



# Planning, Priorities, Progress

*An update for F.A.V.E.S. conference*

## VBA Education Service







June 2023

# Agenda

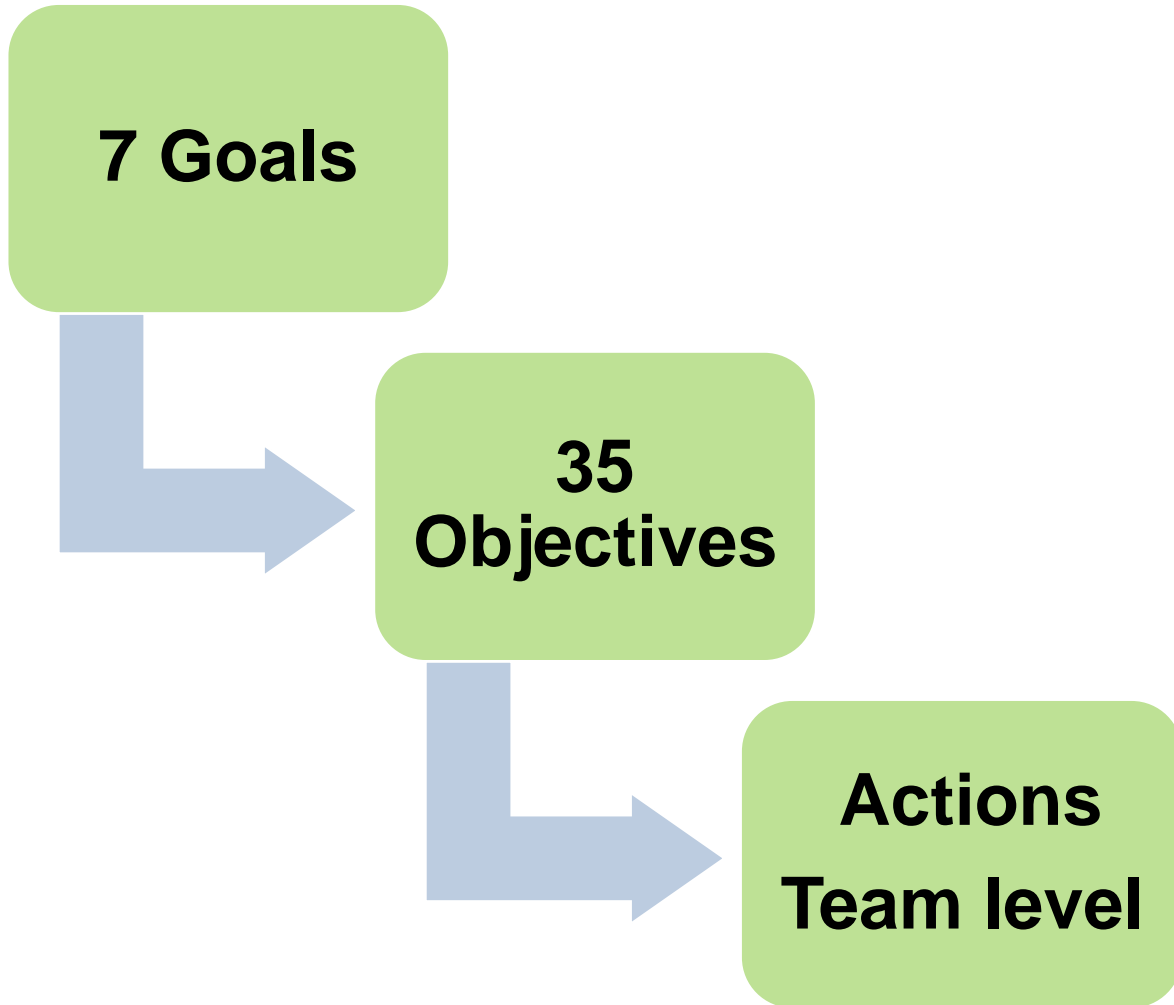


- **Vision/strategy**
- **Digital GI Bill modernization**
- **Oversight & Accountability**
- **Group Trivia challenge/prize**
- **Wrap-up/Q&A**

