

Enrollment Manager

Veterans Benefits Administration
Education Service

Winter 2025

Agenda

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

- 01** Digital GI Bill (DGIB) overview
- 02** EM outcomes
- 03** New EM features and enhancements
- 04** EM tips
- 05** Navigating EM: Updated resources and FAQs
- 06** Additional resources
- 07** Q&A

Digital GI Bill (DGIB) overview

The U.S. Department of Veterans Affairs (VA) is on a mission to modernize GI Bill® systems and processes. **Enhancing the Enrollment Manager experience is an important part of that mission. As is optimizing the beneficiary application and payment process.**

Transform

DGIB is a major modernization effort to transform GI Bill operations into a digital platform.

Improve

We are on a mission to improve education benefits and customer service delivery.

Support

DGIB impacts nearly one million GI Bill students each year, and the thousands of staff who support them, like you.

Enrollment Manager Outcomes

Enrollment Manager By the Numbers



13,590,461+

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



20,009+

Institutions have submitted enrollments.

98%*

Of SCOs have completed at least one online training.

*Based on the assumption of 20,000 total active SCOs



Data as of September 15, 2025

33,368+

Cumulative count of distinct users who have accessed the Digital GI Bill system. **99.9%** of users who have attempted to log in are in the system.

975+

Active Enrollment Manager internal users (VA)

