

Digital GI Bill

Association of
Veterans Education
Certifying Officials

July 28, 2021



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U.S. Department
of Veterans Affairs

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Introducing the Digital GI Bill

DGIB's goals are:



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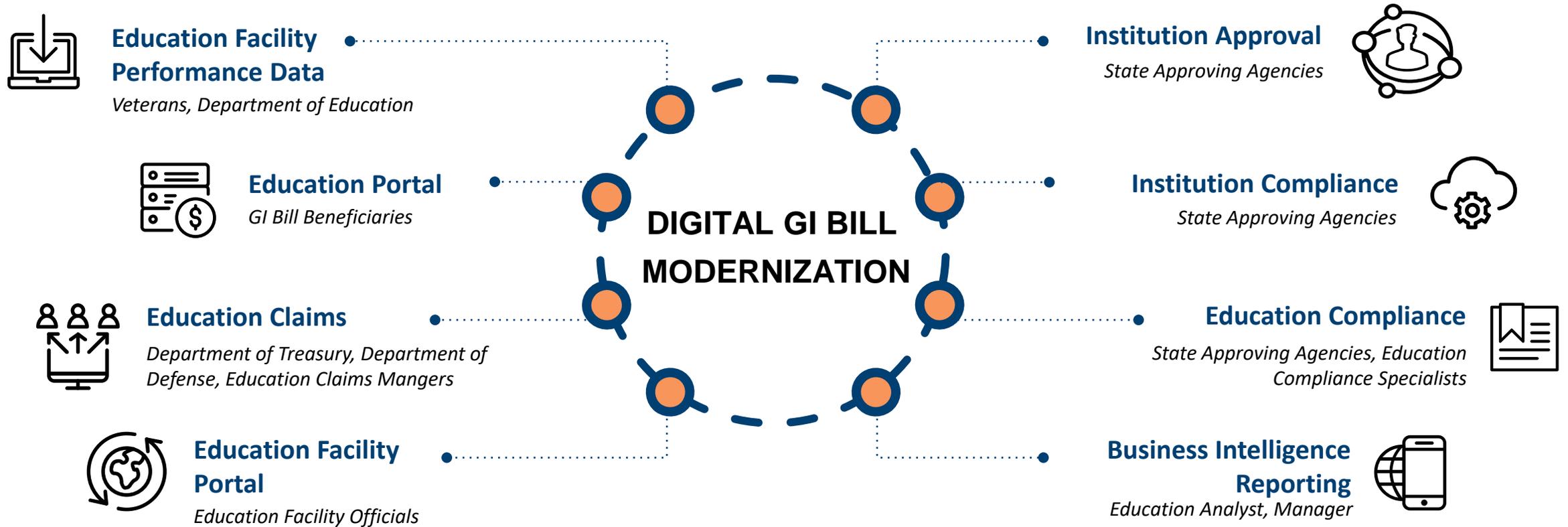
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Digital GI Bill Overview

Digital GI Bill (DGIB) is a modernized digital platform that will transform VA technology systems, improve GI Bill students' user experience, and optimize benefits processes for millions of beneficiaries. This platform will be a single interface across the education ecosystem.



