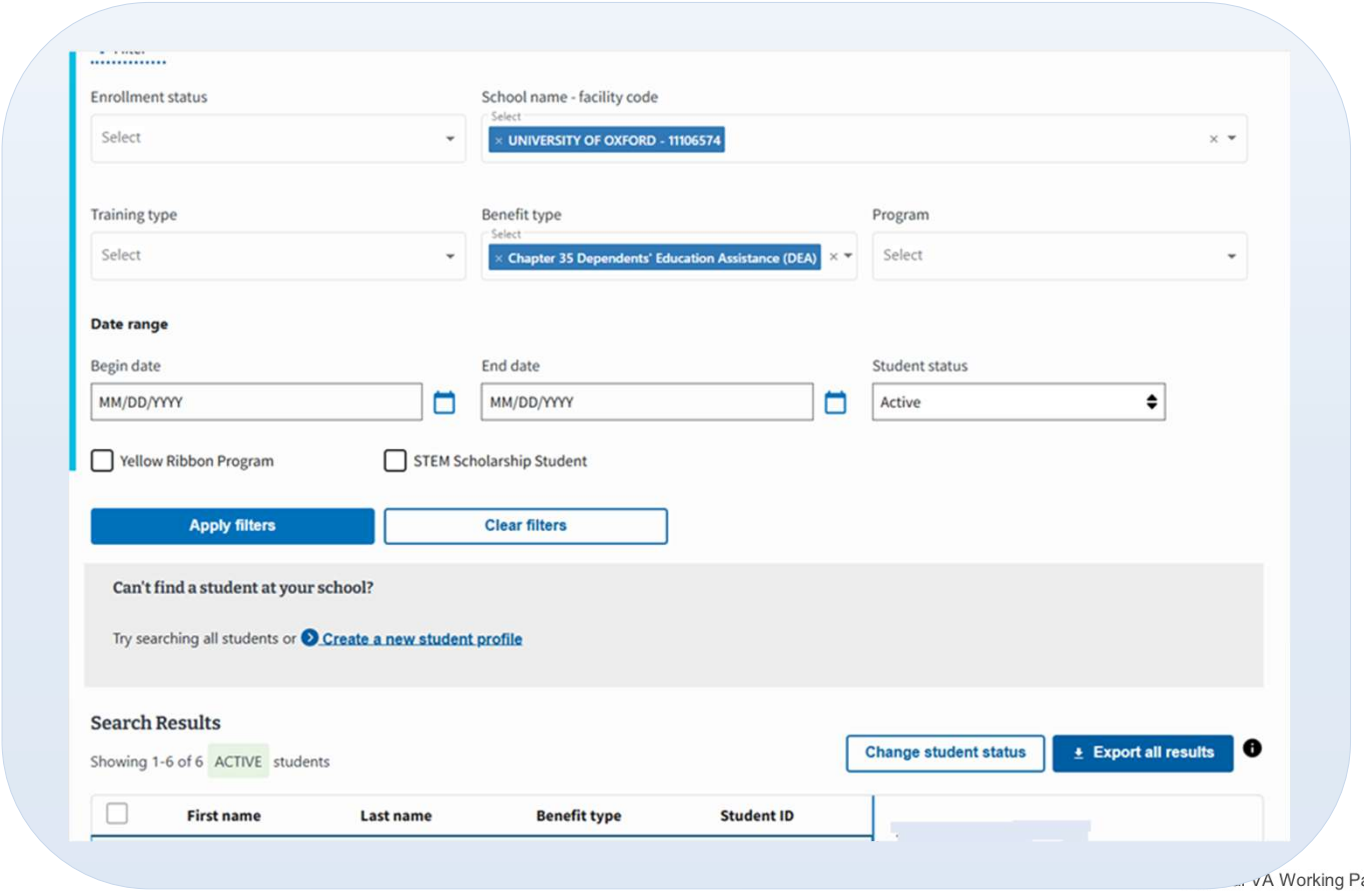
Ability to pull data for your own purposes





