



Alabama Veterans Affairs Association (AVAA) Annual Training Conference



October 31 – November 3, 2022

Agenda

AVAA Conference

- 01** Digital GI Bill (DGIB) Overview
- 02** Enrollment Manager
- 03** Chatbot

Digital GI Bill (DGIB) Overview



Digital GI Bill Overview

Joseph Preisser

DGIB Chatbot Product Owner



GI Bill® | Program Overview

Providing education opportunities to more than 27+ million Veterans and their families since 1944.

BY THE NUMBERS



\$410 Billion

GI Bill education benefits provided since 1944



21,368

Approved schools able to provide GI Bill benefits



40,665

Approved educational programs available

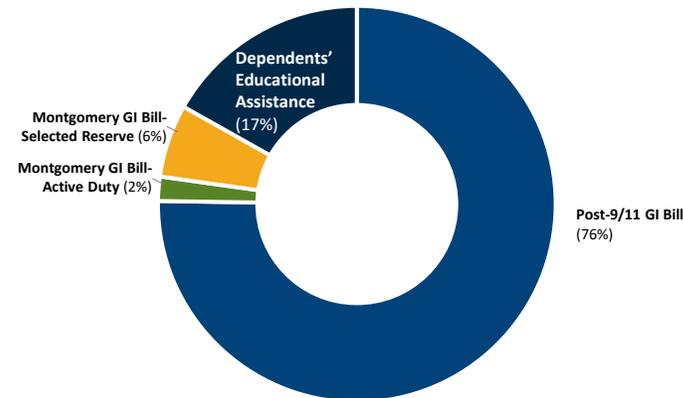


19,297

Approved OJT/ Apprenticeships

POST-9/11 GI BILL PROGRAM

The Post-9/11 GI Bill Program remains the largest VA education benefit with nearly **660,000 students** using the benefit as well as over **184,398 applications** submitted each year.



FY2020 Breakdown

ALABAMA: BY THE NUMBERS



20,721

Gi Bill Students



340

Approved institutions able to provide GI Bill benefits

GI BILL HISTORY



GI Bill | Stakeholder Impact



Multiple stakeholders support GI Bill students across the GI Bill ecosystem, working in multiple ancillary systems to support claims (applications and enrollments) processing. After hearing your feedback and understanding your needs, we knew there was room for modernization improvements.



GI BILL STUDENTS

In FY 2020, **over 875,000** students received GI Bill benefits. Currently, students apply for eligibility online or by mail and may wait ~30 days to hear a decision back over mail.

“I found it surprising that they couldn’t just tell me over the phone...I’ve been in the army 11 years, can’t you just tell me [what I’m eligible for]... I was a little frustrated with that.” – GI Bill Student



SCHOOLS

40,000+ School Certifying Officials support students by submitting enrollments to VA for payment of benefits. With little data validation, current systems and processes require ‘a lot of clicks’ to get work done.

“Carpal Tunnel is a real threat given the repetitive nature of certifying nearly 1000 students every semester.” - SCO



VA EMPLOYEES

Over 1,200 **Veterans Claims Examiners** process eligibility and enrollment claims to support students and schools. In current state, they swivel between 6+ systems resulting in a lot of manual work and hand keying.

“When I open one system, I open all 5 for the day” – VCE

Overview | A Modernized Digital Platform

In March 2021, our Digital GI Bill modernization journey began. Putting the end users at the center of the experience, the modernization effort will combine functionality from multiple systems into a single DGIB Managed Service platform.

Why a Managed Service platform? The Digital GI Bill Managed Service will combine the functionality of multiple legacy systems – bringing activities like payments, enrollments, and oversight together under one roof.

Benefits of GI Bill Managed Service

- Increase efficiencies and reduce downtime
- Improve Veterans' user experience and allow beneficiaries to receive information quicker and gain a better understanding of their educational benefits to achieve their vocational and career goals at their own pace
- Implement system updates and enhancements to provide SCOs more time to focus on serving Veterans and their families

DGIB Managed Service

Enhanced Claim (Application) Processing

Enhancements to VA.Gov for GI Bill students applying for and accessing their VA education benefits

Enrollment Manager

Primarily for School Certifying Officials to manage their GI Bill student enrollments

Chatbot

Used to help School Certifying Officials, focused on automation use cases in Enrollment Manager

Approval Manager

Serves as system of record for VA employees to track and approve schools and programs

Workload Manager

Primarily used to assign Veterans Claims Examiners work (claims) to adjudicate

Benefits Manager

For Veteran Claims Examiners to review and adjudicate benefits applications



Near Real-Time Statuses



Improved Claims Processing



Streamlined Payments

What does this mean for me?



With the release of **Enrollment Manager** and **Approval Manager**, the systems that SCOs and AC&L staff routinely interact with will be more user friendly and integrate more seamlessly with one another, allowing you to conduct approvals and compliance tasks quickly and efficiently.

Enrollment Manager

- Enrollment Manager will be a **more modern, sustainable system than VA-ONCE.**
- The core functions of the system will remain the same **with the addition of key features to increase efficiency.**

Approval Manager

- Approval Manager will be for **State Approving Agencies (SAAs) and Education Liaison Representatives (ELRs)** to approve new programs for education benefits.