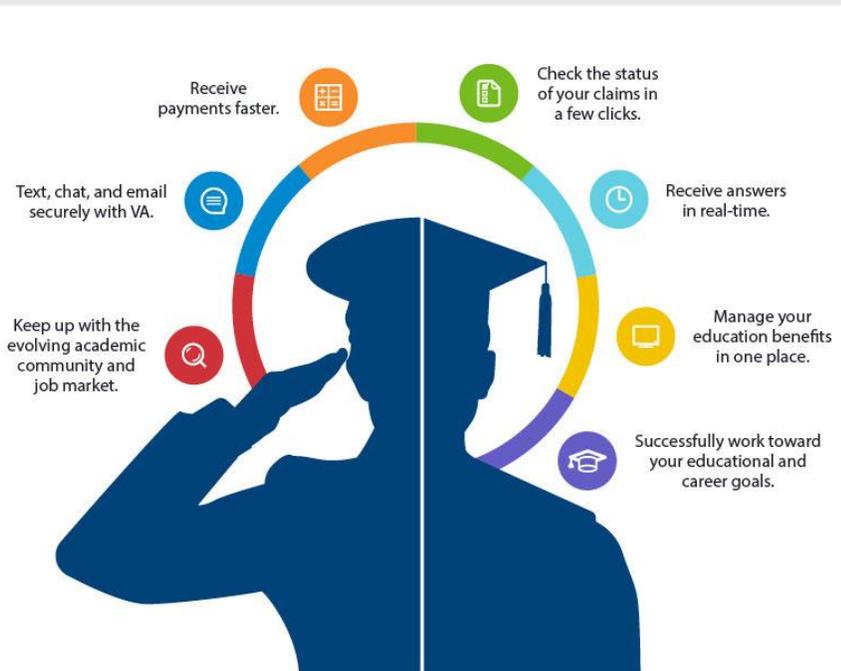
Digital GI Bill Overview (Cont.)

DGIB will enable VA to go beyond the technical modernization of claims processing by transitioning to a holistic service that improves user experience across our entire ecosystem of partners while providing additional value to Veterans, Service members, and their families. The new digital platform and streamlined processes will provide direct, online, one-stop access to GI Bill benefits for GI Bill beneficiaries and external partners.

What's to Come:
DIGITAL GI BILL®
Your Modernized Benefits Experience

Digital GI Bill (DGIB) is transforming the GI Bill journey by offering beneficiaries an end-to-end platform built for the modern, digital age.

VA is dedicated to expanding opportunities for Veterans, Service members, and eligible family members to pursue their academic goals, now with a new, modernized GI Bill experience.



The infographic features a central silhouette of a person wearing a military garrison cap on the left and a graduation cap on the right. A circular path of seven colored segments surrounds the silhouette, each with an icon and a text box:

- Receive payments faster.** (Icon: Calendar)
- Check the status of your claims in a few clicks.** (Icon: Document)
- Receive answers in real-time.** (Icon: Clock)
- Manage your education benefits in one place.** (Icon: Tablet)
- Successfully work toward your educational and career goals.** (Icon: Graduation cap)
- Keep up with the evolving academic community and job market.** (Icon: Magnifying glass)
- Text, chat, and email securely with VA.** (Icon: Chat bubbles)

Impacts of Modernization

For EDU:



Increased accuracy, efficiency, and timeliness with claims processing

Greater ability to respond to new requirements

Business intelligence for evidence-based decisions

Centralized access to business analytics and reporting services to track and harness data that resides in different systems today

For GI Bill Beneficiaries:



Real-time notifications of eligibility and enrollments

Integrated and secure email, phone, and chat

Enhanced school comparison tool

Certificate of Eligibility (COE) available with direct access to the SCOs via email

Tailored analytics about course of study, degree options with potential career outlook

For Schools:



Dedicated digital portal that provides centralized and real-time access to information

Increased timeliness for payment processing

Ability for students to maintain their own profile information

Ability to communicate electronically with students (via the student portal) and decrease volume of snail mail



Vision for the Future

GI Bill benefit claim services and customer service functions will modernize through:

Benefits Portal

Real-Time Statuses

Claims Processing

Streamlined Payments



Improved Customer Service



- ✓ Timely and accurate delivery of payments
- ✓ Real-time eligibility and benefit information

End-to-End Management



- ✓ Ensure proper compliance of GI Bill programs, and the use of data
- ✓ Monitor and measure school and student outcomes

Electronic Outreach



- ✓ Engage with VA through call, email, text
- ✓ Chat for real-time service

Legislative Compliance



- ✓ Support new policy requirements
- ✓ Keep up with ever-evolving academic and job market changes



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Why Now?

Our systems and processes are at a crossroads.



VA is currently operating with many antiquated systems and manual processes that create inefficiencies in processing GI Bill claims, do not allow timely responsiveness to changes in legislation or policies, and lack comprehensive reporting and forecasting capabilities.