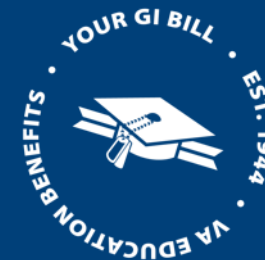


<b>Vision:</b>	<b>To be the recognized leader in VA for benefits delivery and customer service</b>			
<b>Mission:</b>	Provide <b>timely and accurate delivery of education benefits</b> to Veterans, service members, and their families through effective and efficient claims and enrollment processing; <b>create the informed consumer</b> ; and <b>protect the integrity of GI Bill</b> program benefits.			
<b>Core Values:</b>	Integrity * Commitment * Advocacy * Respect * Excellence			
<b>Strategic Priorities:</b>	 <i>Customer Service Excellence</i>	 <i>Process Improvement and Innovation</i>	 <i>Platform and Technology Enhancement</i>	 <i>People Advocacy</i>
<b>Strategic Results:</b>	Provide world-class customer service to GI Bill veterans, beneficiaries, and other stakeholders (i.e., SCOs, SAAs).	Exceed stakeholder expectations through value-added innovative processes and services.	Leverage technology to automate and improve benefits delivery and for other means to support workforce and customers.	Create a people-first culture of empowered employees.

# Education Service Operating Plan '23 – '26



***Effective Stewardship of  
the GI Bill Programs***



# DGIB Update



# Digital GI Bill (DGIB) Milestones

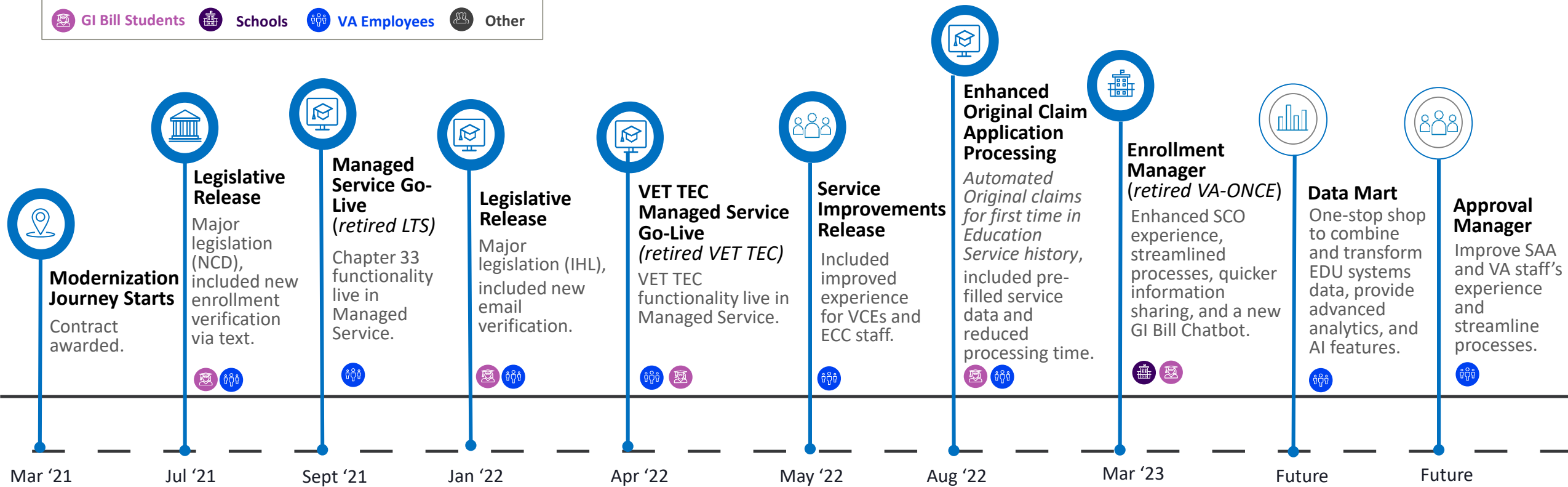


Significant DGIB progress has been achieved to date, improving the Veteran experience and outcomes. 7 releases already completed. 2 of the 3 largest legacy systems retired.\*

The solid blue circles show key milestones the DGIB team has already met.