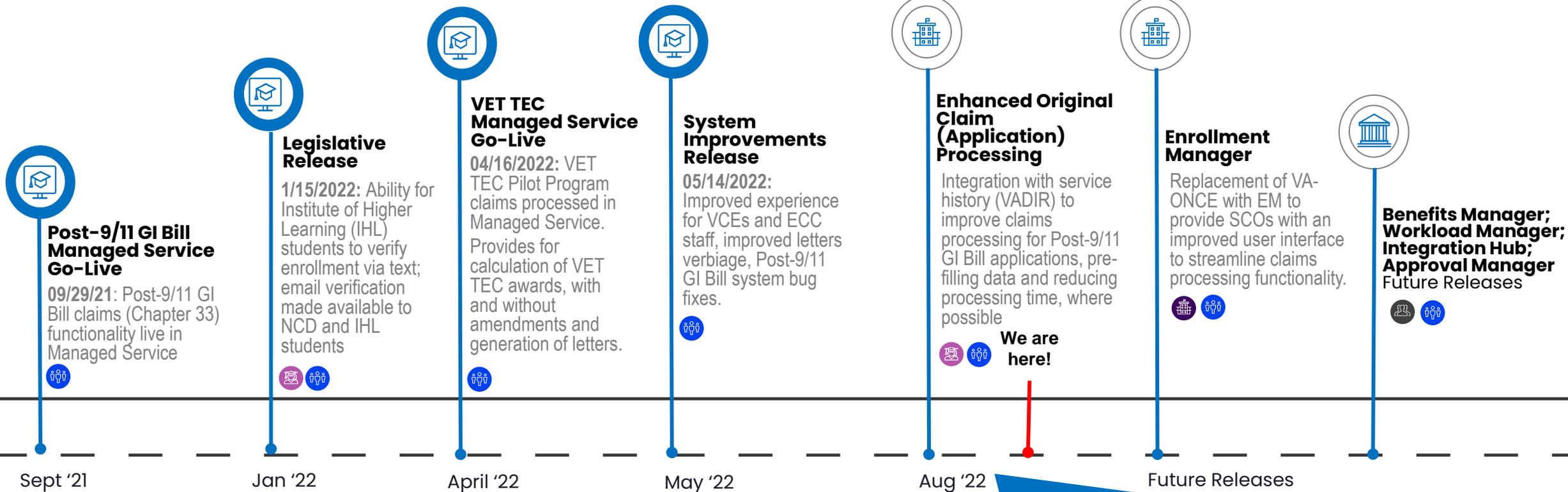
Digital GI Bill Milestones



This timeline presents the key milestones the DGIB Team has met in implementing and migrating capabilities to the Managed Service. This effort is agile, meaning changes will happen over time. **In the near future**, we are releasing updates that provide for a **streamlined and simplified Post-9/11 GI Bill (Chapter 33) application process** for Veterans and service members and further improve claims processing.

Key Experience Stakeholders

- GI Bill Students
- Schools
- VA Employees
- Other



Did you hear about the first ever automation of the Post-9/11 original claims applications? As of August 2022, VA started fully automating individuals' Post-9/11 GI Bill applications, providing eligibility decisions in seconds, for the first time in 78 years of the GI Bill.

Enrollment Manager



Enrollment Manager

Shay Norton-Leonard

DGIB Enrollment Manager Product Owner



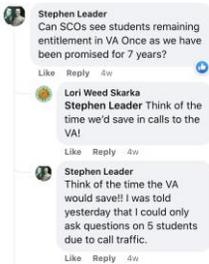


Built for SCOs With SCOs : The Human Centered Design Process

Enrollment Manager is being developed using Human Centered Design, an approach to problem solving that develops solutions by involving the human perspective in all steps of the problem-solving process. It **puts end-users at the center of the experience** to explore pain points, commercial experiences they enjoy, and expectations and allows users to validate, test, and identify new ways to improve the experience.

1) Research

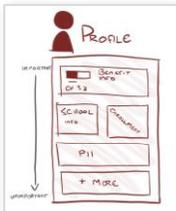
Conduct research and unstructured user feedback sessions to understand the needs and pain points of participants.



Putting **YOU** at the center of the experience

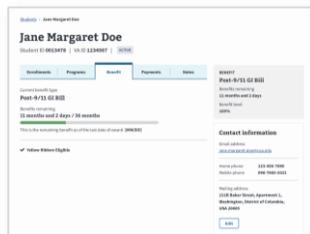
2) Design

Design ideas to address pain points and opportunities during design conceiving and sketching sessions.



3) Test

Test and validate prototypes with different users during usability testing to measure success and feasibility of designs.



Reactions from SCOs



Over **618 School Certifying Officials** participated in a user feedback session for the Enrollment Manager prototype during our 2022 GI Bill Summit, and feedback was overwhelmingly positive:

*"This is probably the **best thing I've seen** in a long time."*

*"I found the new designs to be **intuitive, easy to read and follow**, I found the page prompts to be appropriate. It was very user-friendly for a new user/SCO."*

*"I like seeing **everything on one page**. It would be more helpful to see the entitlement for all students."*

*"Love it! **Easy to see and use!**"*

*"Being able to use the entire computer screen is awesome as opposed to the current fixed size of VAONCE. **I love the layout.**"*

*"**Simplified on purpose, and I LIKE THAT.**"*

Key Features of Enrollment Manager



Improved User Interface

Replace VA-ONCE with a more **modern, sustainable system.**

Access Quick Links on SCO Dashboard

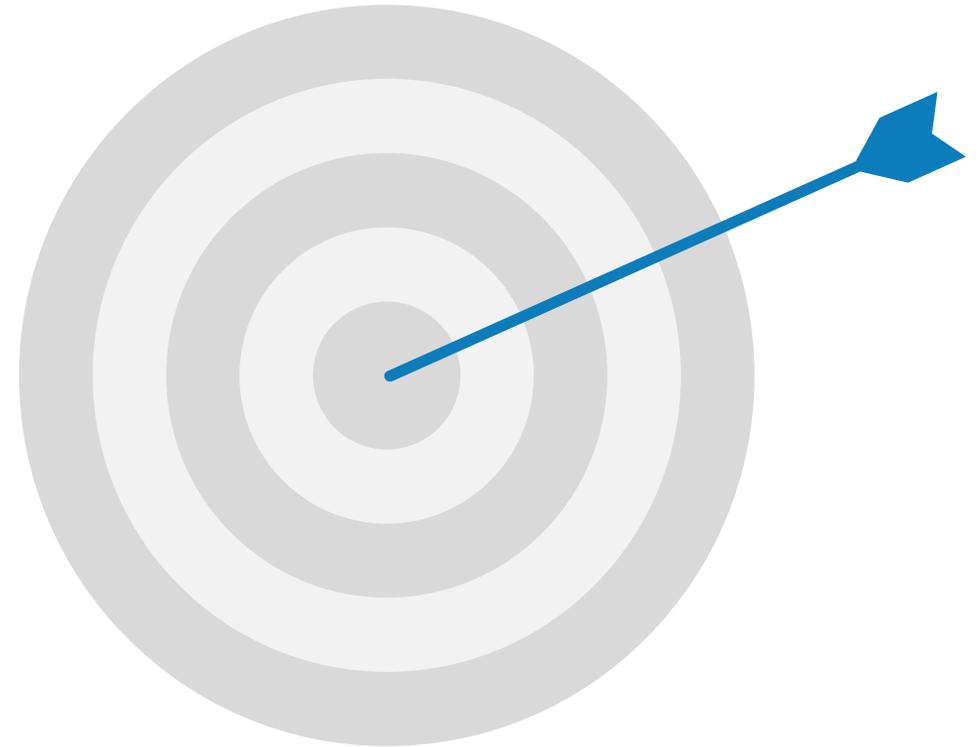
Experience **less clicking and improved navigation** with quick links located on the SCO Dashboard

Ability to Add Notes

Use the notes feature on student profiles and enrollments to reduce use of remarks.

Enrollment Manager Chatbot - Billie

Access **FAQs on-demand** with the use of Enrollment Manager Chatbot.



VA-ONCE to Enrollment Manager

What's the big difference?