Our staff, customers, and stakeholders expect more.



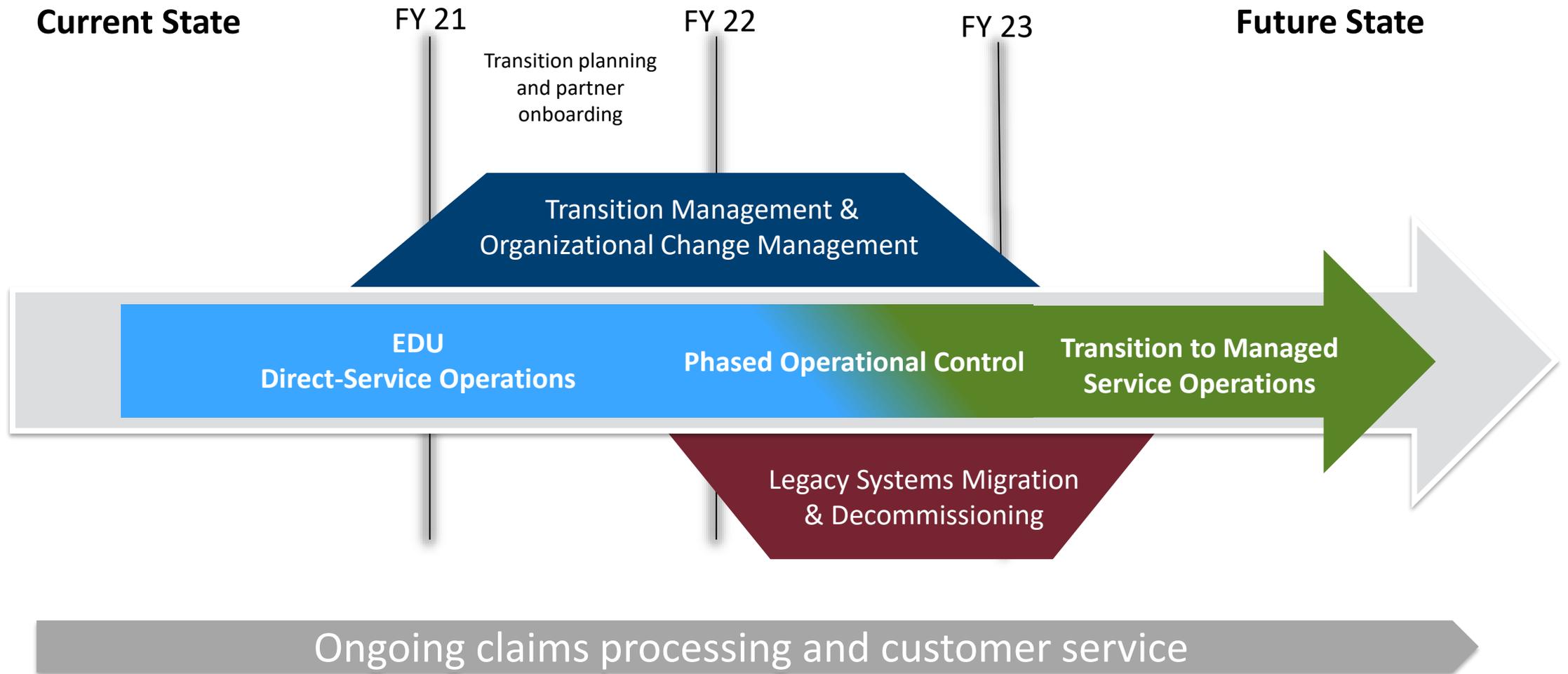
Current systems lack the ability to meet service expectations of GI Bill students, EDU employees, and external stakeholders (schools, State Approving Agencies, Veterans Service Organizations, Congress).

We have momentum from Colmery Act implementation.



DGIB continues the modernization journey we started and will provide us with the tools and resources to act as strong fiscal stewards of taxpayer dollars in serving GI Bill beneficiaries in a manner that honors their service and that of their families to the nation.