## Key Experience Stakeholders

GI Bill Students
 Schools
 VA Employees
 Other



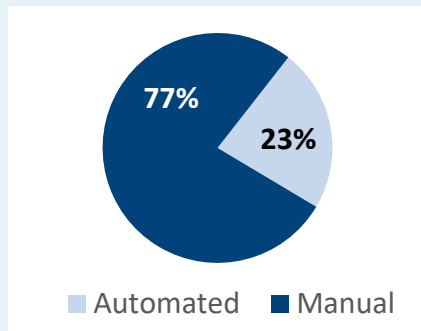
\* Largest legacy systems: LTS and VA-ONCE already consolidated into the Managed Service. Mainframe BDN remains to be done.

# Supplemental & Original Claims Automation Update



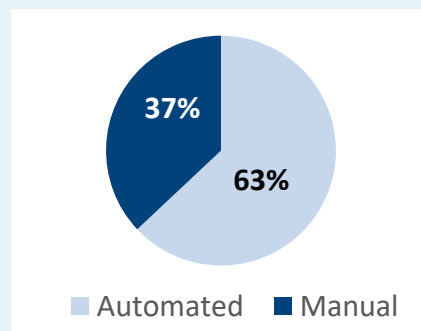
The DGIB team continues to focus on automation, in line with our overall program objectives, to improve Post-9/11 GI Bill supplemental and original claims automation.