Terminology/Field Updates

Enrollment Manager serves the same function as VA-ONCE with just a couple of user interface process changes. Some of the examples are below :

- To find a student you will use the student's **first and last name and/or DOB** instead of SSN
 - Search will be done within VA systems
- Any changes to the initial Enrollment will be called an **amendment**.
 - No distinction for the SCO between changes to hours or changes to T&F/dates.



New Features

Enrollment Manager will have new features that make the system easier to navigate and more sustainable, including:

- Access to quick links from the SCO Dashboard
- Access FAQs on demand from the new chatbot, Billie
- An improved UI for adding and amending enrollments
- Utilizing ID.me or Login.gov to access the system and eliminate the need for passwords



Improved Outcomes

Enrollment Manager will have process improvements for completing certain actions regarding student enrollments, including:

- More intuitive user interface (UI)
- Real time information sharing

Note: Some functionality will not be available in the first release of EM, but there will be continuous system enhancements.

Authenticated Log in Process

Have you created your ID.me or Login.gov account?



All SCOs and assistants/work studies need to create an ID.me or Login.gov account to access Enrollment Manager.



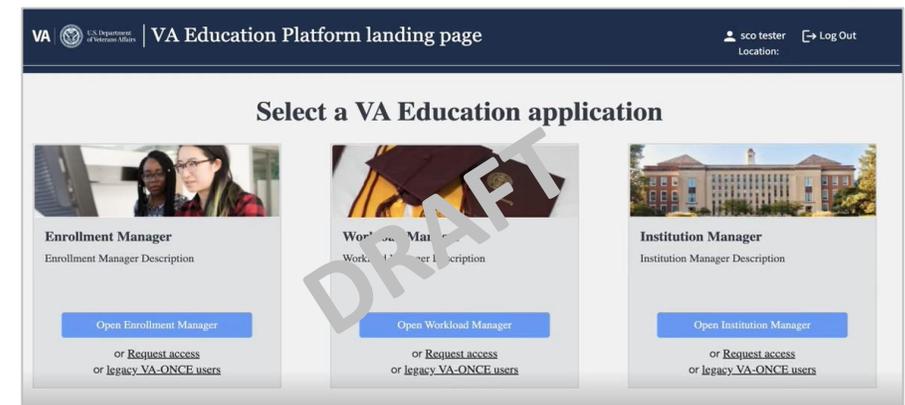
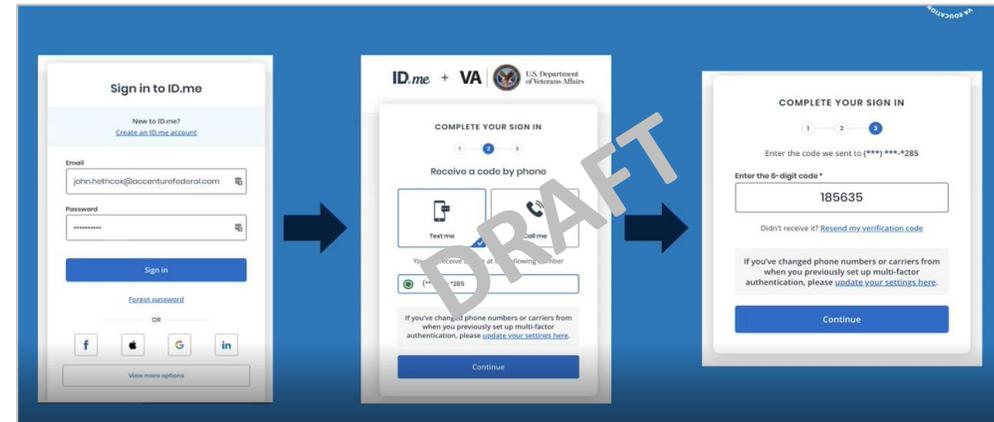
Preview | Logging in via ID.me



Through ID.me, SCOs can verify their identity and log in to Enrollment Manager

To access the VA Education Platform, SCOs will log in using their ID.me or Login.gov account. Once "ID.me" is selected, you will be prompted to log in using your ID.me credentials.

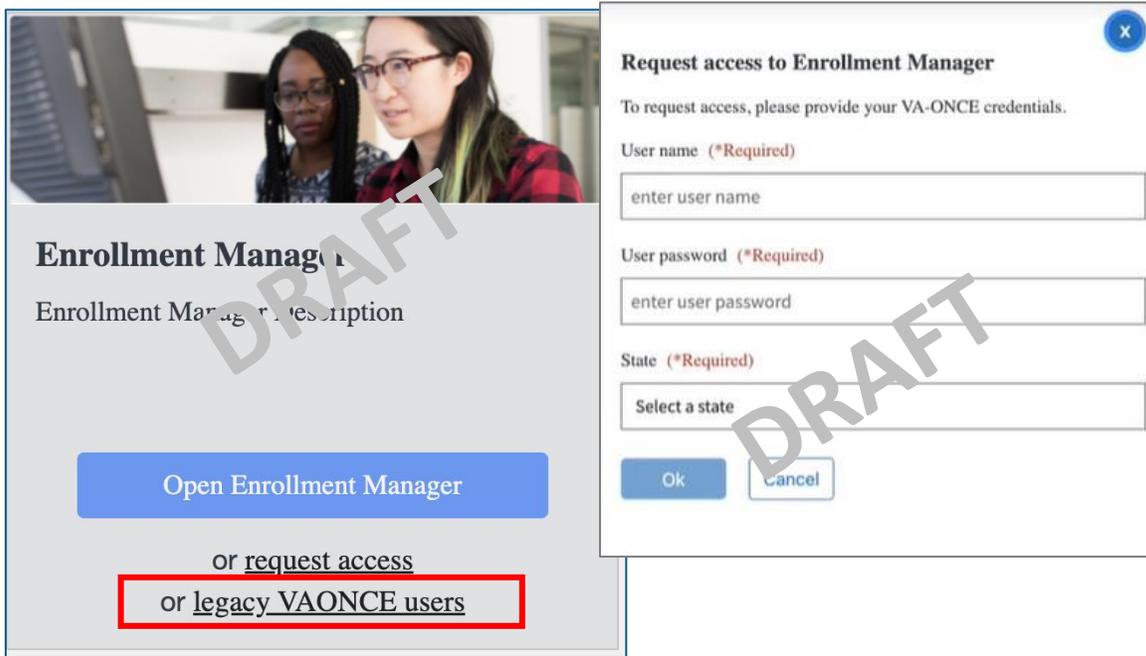
After logging in to ID.me, you will be redirected to select the Enrollment Manager application.