Preliminary Roadmap



Human Centered Design

Human-Centered Design (HCD) is an approach to problem solving that develops solutions by involving the human perspective in all steps of the problem-solving process.

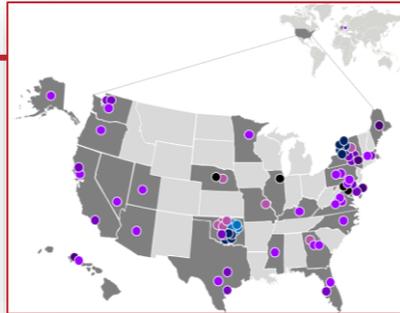
To put end-users at the center of the experience, the agile HCD process allows users to validate, test, and identify new ways to improve the experience. Examples of activities include:



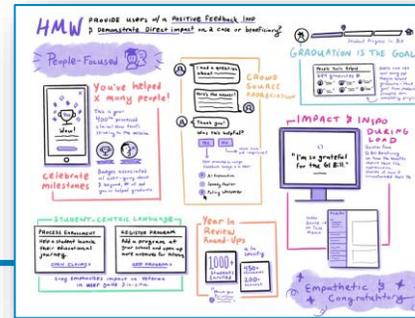
RESEARCH & USER FEEDBACK SESSIONS

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

1



2



DESIGN CONCEPTING

Design ideas to address pain points and opportunities identified from Research & User Feedback Sessions.



USABILITY TESTING

Test and validate prototypes with different users to measure success and feasibility.

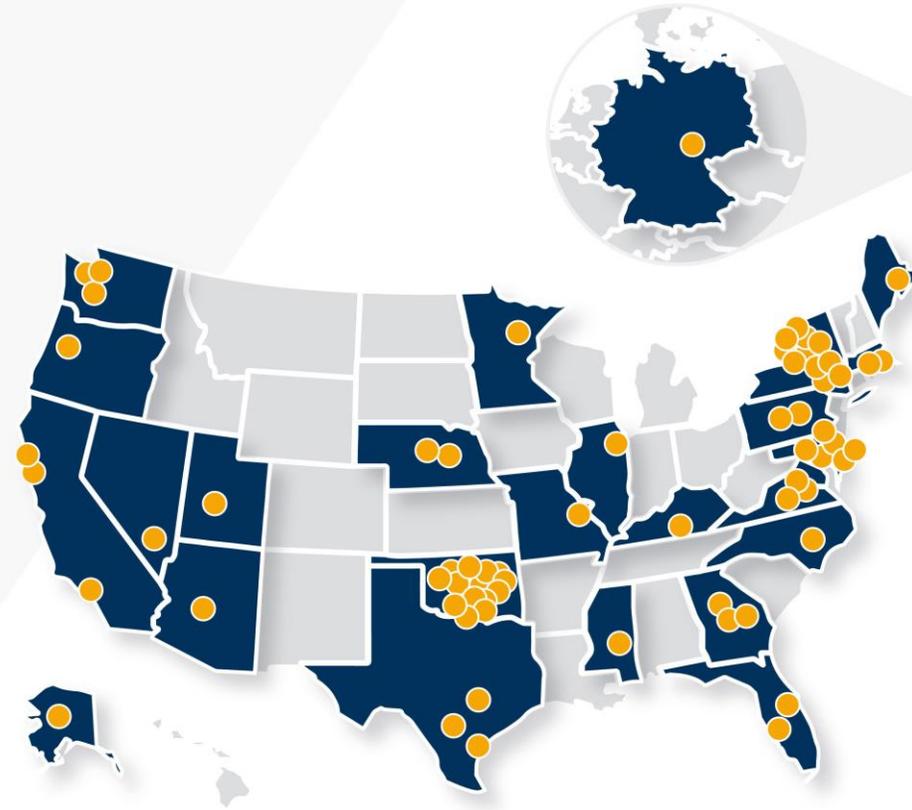
Feedback from the HCD process is used to inform and tailor configuration updates.

