



AVECO Conference



July 19-20, 2022

Intro to Enrollment Manager

Enrollment Manager Teaser Video



Enrollment Manager

Shay Norton-Leonard

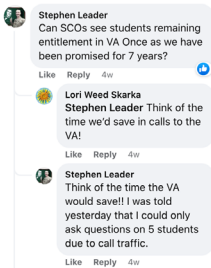
DGIB Enrollment Manager Product Owner





Enrollment Manager 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.



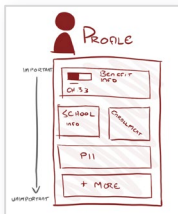
1) Research

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

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

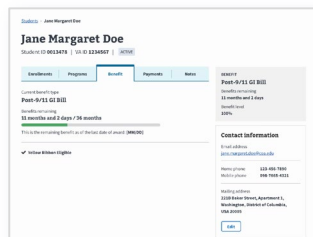
2) Design

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

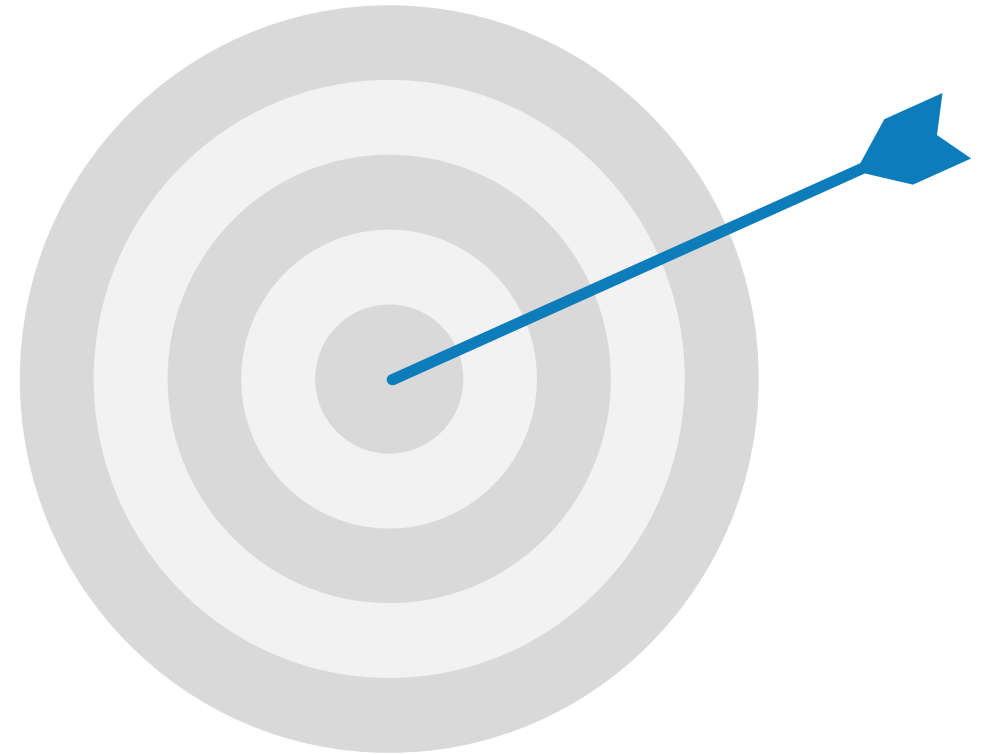
Experience **less clicking and improved navigation** with quick links located on the SCO Dashboard

Ability to Add Notes

Add notes to the individual enrollments to reduce the use of remarks.

Enrollment Manager Chatbot - Billie

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



Preview | Logging In



SCOs will request access and log in to Enrollment Manager using VA's new Digital GI Bill landing page, User Access Manager (UAM)

Users with existing VA-ONCE credentials can log in for the first time by selecting this link



Enrollment Manager
Enrollment Manager Description

[Open Enrollment Manager](#)

or request access
or legacy VAONCE users

Request access to Enrollment Manager

To request access, please provide your contact information below.

First name **(*Required)**

Last name **(*Required)**

Email **(*Required)**

Role **(*Required)**

State **(*Required)**

Preview | SCO Dashboard



SCOs can access quick links on the SCO Dashboard, improving navigation and allowing for less clicking when using the improved interface.

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

All schools

[View all schools](#)

100 Active GI Bill students

[Find and add a student](#)

First name	Last name	Date of birth	Student ID	VA ID
<input type="text"/>	<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>	<input type="text"/>

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="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> <p>Mackenzie Acosta</p> <p>ACTIVE Update status ▼</p> <p>Date of birth 05/03/1987</p> <p>Country United States</p> <p>Student ID 123456789</p> <p>VA ID 987654321</p> <p>Benefit Post-9/11 GI Bill</p> <p>Program Human Ecology</p> <p>Go to profile</p> </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	
<input type="checkbox"/>			



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.

The screenshot shows the 'Find and add student' page in the VA Enrollment Manager. At the top, there's a navigation bar with 'VA Enrollment Manager', 'Inbox', 'Linda', and 'Manage users'. Below that are tabs for 'Dashboard', 'Students', and 'Schools', along with a search bar. The main content area is titled 'Find and add student' and contains three input fields: 'First name' (John), 'Last name' (Miller), and 'Date of birth' (01/01/1989). There are 'Search' and 'Clear search' buttons. Below the search area, it says 'Showing 1-15 of 45 GI Bill students'. A table lists several students with their names, dates of birth, and statuses. The last entry, 'John Cleveland Miller', is highlighted in blue and has a status of 'UNASSOCIATED'. To the right of the table is a profile card for 'John Cleveland Miller' showing his date of birth and country. A blue callout box points to the 'Add student' button in the profile card.

This student, John Cleveland Miller, currently exists in a VA system. The SCO can select "Add Student" to associate her 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 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:

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 and modify all enrollments from this page. Unless the student has opted not to share, SCOs will also be able to view the benefit under which the student is being 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 to **streamline** the process for the Certifying Official.

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)

End date (*Required)

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 | Vacation Periods



When entering term dates, we have added 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.

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 courses
- 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 | Terminate Enrollment



Amending and terminating an enrollment will be made easier.

Termination reasons can be selected from the Amendment Reason dropdown when the “Termination” checkbox is selected.

Credits and tuition

Graduation/End of Term or Course

Termination

Resident credits (*Required)

Residence taken online

Online credits (*Required)

Clock hours

Amendment Information

Amendment Reason (*Required)

- ✓ Select
- Pre-registered but never attended
- Student completed term but non-punitive grades assigned for one or more course(s)
- Unsatisfactory attendance, progress or conduct
- Withdraw before beginning of term
- Withdraw after drop period - non-punitive grades assigned**
- Withdraw after drop period - punitive grades assigned
- Withdraw during drop period
- Withdrawal or interruption (Non-College Degree Programs not on a term basis)
- Other

Thank You



**EDUCATION SERVICE
GI BILL PROGRAMS**