Preview | Logging In for The First Time

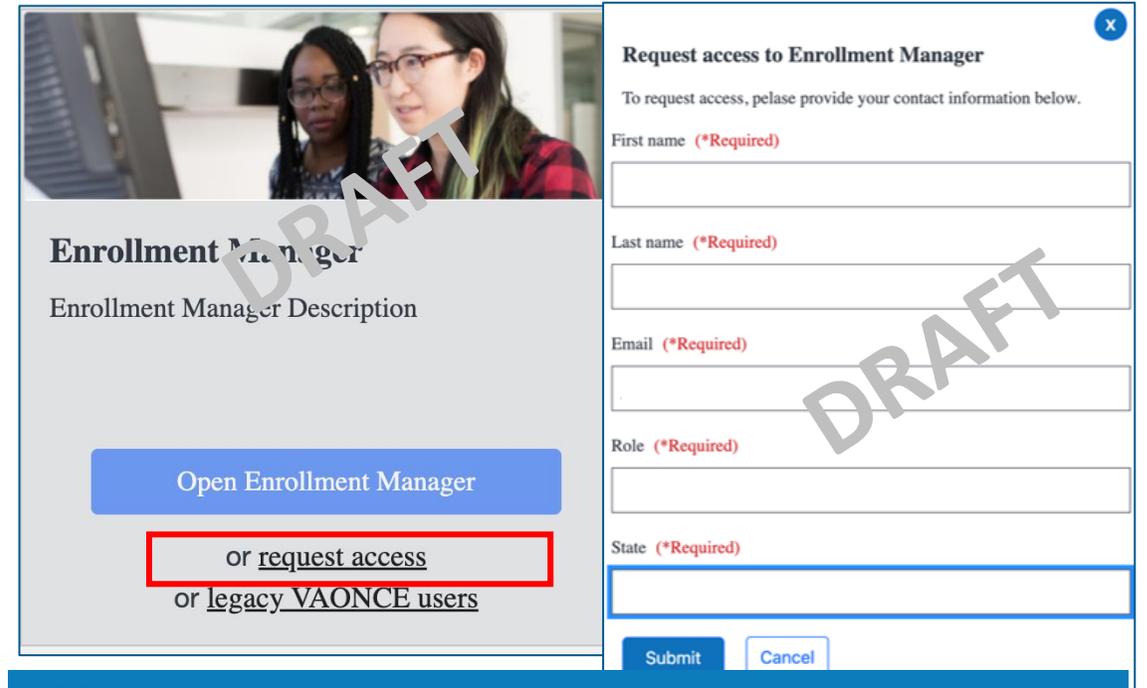
After authenticating identity through ID.me or Login.gov, new SCOs who do not have VA-ONCE credentials will need to request Enrollment Manager access from VA while **existing SCOs will use their VA-ONCE credentials** to access Enrollment Manager.

Legacy VA-ONCE Users will skip the request process



The screenshot shows the Enrollment Manager interface. On the left, there is a card with the title "Enrollment Manager" and a description "Enrollment Manager Description". Below the description is a blue button labeled "Open Enrollment Manager". Underneath the button, the text "or request access" and "or legacy VAONCE users" is displayed, with the latter phrase enclosed in a red rectangular box. On the right, a modal window titled "Request access to Enrollment Manager" is open. It contains the instruction "To request access, please provide your VA-ONCE credentials." and three input fields: "User name (*Required)" with the placeholder "enter user name", "User password (*Required)" with the placeholder "enter user password", and "State (*Required)" with a dropdown menu labeled "Select a state". At the bottom of the modal are "Ok" and "Cancel" buttons.

New Users Will Request First Time Access from VA



The screenshot shows the Enrollment Manager interface for new users. On the left, there is a card with the title "Enrollment Manager" and a description "Enrollment Manager Description". Below the description is a blue button labeled "Open Enrollment Manager". Underneath the button, the text "or request access" and "or legacy VAONCE users" is displayed, with the entire phrase enclosed in a red rectangular box. On the right, a modal window titled "Request access to Enrollment Manager" is open. It contains the instruction "To request access, please provide your contact information below." and five input fields: "First name (*Required)", "Last name (*Required)", "Email (*Required)", "Role (*Required)", and "State (*Required)". At the bottom of the modal are "Submit" and "Cancel" buttons.

SCOs will be notified once VA approves or denies access to EM through email

Preview | SCO Dashboard



Once logged in, SCOs can access quick links, improving navigation and allowing for less searching for information on different sites.

Helpful Resources

Your VA Education Liaison Representative

The servicing regional processing office (RPO) for schools in Arkansas is **Muskogee, OK**.

E-mail: ELR-Oklahoma.VAVBAMUS.RO.EDU@va.gov
 Phone: (207) 623-8411, ext. 5094

Useful links

- [School Certifying Official Handbook](#)
- [GI Bill Comparison Tool](#)
- [Send application information to students](#)
- [Common student questions](#)

VA | Enrollment Manager

[Inbox](#) | [Linda](#) | [Manage users](#)

Dashboard
Students
Schools

Search...

Students

Search school

[View all schools](#)

[100 Active GI Bill students](#)

[Find and add a student](#)

Filter Active students x

Search

Clear search

Showing 15 of 100 GI Bill students at All schools

<input type="checkbox"/> Name ↓	<input type="checkbox"/> Student ID ↕	<input type="checkbox"/> Student status ↕	
<input type="checkbox"/> Mackenzie Acosta	123456789	ACTIVE	<div style="margin-bottom: 5px;">Mackenzie Acosta</div> <div style="margin-bottom: 5px;">ACTIVE Update status</div> <div style="margin-bottom: 5px;">Date of birth: 05/03/1987</div> <div style="margin-bottom: 5px;">Country: United States</div> <div style="margin-bottom: 5px;">Student ID: 123456789</div> <div style="margin-bottom: 5px;">VA ID: 987654321</div> <div style="margin-bottom: 5px;">Benefit: Post-9/11 GI Bill</div> <div style="margin-bottom: 5px;">Program: Human Ecology</div> <div style="margin-bottom: 5px;">Go to profile</div>
<input type="checkbox"/> India Li Alexander	123456789	ACTIVE	
<input type="checkbox"/> Riley Armstrong	123456789	ACTIVE	
<input type="checkbox"/> Kendrick Quincy Carter	123456789	ACTIVE	
<input type="checkbox"/> Ismael Chang	123456789	ACTIVE	
<input type="checkbox"/> Ela McDougal	123456789	ACTIVE	



Subject to change pending final configuration and testing.

Preview | Find and Add a Student



For SCOs to add a student to their school, they will search for that student in EDU's database first.

VA Enrollment Manager | Inbox | Linda | Manage users

Dashboard | Students | Schools | Search...

Students > Find and add student

Find and add student

First name: John | Last name: Miller | Date of birth: 01/01/1989

Filter

Search | Clear search

Showing 1-15 of 45 GI Bill students

Name ↓	Date of birth	Student status
John Adam Miller	01/01/1989	IN ANOTHER SCHOOL
John Brown Miller	01/01/1989	IN YOUR SCHOOL
John Caleb Miller	01/01/1989	NO PROFILE
John Cleveland Miller	01/01/1989	UNASSOCIATED

John Cleveland Miller
Date of birth: 01/01/1989
Country: United States
[Add student](#)
[Go to profile](#)

This student, John Cleveland Miller, currently exists in a VA system. The SCO can select “Add Student” to associate him to their institution.