HCD User Feedback Sessions

More than 80 HCD user feedback sessions have informed the modernization efforts so far.

Modernizing the GI Bill®

Putting Veterans and their families at the center of the experience.



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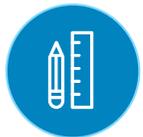
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HCD Wireframes & User Testing

HCD is developing wireframes and use testing of prototypes for MyEducation Benefits Original Claims Application, Enrollment Manager, and Institution Manager.



Wireframes & Visual Designs: Develop wireframes and visual designs for My Education Benefits Original Claims Application, Enrollment Manager, and Institution Manager



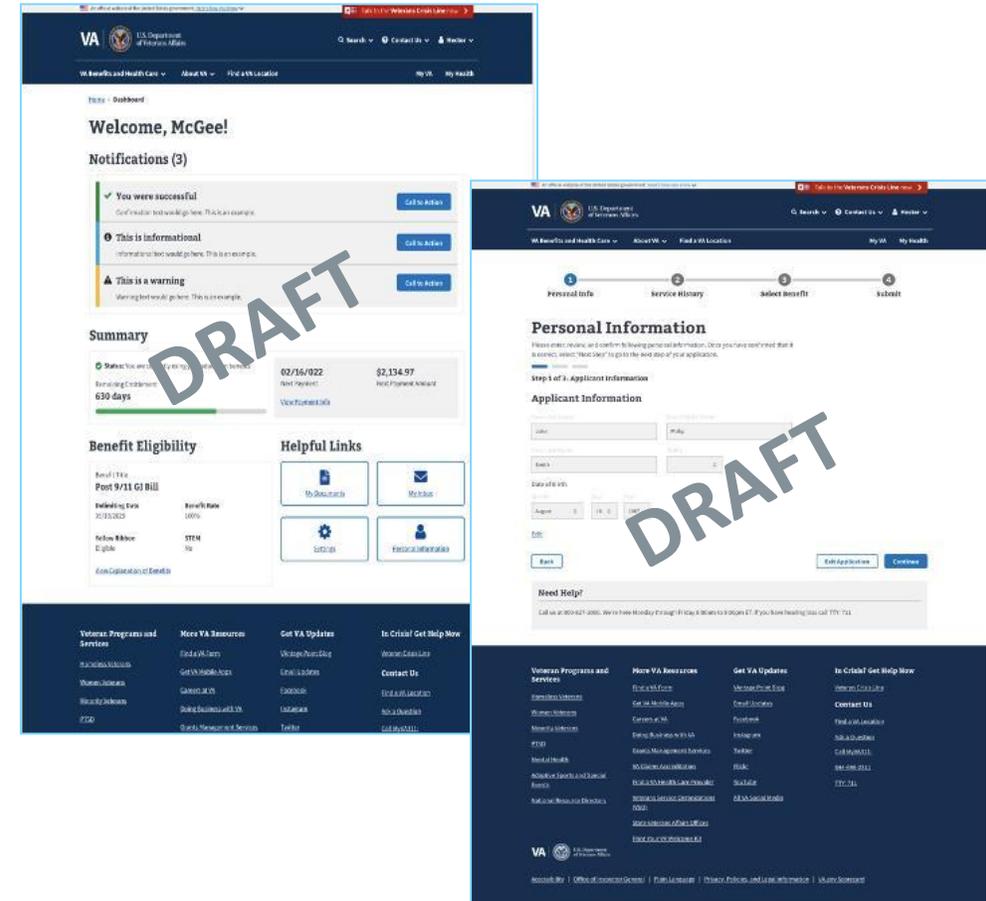
Usability Testing: Conduct user testing of prototypes for My Education Benefits Original Claims Application



Collaboration with Configuration Team: Work with configuration team to implement prototypes and designs into My Education Benefits



Iterative Improvement: Incorporate user feedback on prototypes into future designs



Digital GI Bill Focus Groups

- The DGIB team conducted focus groups with different stakeholder groups to understand user experience and develop stakeholder journey maps.
- Journey maps will be leveraged to inform training and communications efforts.