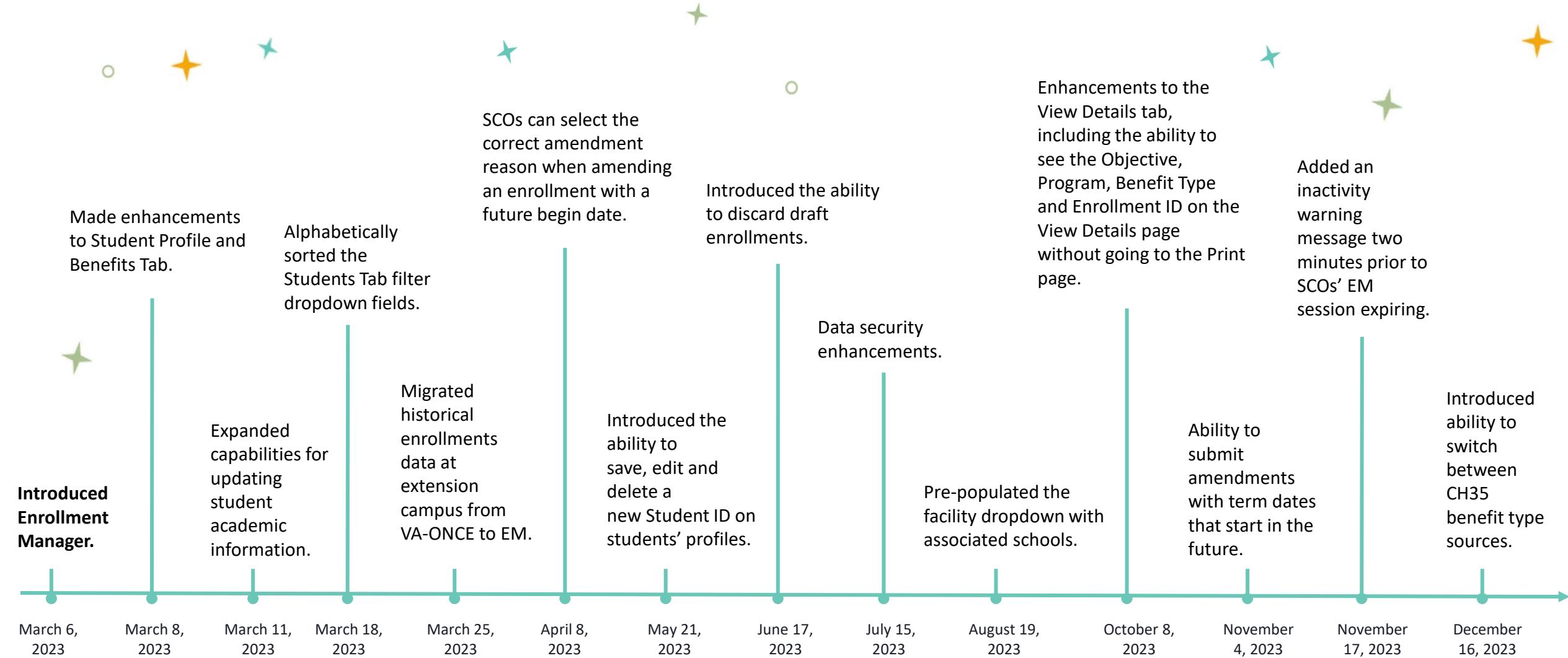
23,321+

Active Enrollment Manager external users (SCOs and other users with distinct roles)

New Enrollment Manager Features and Enhancements

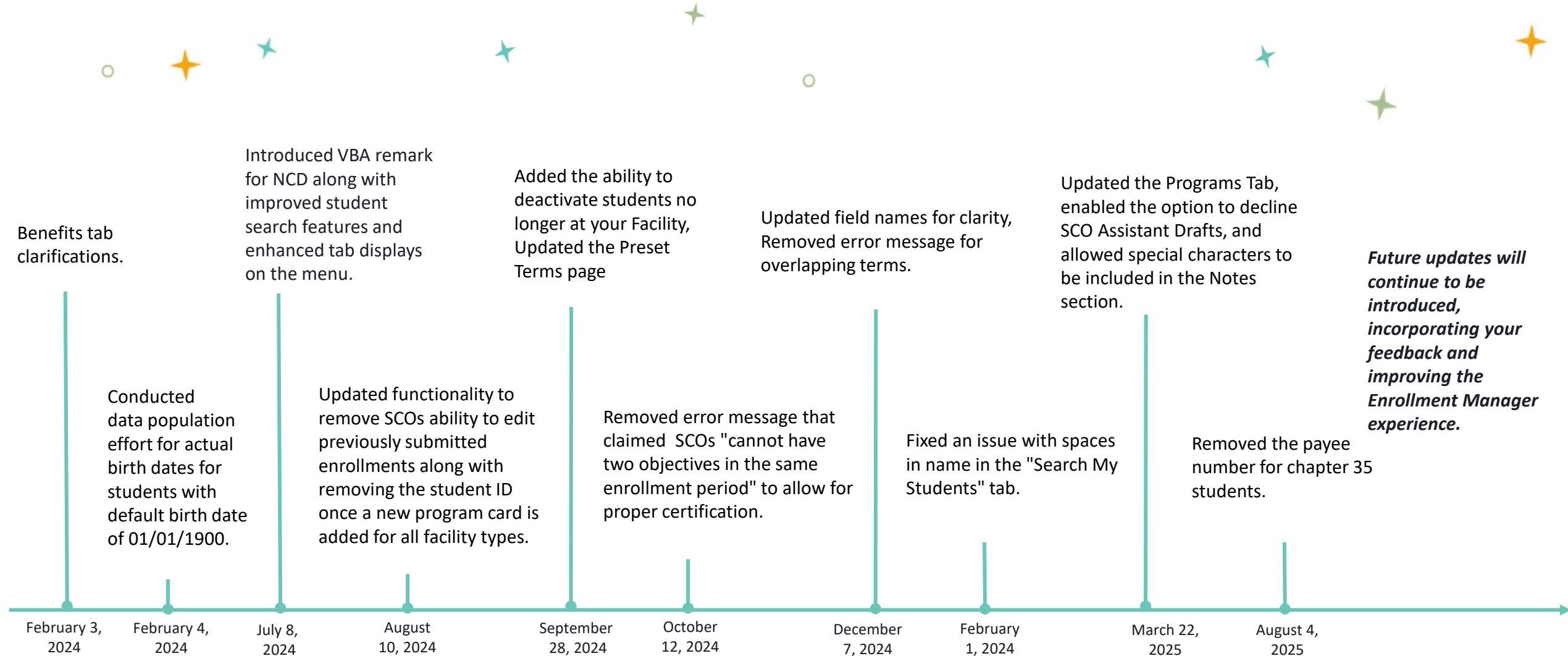
Iterative improvement starting day one

This timeline presents key Enrollment Manager system updates since March 2023.