Preview | Create and Add a Student



SCOs can update a student's contact information when adding them to their institution.

The student can be added to all facilities they are attending by clicking "Add another school". The SCO does not have to go to each facility code to add the student.

SCOs will only be able to set those Training Types, Objective Types, and Programs for which their institution is approved.

Dashboard **Students** Schools

[Students](#) > [Find and add a student](#) > Create and add student

Add student

Martha Washington | VA ID: 88951

1 of 2 Enter student's biographical and contact information

Biographical information

First name (*Required)

Middle name

Last name (*Required)

Suffix

Date of birth (*Required)

Month	Day	Year
<input type="text" value="January"/>	<input type="text" value="1"/>	<input type="text" value="1989"/>

VA U.S. Department of Veterans Affairs **Enrollment Manager**

Dashboard **Students** Schools

[Students](#) > [Find and add a student](#) > Create and add student

Add student

Martha Washington | VA ID: 88951

2 of 2 Select school and program

School and program information

School (*Required)

Training Type (*Required)

Objective Type (*Required)

Program (*Required)

[Add another school](#)

[<< Back](#) [Add student](#)



Subject to change pending final configuration and testing.

Preview | Student Profile



The Enrollments Tab is the main hub in a student's profile.

SCOs will be able to see all enrollments from this page. SCOs will be able to modify any enrollment where they are the Certifying Official

Unless the student has opted not to share, SCOs will also be able to view the benefit under which the student was last paid, remaining entitlement, and the benefit percentage for Post 9/11 students.

Students > MARTHA H WASHINGTON

MARTHA WASHINGTON

Student ID | ICN

Enrollments | Student Info | Programs | Benefits | Notes

Filter Add enrollment

EnrollPeriod11 at AMERICAN UNIVERSITY Amend

Facility code: 31106109 | March 09, 2021 - July 10, 2021

ENROLLMENT - SUBMITTED Total credit hours 0.3 Total clock hours 11.1 ▼

EnrollPeriod14 at AMERICAN UNIVERSITY Amend

Facility code: 31106109 | March 06, 2021 - July 13, 2021

ENROLLMENT - SUBMITTED Total credit hours 22 ▼

BENEFIT
Post 9/11 GI Bill (Chapter 33)

Benefits remaining
N/A

Benefit level
N/A

Contact information

Email address
abcd@xyz.com

Home phone 123-456-7890
Mobile phone 703-555-5555

Address
**123 House Street
Cypress, CA 90630**

Edit

Preview | Add Enrollment



The **Add Enrollment** page provides the expected fields to enter a student's enrollment.

SCOs can add remarks, if needed.

Additional standard remarks have been added to assist SCOs.

We have also provided a **Notes** field for comments regarding a particular Enrollment.

Notes are not transmitted for processing.

[Students](#) > MARTHA H WASHINGTON

Add Enrollment

MARTHA WASHINGTON | VA ID

Enrollment information

School (*Required)

Enrollment name

Begin date (*Required)

MM/DD/YYYY

End date (*Required)

MM/DD/YYYY

Remarks and notes (optional)

VBA remarks

Select

+ Add Custom Remark

Notes

Enter a note here...

You can enter up to 125 characters

Reminder: Notes are used to record additional information about a student's enrollment. Notes will be stored in the student log and will not be submitted with the enrollment.

Preview | Pre-Set Enrollment Periods



Pre-set Enrollments give SCOs the ability to create enrollment periods that will pre-populate begin and end dates for an enrollment period, to include vacation period(s) when required.

VA | Enrollment Manager

Dashboard | Students | Schools

Schools · Preset enrollments

Preset enrollments

School: College of the Atlantic

Only show active preset enrollments

Showing 1-8 of 8 active preset enrollments at College of the Atlantic

Name	Begin date	End date	Status
Summer Term 2022	June 20, 2022	July 16, 2022	ACTIVE
Spring Term 2022	March 27, 2022	June 04, 2022	ACTIVE
Spring Shoulder Term...	March 13, 2022	March 25, 2022	ACTIVE
Winter Term 2022	Jan 03, 2022	March 11, 2022	ACTIVE
Fall Shoulder Term 2021	Nov 21, 2021	Dec 20, 2021	ACTIVE
Fall Term 2021	Sept 10, 2021	Nov 19, 2021	ACTIVE
Student Orientation 2021	Aug 29, 2021	Sept 12, 2021	PENDING
Summer Term 2021	June 20, 2021	July 16, 2021	ACTIVE

Summer Term 2022

ACTIVE | Update status

Begin date: June 20, 2022
End date: July 16, 2022
Add/drop date: June 6, 2022
Term type: Clock

Break periods

4th of July Break
07/04/2022 - 07/06/2022

Associated schools

- College of the Atlantic (1234567890)
- College of the Atlantic - Great Duck Island (1234567890)
- Ecoleague - Alaska Pacific University (1234567890)
- Ecoleague - Dickinson College (1234567890)
- Ecoleague - New College of Florida (1234567890)
- Ecoleague - Northland College (1234567890)

VA | Enrollment Manager

Dashboard | Students | Schools

Schools · Preset enrollments · New preset enrollment

New preset enrollment

Basic information

Name (*Required)

Begin date (*Required)
MM/DD/YYYY

End date (*Required)
MM/DD/YYYY

Add/drop date (*Required)
MM/DD/YYYY

Term type (*Required)

- Clock
- Semester
- Quarter
- Other

What counts as a break period? *

Break period

- NEW
Another Break (10/01/2022 - 10/03/2022)
Fall Break (11/04/2022 - 11/14/2022)

Associated schools

School

- ALL
- College of the Atlantic (1234567890)
- College of the Atlantic - Great Duck Island (1234567890)
- Ecoleague - Alaska Pacific University (1234567890)
- Ecoleague - Dickinson College (1234567890)
- Ecoleague - New College of Florida (1234567890)
- Ecoleague - Northland College (1234567890)
- Ecoleague - Prescott College (1234567890)
- Maine Sea Grant Marine Extension (1234567890)
- Osakikamijima HELJO (1234567890)
- Peggy Rockefeller Farms (1234567890)
- Yucatan Study (1234567890)



Subject to change pending final configuration and testing.

Preview | Vacation Periods



When entering term dates for non-standard terms, SCOs will have the ability to **include vacation periods**. A free text remark is no longer needed.