## Chapter 33 Original Claims

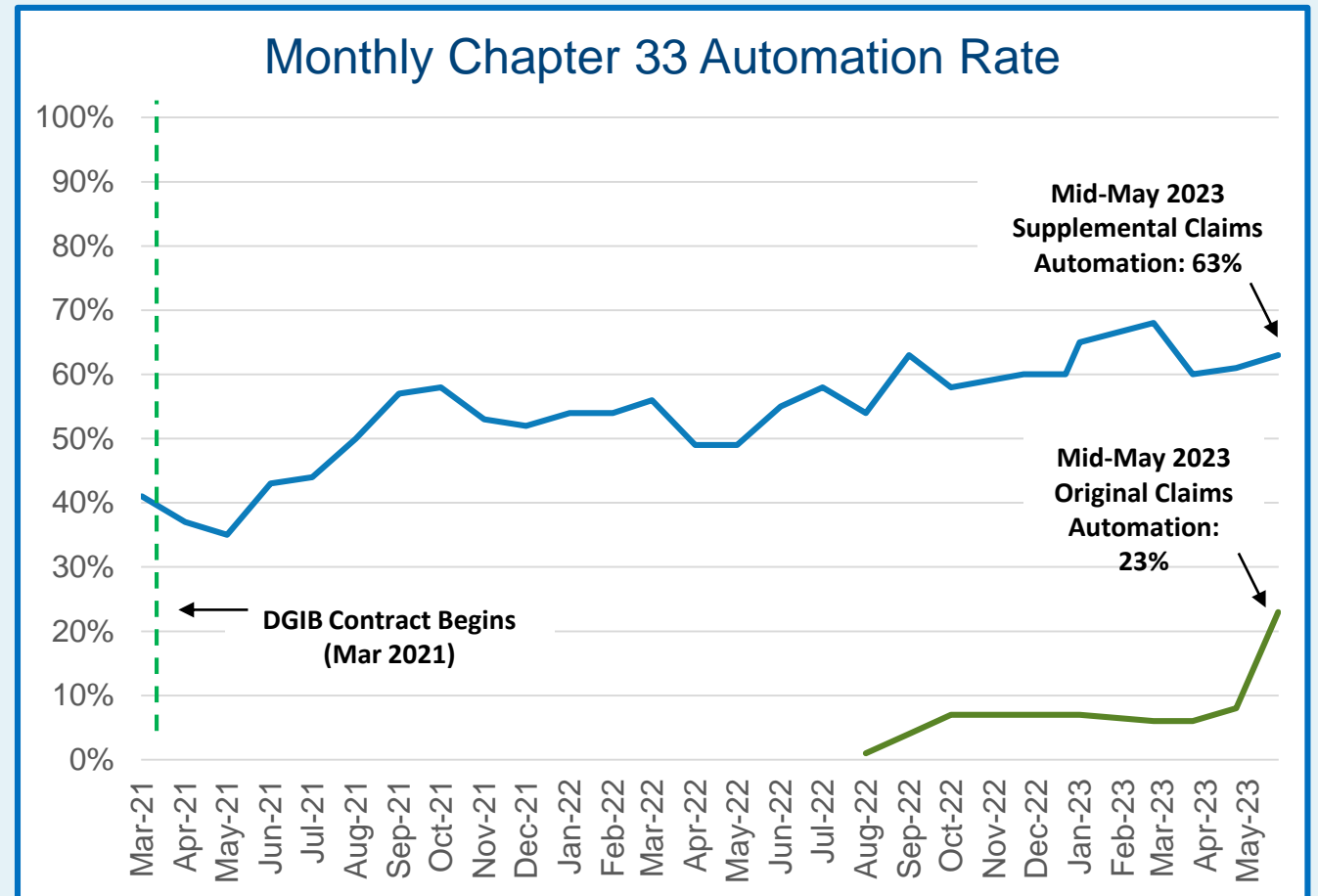


Trending towards  
**23%**  
Automation for  
**May 2023.**

## Chapter 33 Supplemental Claims



Trending towards  
**63%**  
Automation for  
**May 2023.**



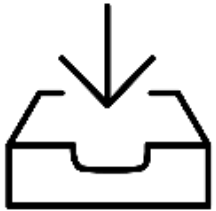
Data as of 05/17/23

# Enrollment Manager Release Shift



In December 2022, VA decided to shift the Enrollment Manager release from January 2023 to March 2023. This will allow VA to optimize the system and to better support those using the new platform.

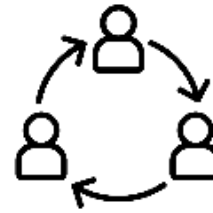
## Positive Impacts



Allow SCOs to use VA-ONCE during **peak Spring enrollment period** (January 2023).



Allow SCOs more time to **complete required EM trainings and participate in testing.**



Opportunity to **optimize** the improved system.



Help mitigate any impacts to students' **Monthly Housing Allowance payments.**

Student Veterans of America® published "[VA Delays New Enrollment Manager System to Reduce Impact on Student Veterans](#)" commending VA for delaying the release.

"Shout out to you [Education Service] for getting that email out as quickly as you did. Yeehaw, **that was most welcomed from the entire VA community.** Thank you, Director Garcia, for your help facilitating that and **listening to feedback from across the country...**We really appreciate the information sent out. It seemed like there was more information at this month's Office Hours too."

- Dr. Jan Del Signore, NAVPA



# Enrollment Manager Pre-Go-Live Engagement

## November 15, 2022 Enrollment Manager Workshop

156 total SCOs  
attended in-person



**9,700 individuals tuned in virtually.** VA leadership walked through an overview of Enrollment Manager, upcoming events and deadlines, communications and training materials, Q&A sessions, and how the system fits into VA's overall modernization efforts.

George Mason University  
December 1 | Fairfax, Virginia



GI Bill Town Hall  
27 Attendees



SCO EM Workshop  
15 Attendees

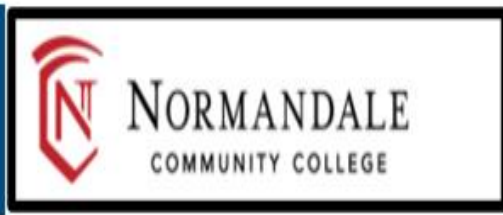
*"I'm really impressed with what I saw today, especially with IT modernization. **We know IT can be challenging, but Education Service is doing it right.** This is incredibly exciting and needed – the expedited processing and timing makes a huge difference. We applaud you."*  
– GI Bill student

American University  
– March 2, 2023



Week before "go-live" EDU hosted **three soft launches for SCOs** to enter enrollments into the new Enrollment Manager system.

# SCO Collaboration Group



**The SCO Collaboration Group includes a flight training school and a representative of the National Association of State Approving Agencies**