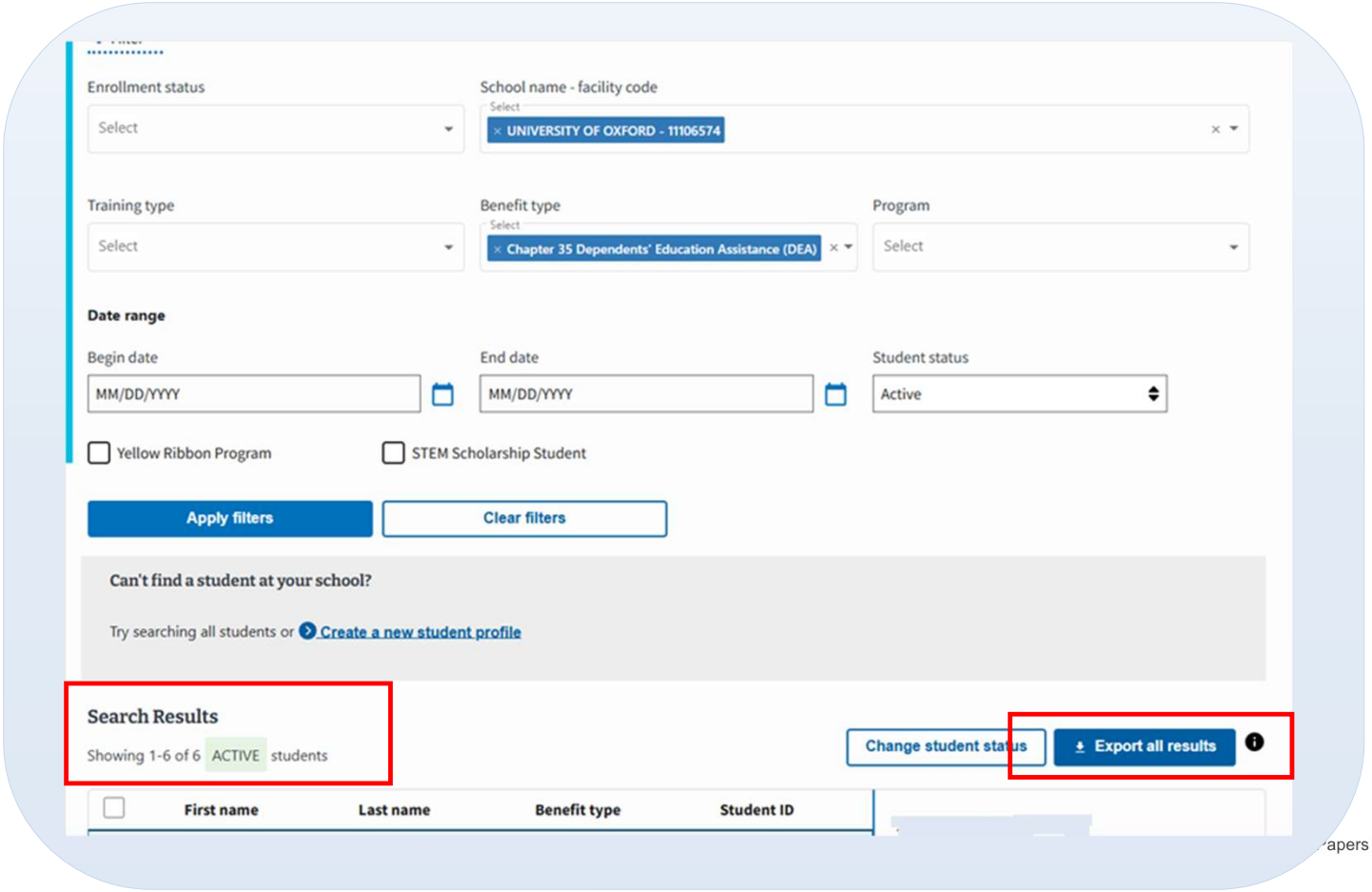
EM Tips

Tip: Ad Hoc Reporting (cont.)