Vacation periods

What counts as a vacation period? ▾

Vacation period
05/06/2021 - 05/16/2021

Vacation period
04/06/2021 - 04/16/2021

Begin Date (*Required)
MM/DD/2021

End Date (*Required)
MM/DD/YYYY

Preview | Amendment Information



Amending and terminating an enrollment will be made easier.

The ability to amend and terminate enrollments will be clearer, and an additional reason for change has been added for changes between types of hours without an increase or decrease.

For terminations you will be able to check if it is a termination or a graduation.

Amendment Information

Amendment Reason (*Required)

Select

Amendment effective date (*Required)

Month Day Year

mm dd yyyy

Amendment Information

Amendment Reason (*Required)

Student completed term but non-punitive grades assigned for

Amendment effective date (*Required)

Month Day Year

02 20 2022

Mitigating Circumstances

Select

- An illness or death in the student's immediate family
- An illness or injury afflicting the student during the enrollment period
- An unavoidable change in the student's conditions of employment
- An unavoidable geographical transfer resulting from the student's employment
- Immediate family or financial obligations beyond the control of the claimant that require them to suspend pursuit of the program of education to obtain
- Discontinuance of the course by the school
- Unanticipated active military service, including active duty for training
- Unanticipated difficulties with childcare arrangements the student made for the period during which they are attending classes

+ Add Custom Remark

Amendment Information

Amendment Reason (*Required)

Select

- Hours changed between Online and Residence course
- Increase
- Pre-registered but reduced prior to first day of term
- Reduction on first day of term
- Reduction (Non-College)
- Reduction after drop period - non-punitive grades assigned
- Reduction after drop period - punitive grades assigned
- Reduction during drop period
- Other

Remarks and notes (optional)

VBA remarks

Select

Preview | Termination & Graduation



Terminations

When enrollments are terminated, all the pre-existing Credit values are changed to 0 and a relevant Amendment Reason is required.

Credits and tuition	Credits and tuition
<input type="checkbox"/> Graduation/End of Term or Course	<input type="checkbox"/> Graduation/End of Term or Course
<input type="checkbox"/> Termination	<input checked="" type="checkbox"/> Termination
Resident credits (*Required) 9	Resident credits (*Required) 0
<input type="checkbox"/> Residence taken online	<input type="checkbox"/> Residence taken online
Online credits (*Required) 6	Online credits (*Required) 0
Clock hours 0	Clock hours 0
Tuition & Fees amount (*Required) 15000	Tuition & Fees amount (*Required) 0
Remedial/Deficiency credits 0	Remedial/Deficiency credits 0
	<input type="checkbox"/> Yellow Ribbon

Graduation

When a student graduates while receiving benefits, select the Graduation check-box and select Graduation (IHL) or Completed Term or Course (NCD) for the Amendment Reason. The effective date will be auto-populated.

Credits and tuition	Amendment information
<input checked="" type="checkbox"/> Graduation/End of Term or Course	Amendment Reason (*Required) Graduation
<input type="checkbox"/> Termination	Amendment effective date (*Required) 05/15/2022
Resident credits (*Required) 9	
<input type="checkbox"/> Residence taken online	
Online credits (*Required) 6	
Clock hours 0	
Tuition & Fees amount (*Required) 15000	
Remedial/Deficiency credits 0	

Enrollment Manager FAQs



How will I access Enrollment Manager?

Answer: All users need to create an ID.me or Login.gov account to have secure access to Enrollment Manager. The first time you access Enrollment Manager, you will log in through VA's Education Platform Landing Page.

Will ETIs be required to submit a new MOU for the Enrollment Manager access?

Answer: No, each user will have an End User Agreement that they will have to acknowledge when logging in for the first time.

How many years of data will be transferred to Enrollment Manager from VA-ONCE? Will schools be able to access VA-ONCE for data older than the period transferred?

Answer: We are importing 5 years of data. VA-ONCE will no longer be available after it is disabled and the switchover to Enrollment Manager has occurred.

Will the Logs from VA-ONCE get transferred?

Answer: Yes, the Logs will be transferred from VA-ONCE into Enrollment Manager as notes

Should schools hold Enrollment Certifications until rollout?

Answer: No, please continue certifying enrollments in VA-ONCE until you receive further guidance.

Is Enrollment Manager going to work with OJT/APP?

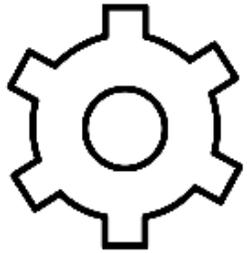
Answer: SCOs will be able to certify almost all enrollments for OJT/APP programs except for Chapter 31 enrollments.

Enrollment Manager Transition



Leading up to the launch of Enrollment Manager there will be a **Transition Week** for VA migrate the data, during which access to VA-ONCE will not be available. See below a preview some of the activities that will be available to prepare you for go-live.

VA-ONCE to Enrollment Manager Transition



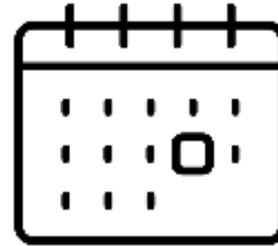
VA-ONCE Sunset Prep

Please submit enrollments in VA-ONCE as usual until you hear otherwise!



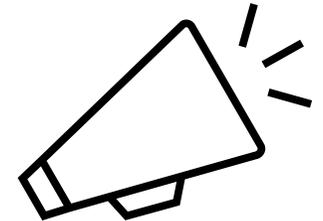
Tip of the Week Kickoff

The Tip of the Week campaign will begin giving EM users insight on helpful actions they can take to efficiently navigate EM



Office Hours

Office Hour sessions will be held giving detailed live instructions on how to use specific EM features



Enrollment Manager Goes Live

Once Enrollment Manager is live, you will resume submitting enrollments using the new and improved system.

SCO Enrollment Manager Workshop



This is an opportunity to learn about and interact with Enrollment Manager, a key service in the Digital GI Bill effort. This event will provide you with knowledge about the new system features and how EDU will support you through the transition from VA-ONCE to Enrollment Manager.

JOIN US!

WHEN

Tuesday, November 15th
12:00 - 4:00 P.M. EDT

WHERE

Online & in
Washington DC

RSVP

<https://scoenrollmentmanagerworksop.splashthat.com>



EDUCATION SERVICE
GI BILL PROGRAMS



School Certifying Officials:

Join us at the Enrollment Manager workshop for

- Preview of new features
- Q&A with VA
- Interactive demo stations



Additional Training Activities

These activities each support SCOs transition from VA-ONCE to Enrollment Manager



Enrollment Manager Workshops & Webinars



Interactive E-learning modules on the SCO Training Portal



User Guides and Job Aids



Access to resources such as FAQs, Handbooks, and training videos

Be on the lookout for additional workshop announcements and training opportunities to come this Fall!