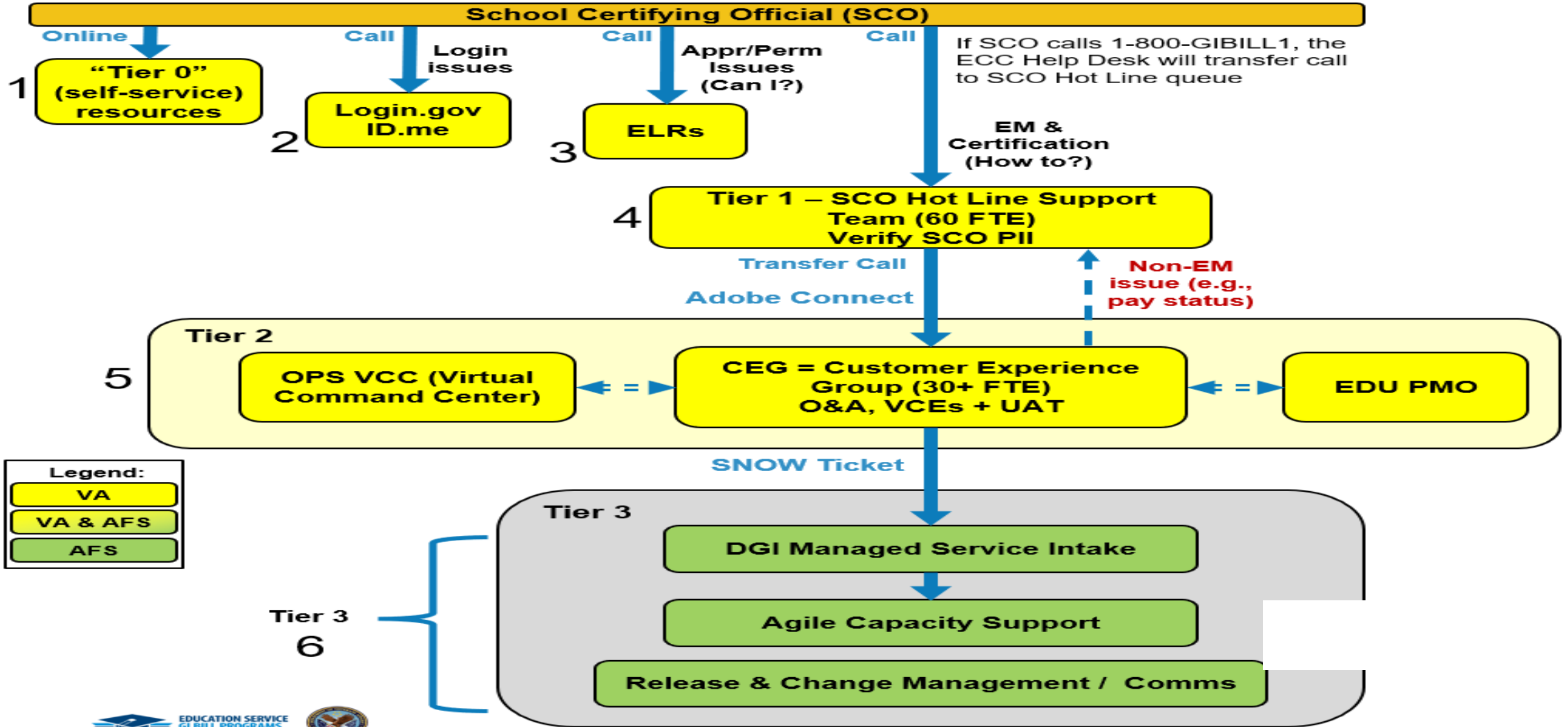
The SCO Collaboration Group (since November 2022) assisted with input and feedback on training, communication to SCOs, Enrollment Manager testing, and the post-go-live Customer Experience Group (CEG). They will continue in their consulting role beyond Enrollment Manager.

# Rolling out the CEG



Anticipating increased call volume after EM went live, a **Customer Experience Group (CEG)** was stood up. Collaborating with OFO, RPOs, AFS, a tier system allowed a triaging of SCO concern and/or questions.

# Customer Experience Group (CEG) Structure



# CEG Daily Update (Apr 13)

## CEG Daily Updates

- Top Priorities:
  - Coordinate with EDU PMO and PIO to continually communicate SNOW ticket resolution to SCOs (including flash traffic to CEG / ECC)
  - Receive updated list of known defects / SNOW tickets, CEG script, and AFS fixes daily to keep CEG current
  - Monitor call volume and issues to recommend to EDU leadership when CEG should stand-down
- Structure (37 FTE): Continue to monitor UAT SME schedules to address peak call volume periods, queued calls, and speed to answer
- Working with PIO on “Enrollment Manager Known Issues” site before go-live
- PIO released emails to SCO Flight on 4/12 and SCO OJT/APP on 4/13