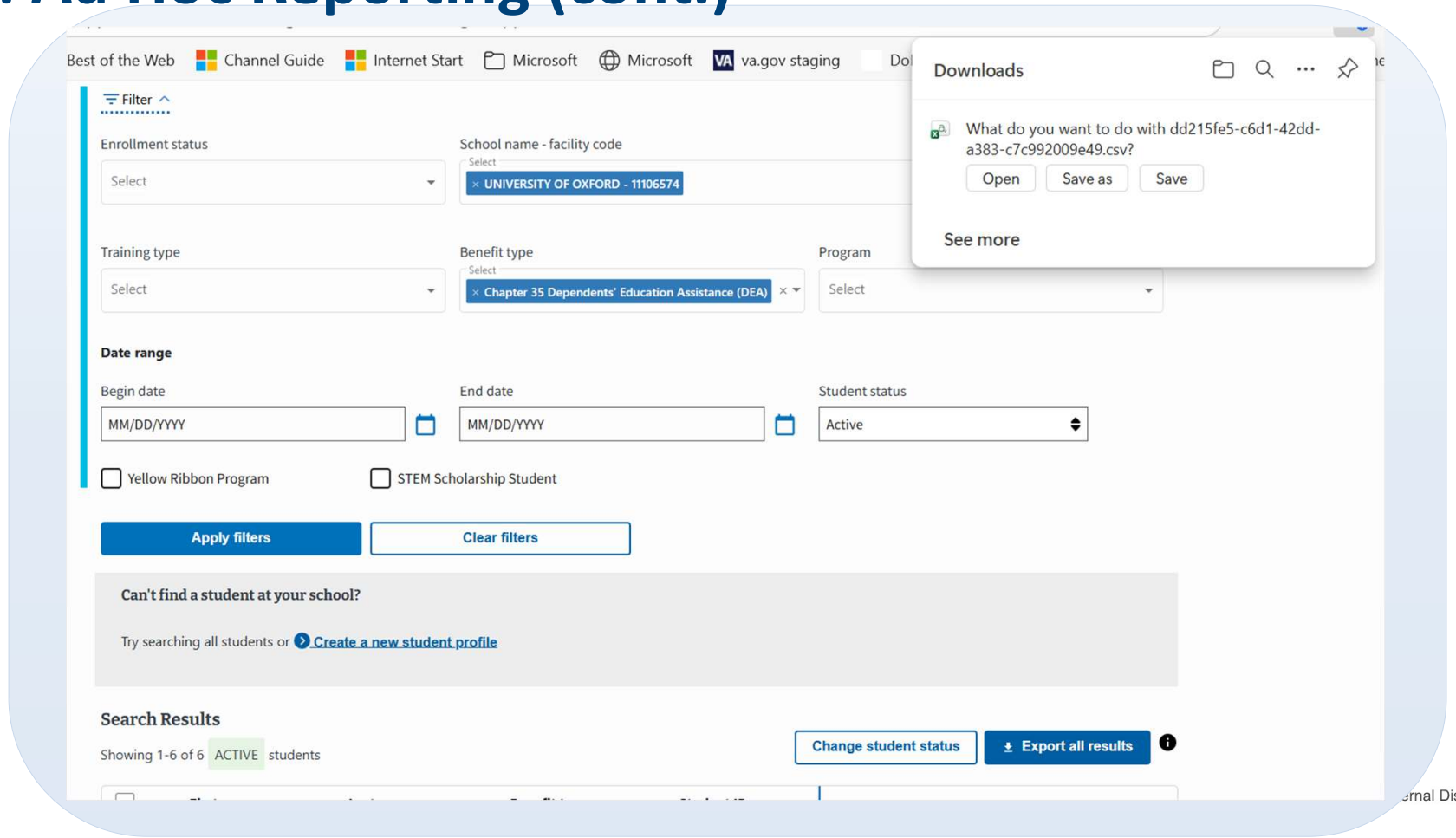
EM Tips

Tip: Ad Hoc Reporting (cont.)



EM Tips

Tip: Ad Hoc Reporting (cont.)



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05

Enrollment Manager Resources and FAQs

Additional Resources

Enrollment Manager Training Materials Overview

The following resources are publicly available to you on VA's Resources for Schools page.



SCO Resource Matrix



Resources for Schools



Updated EM Training Modules



Office Hours and Webinar Recordings



EM SCO User Guide



Frequently Asked Questions



GovDelivery Emails



Enrollment Manager System Updates

@GIBillEducation @VAVetBenefits @DeptVetAffairs @DeptVetAffairs @DeptVetAffairs VA.gov/education



Questions?

Education Call Center:

1-888-442-4551

Call center representatives available 8 a.m.-7 p.m. ET