Chatbot



Chatbot

Joseph Preisser

DGIB Chatbot Product Owner





Chatbot Objectives



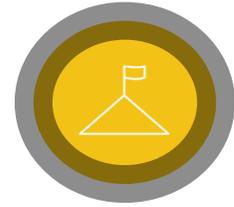
Enhance SCOs' end-to-end **user experiences** in **Enrollment Manager**



Offer SCOs a **new channel for a self-service experience**, providing users with information that is clear, direct, and easy-to-understand



Improve **operational efficiency** for VBA Education Service



Incremental improvements to meet additional or future needs



Chatbot Vision

“

We want to help School Certifying Officials (SCOs) with a self-service chatbot experience. It will provide clear information on demand, so that SCOs can support students in their educational journeys and improve automation of enrollments.

”



Chatbot Overview



Description

The chatbot prioritizes features that will be foundational to SCOs' **daily workflows and responsibilities**.

It has been developed to not only assist SCOs with **enrollments and actions** in Enrollment Manager but also to **provide information on topics related to enrollments and certifications**.

Background

The chatbot puts the **SCO at the heart of the Enrollment Manager experience**, helping users to:

- Navigate forms and fields
- Understand updated VBA Education Service terminology changes
- Get answers to common questions that they have 24/7, 365 days a year.

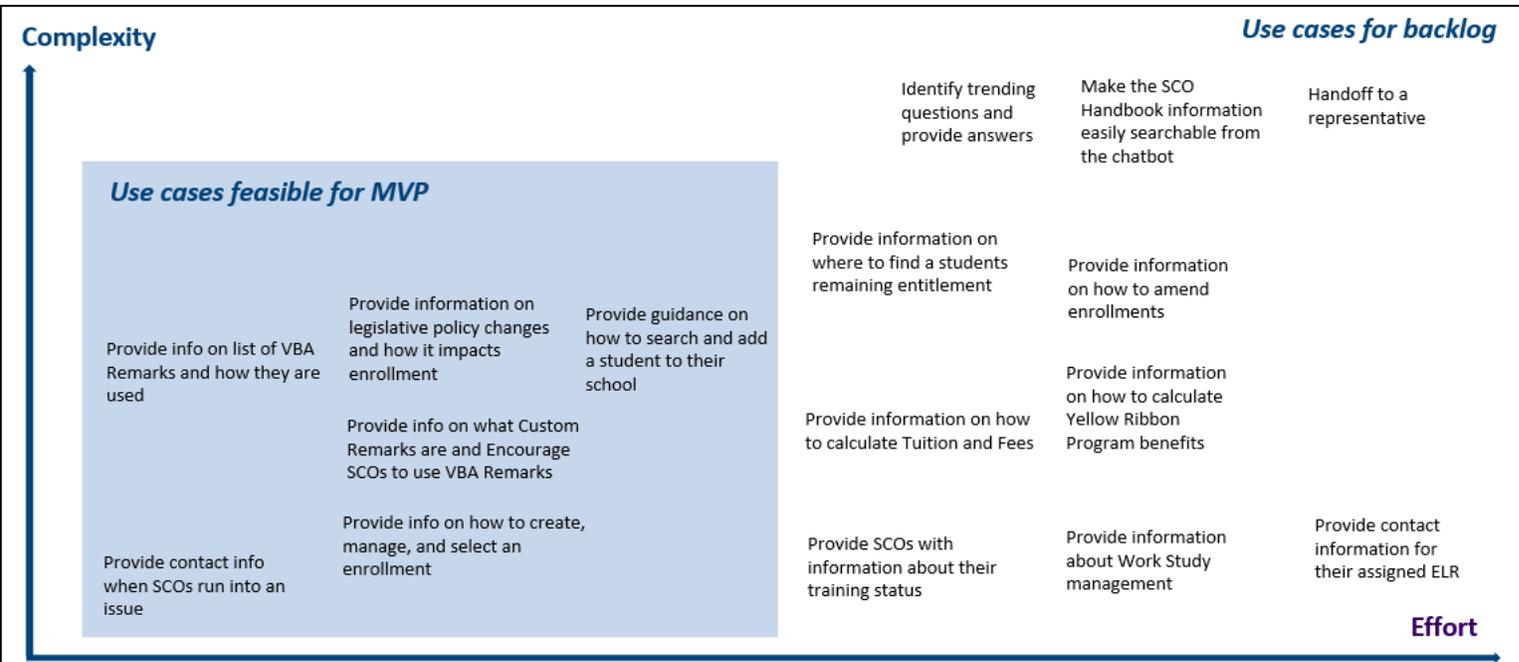
Impact

With **more than 40,000+ SCOs** using Enrollment Manager, the chatbot will greatly **reduce call volume to the Education Call Center (ECC) and prevent delays**, ultimately making it easier to obtain critical information that supports students and expedites the automation of claims.

Chatbot Use Cases



The DGIB Team evaluated numerous use cases based on efficacy and feasibility to determine the **top three features** required for a Minimum Viable Product (MVP).



Preset Enrollments

- Provide info on how to create, manage, and select an enrollment



VBA Remarks & Custom Remarks

- Provide info on VBA Remarks and when they should be used
- Provide info on Custom Remarks and when they should be used
- Encourage SCOs to use VBA Remarks