## Top CEG Call Topics

- VA-ONCE legacy users – Continuing to process VA-ONCE legacy users’ access requests
- SCOs not able to access multiple facilities/campuses – UAT SMEs continue to fix during Adobe Connect sessions
- Legacy data missing or incorrect in student records (e.g., programs, DOB, degree level, certs)
- SCOs having difficulties searching EM for students
- Can’t find Ch35 claimants
- Objective unknown or unsupported error message; get duplicate program error
- Correct chapter (e.g., Ch35, Ch31) showing on Program Tab, but Ch33 shows on the Benefit Tab
- Erroneous header, Ch33, showing for Ch31 claimants
- OJT/APP – cannot submit certs or update academic info

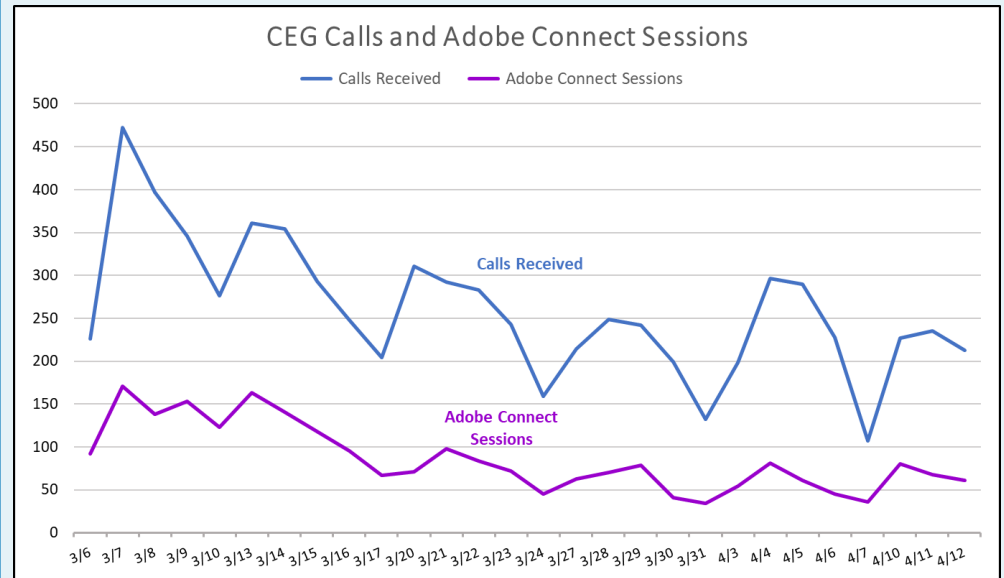


## Call Stats

(Previous day = total)

CEG Calls and Adobe Connect Sessions	
Received	213 (4/12)
Answered / Resolved	207 (4/12)
Average Speed to Answer/ Resolve	39 sec (4/12)
Average Talk Time	12 min (4/12)
Adobe Connect Sessions	61 (4/12)

SNOW Tickets (Cumulative List Coordinated with EDU PMO)	
SNOW Tickets Submitted	158
Pending	107
Resolved	51



# What is the future of the CEG?



**CEG II?**

**Pony CEG?**

**CEG-Zilla?**

# Enrollment Manager Key Metrics



**10,490+**

Institutions have submitted enrollments.

**1,030,430+**

Enrollment certifications for all chapters have been submitted since Enrollment Manager go live,

**14,569+**

Distinct users successfully accessed Enrollment Manager.

**190**

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

**81.7%**

*As of May 10, 2023*

Of covered institutions\* have at least one SCO that completed all training courses.

*\*Institutions with at least 20 GI Bill students.*

**99%**

Of users who have attempted to login are in the system.



# Approval Compliance and Liaison (AC&L) Update





# Staffing & Recruitment (FY22 vs. Current)

## FY22

AC&L Division experienced a total loss of 19 of 76 ELRs or 25% of the staff in FY 22.

Authorized Ceiling	Current On-Board	Hires Pending Recruitment Action	Hires Pending HRC Action	Hires Pending Selection Process	Hires Pending Offer Process
185	178	1	4	0	2

Vacancies	
ELR	3
ECSS	2
SCLS	2
<b>Total</b>	<b>7</b>

Performance Standard Fully Successful = 37 Exceeds Fully Successful = 34 Outstanding = 30	ADC Month
October	37.7
November	40.6
December	36.8
January	35.0
February	35.9
March	32.9
April	29.6
May	27.2