MAJOR THEMES

- **Personalization communications** are preferred by GI Bill beneficiaries
- **Digitalized communications** with email, app and text as preferred methods
- **Self-sufficiency** allows users to learn about a new system on their own time at their own pace.

"I prefer personalized emails, so I know it's not spam. I don't care what VA is doing [if it doesn't relate to me]."

POTENTIAL OPPORTUNITIES

- **Segmenting communications** based on the stakeholder, so students receive information on topics that affect them
- **Developing** opportunities to push communications via text and/or an app
- **Producing videos and step-by-step guides along with setup wizards** allowing student to have self-learning opportunities.

"I'm more interested in hearing how changes would affect my benefits."

STAKEHOLDER SESSIONS



Education Call Center (ECC)



GI Bill Beneficiaries



Veteran Claims Examiners (VCEs)



Chief Education Liaison Officers (CELOs) & Supervisory Compliance and Liaison Specialists (SCLS)



School Certifying Officials (SCOs)
Scheduled for June 29 -July 1



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Communications Resources



@GIBillEducation



@VAVetBenefits



VeteransBenefits@
Messages.VA.gov

What's to Come:
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Your Modernized Benefits Experience

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VA is dedicated to expanding opportunities for Veterans, Service members, and eligible family members to pursue their academic goals, now with a new, modernized GI Bill experience.

- Receive claims and payments faster.
- Check the status of your claims in a few clicks.
- Text, chat, and email securely with VA.
- Receive answers in real-time.
- Keep up with the evolving academic community and job market.
- Manage your education benefits in one place.
- Successfully work toward your educational and career goals.

DGIB webpage to be launched soon

GI Bill® FAST FACTS
The journey to modernize education benefits.

This year, VA celebrates the 77th Anniversary of the GI Bill and in March 2021, announced the Digital GI Bill modernization effort, which will revamp the benefits process. The future is brighter than ever!

Fast Facts Infographic

Did You Know:
Section 1002 of the Isakson and Roe legislation expands eligibility for the Fry Scholarship?

[FIND OUT TODAY IF YOU QUALIFY!](#)

Social Media "Quick Hits"

U.S. Department of Veterans Affairs
VA Benefits and Health Care

Education and Training

Isakson and Roe Act Summaries

The Isakson and Roe Act expands and supports education benefits and programs for Veterans, Service members, and spouses. Check out the description below to understand how the process impact GI Bill® and Veteran Readiness and Employment (VRE) benefits.

Effective January 5, 2021

COVID-19 Protections

Continuation of educational assistance benefits during COVID-19 (Section 1202)

GI Bill® students may be eligible to receive their Monthly Housing Allowance (MHA) at their original rate for up to a total of four months if they selected one or more of the following options between March 1, 2020 and December 31, 2021.

Isakson & Roe Summaries

Preparing Veterans for the Workforce of the Future
Veteran Roadmap to Success

Preparing Veterans for the Workforce of the Future
VETERAN ROADMAP TO SUCCESS

The American Jobs Act joins Veterans at the forefront of infrastructure spending. With \$18B dedicated to upgrading Veterans Affairs hospitals, and \$152B in funding allocated for job training programs, this plan will create opportunities for Veterans.

Long anticipated is creating a pathway for the mobile force, with additional emphasis through the infrastructure plan, the GI Bill® will be pivotal in rebuilding the U.S. workforce and the economy.

Pathways to Education for Transitioning Service Members

- Each year, approximately 200,000 Service members transition to civilian life.
- The GI Bill provides an opportunity to skill up for the civilian workforce by:
 - Expanding opportunities for Service members, Veterans, and eligible family members to pursue their academic goals.
 - Enhancing the nation's economic strength with innovative investments that support employment in both domestic and global markets.

Digital GI Bill:
VA is transforming the GI Bill experience through a modernized Digital GI Bill.

Veteran Roadmap to Success Infographic

What is the Veteran Employment Through Technology Education Courses (VET TEC) program?

VET TEC

0:04 / 0:47

VET TEC Outcomes Video



Questions?



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