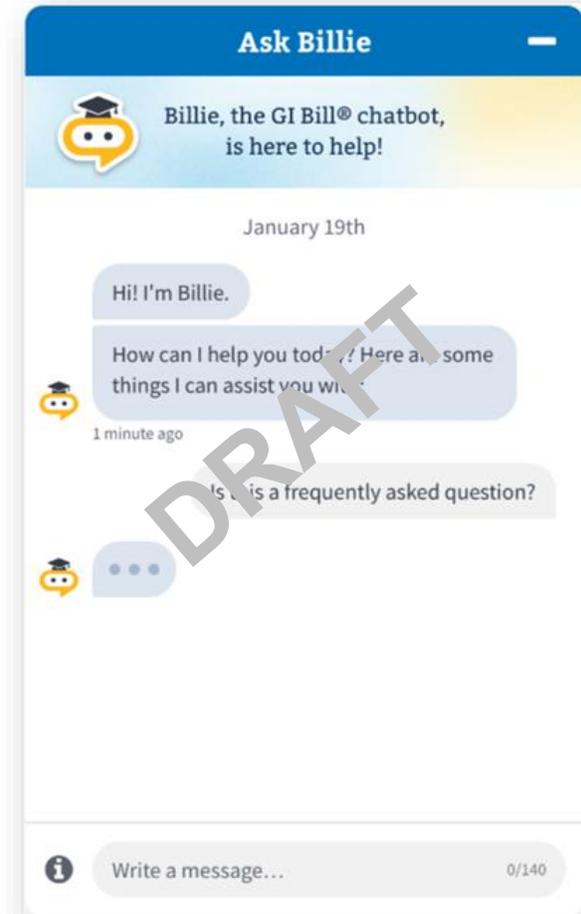
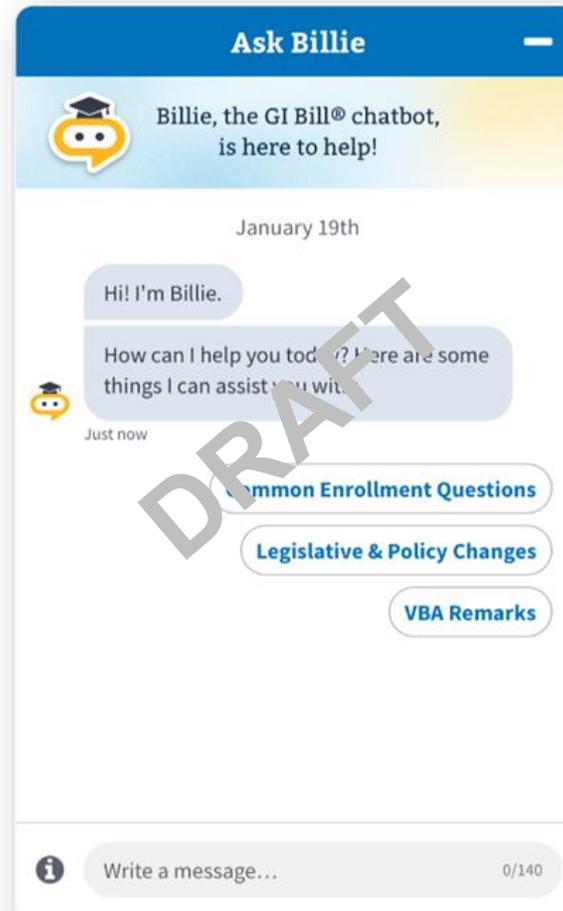
Legislative/Policy Changes

- Provide info on how the changes impact enrollments

Chatbot Preview



Meet **Billie**, the GI Bill Chatbot

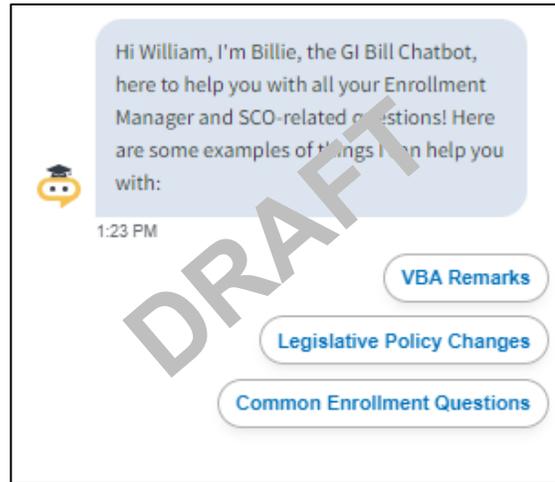


Chatbot Highlighted Features



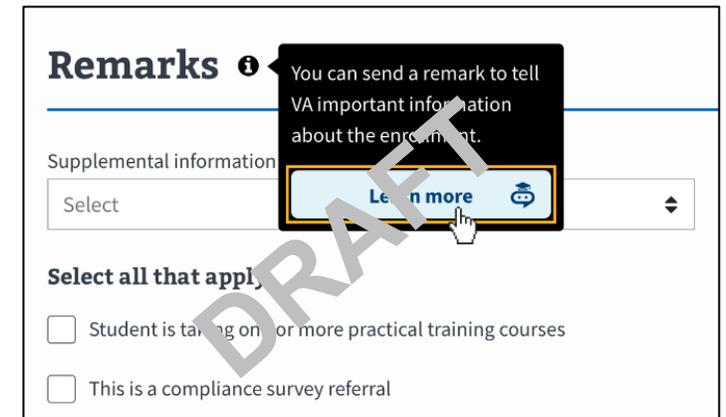
Announcement Banner

The Announcement Banner can be displayed at the top of the chatbot interface as needed to provide the latest legislative and policy changes or other general announcements.



Guided Flows

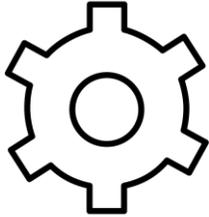
Guided flows help SCOs to better navigate the chatbot experience, as well as make the most of Billie's many features and resources.



Billie Tooltips

Billie Tooltips present helpful “Learn more” buttons on selected forms and fields in Enrollment Manager, giving the SCOs context-specific information as they complete student enrollments.

Next Steps and Goal Timeline



Continue to develop Enrollment Manager and Chatbot

Summer 2022



Perform End to End Testing

Fall 2022



Deploy Enrollment Manager and Chatbot to Production

Future State

In the meantime, please continue to certify enrollments in VA-ONCE until instructed otherwise.

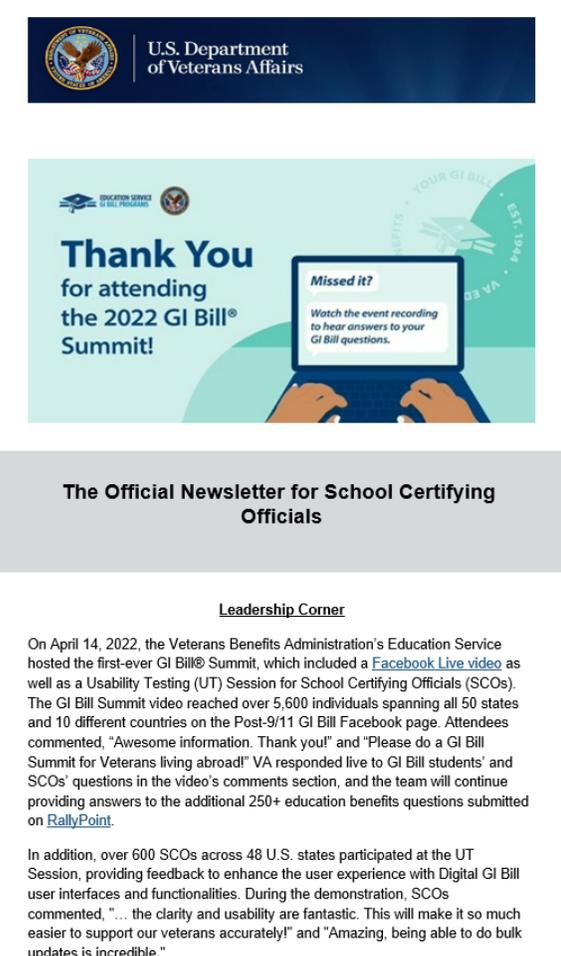


Develop training and share EM and Chatbot updates through communication channels

Now through the release of Enrollment Manager and Chatbot

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Thank You



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