# FY23 Program Approvals

**Metric: Timely completion of all approval information from SAA**

## Average Day to Complete (ADC)

- ADC exceeded targets due to focus on 35% exemption applications following enactment of the Best Schools for Veterans Act of 2022
- Instituted plan for improving timeliness by prioritizing and brokering program approval



*Who you 'gonna call?*

**For SCO Support**



# CERTIFYING OFFICIAL RESOURCE GUIDE

[\\*SCO Resource Page\\*](#)

Issue	ELR	SCO Hotline	SAA	Ask VA	VR&E	Resource
Updating Certifying Officials; VA Form 22-8794	X					<a href="#">SCO Training FAQ</a>
Technical assistance with reporting enrollments	X					<a href="#">SCO Handbook</a>
Access to Enrollment Manager and related technical guidance	X					<a href="#">EM User Guide</a>
85/15 reporting matters	X					<a href="#">85/15 Frequently Asked Questions</a>
Clarification on WEAMS 1998 reports	X					
Explanation of school overpayments or other payment issues		X		X		
Request list of all overpayments by facility code or troubleshoot debt repayment issues				X		DMC Power Point
Individual student benefit information and hardship cases		X		X		
Updated catalogs and programs. New/suspended/cancelled programs.			X			
School address updates – including branch/extension			X			
Changes in accreditation status, ownership or change of address			X			
Chapter 31 Questions and Concerns					X	<a href="#">VRE Handbook</a> + update link to VR&E Officer Contact List that's broken
Chapter 31 e-Authorization and Invoicing					X	<a href="#">VRE e-Authorization and e-Invoicing</a>

# Standardization and Training

## **Approval Compliance and Liaison (AC&L) Training Symposium**

August 14-17, 2023, in Lombard, IL

This symposium will bring together Central Office leadership from VBA's Education Service and out-based Regional Office (RO) personnel together to identify, discuss, and improve quality service to VBA and our customers in the areas of educational service and strengthen ongoing efforts to improve the program approval and compliance survey process.

**Invited: NASAA and SCOs for customer feedback panels**

# Standardization and Training

## All ECSS – Compliance 101 Training

Dates: June 7-9, 2023 & June 20-21, 2023 (5-Days) Time: 10:00am-4:30pm

- Compliance 101 is a required program that comprehensively introduces the essential skills, processes, and procedures required to conduct compliance surveys effectively and efficiently at facilities with programs approved for GI Bill® benefits.
- The compliance survey aims to identify deficiencies and violations that may require remediation or enforcement actions to guarantee the propriety of benefit payments for GI Bill® beneficiaries.
- In this class, participants will learn the basic fundamental skills necessary to conduct compliance surveys accurately and thoroughly to ensure that all programs at scheduled facilities comply with the relevant legal provisions.

# Trivia challenge/prize



Who holds the (unofficial) record for the longest home run hit in the major leagues?  
How far did it go?

# First Look at New Initiative



Education File Upload Portal

U.S. Department of Veteran Affairs Education Service  
Oversight and Accountability Division

The new **Education File Upload Portal** allows SCOs to upload documents supporting:

- Compliance actions according to 38 USC § 3693
- VA notification of changes not requiring SAA review

The portal accepts **certain** documents normally submitted to VA group email boxes

- **Compliance documents** requested to support a scheduled compliance activity
- **VA Form 22-8794** Designation of Certifying Official with training certificate(s)
- **EFT & Tax ID** Update (on organizational letterhead)
- **VA Form 22-10216 and VA Form 22-10215** (35% exemption and 85/15 reporting)
- **VA Form 22-0831** List of Affected Branches/Extensions for Centrally Certification



# Education File Upload Portal

<https://www.my.va.gov/EducationFileUploads/s>

Information provided in June Office Hours for SCOs & SAAs  
Wayne Rhoades, Chief Education Liaison Officer  
VA Education, Approvals, Compliance and Liaison

# Closing Remarks – History Reflection



On **June 6, 1944**, began invasion of the beaches at Normandy in Nazi occupied France by US and other troops. Codenamed Operation Overlord—the D-Day invasion was the largest naval, air and land operation in history. Historians often refer to D-Day as the **beginning of the end of World War II.**



On **June 22, 1944**, U.S. President Franklin D. Roosevelt signed the G.I. Bill, an unprecedented act of legislation designed to **compensate returning members of the armed services—** known as G.I.s—**for their efforts in World War II.**



**EDUCATION SERVICE  
GI BILL PROGRAMS**