Enrollment Manager System Updates (cont.)

This timeline presents key Enrollment Manager system updates since March 2023.



Enrollment Manager Updates

Release 7.0 (December 7, 2024)



- Changed the routing of new non-chapter 33 documents from ECAP to Benefits Manager
- Added a “Return to Landing Page” link to go back to the EM login page
- Updated the header of EM documents to be consistent with the current version of EM
- Added an automated change reason for non-chapter 33 when tuition and fees, dates, or both are changed
- Updated field names for clarity
 - Parent Facility -> Parent Facility Name
 - STEM -> STEM Scholarship Student

To view the full list of recent system updates, see the [Enrollment Manager System Updates](#).

Release 7.0 | Integration with new Processing System



These updates were made to prepare for the introduction of **Benefits Manager** (BM), the claims processing system for Veterans Claims Examiners (VCEs) for *NEW* non-33 (CH1606, 30, 35) beneficiary claims.

Release 7 Enrollment Manager Updates

- ✓ Student enrollment information in EM is coming from both **BDN** and **BM** as claims begin to be processed in BM
- ✓ Awards table updates:
 - The **Award status** column will no longer display in EM
 - The **Begin** and **End dates** will display as **monthly** awards if award information came from BM
 - The **Begin** and **End dates** will display **full term** awards if award information came from **BDN**
 - The **Training type** and the **Training time** will be spelled out instead of using codes, if the award data came from **BM**
- ✓ The VET Rep Listing for non-33 awards will **decrease** as claims begin to be processed in **BM**

Release 7.0 | Awards Table Updates



Enrollment Information from BDN

Awards				
Begin date	End date	Training type	Training time	Monthly rate
Jan 10, 2024	May 10, 2024	B	4	\$1,488.00
Aug 19, 2024		B	4	\$1,488.00
Oct 12, 2024	Dec 14, 2024	B	4	\$1,488.00

Enrollment Information from BM

Awards				
Begin date	End date	Training type	Training time	Monthly rate
Jun 3, 2024	Jun 30, 2024	UNDERGRAD	FULL_TIME	\$434.93
Jul 1, 2024	Jul 2, 2024	UNDERGRAD	FULL_TIME	\$31.07
Apr 4, 2024	Apr 30, 2024	UNDERGRAD	FULL_TIME	\$419.40
May 1, 2024	May 31, 2024	UNDERGRAD	FULL_TIME	\$466.00
Jun 1, 2024	Jun 2, 2024	UNDERGRAD	FULL_TIME	\$31.07
Apr 1, 2024	Apr 3, 2024	NCD	THREE_BY_FOURTH_TIME	\$34.90
Jan 27, 2024	Jan 31, 2024	UNDERGRAD	FULL_TIME	\$62.13
Feb 1, 2024	Feb 29, 2024	UNDERGRAD	FULL_TIME	\$466.00
Mar 1, 2024	Mar 31, 2024	UNDERGRAD	FULL_TIME	\$466.00

- The Award status will no longer display in EM.
- The Begin and End dates will display as monthly awards if award information came from BM.
- The Begin and End dates will display full term awards if award information came from BDN.
- The Training type and the Training time will be spelled out instead of using codes, if the award data came from BM.

Release 7 | Enrollment Verification

New non-33 beneficiaries who have a claim processed in BM will be able to verify their enrollment via text or email, in addition to existing options. **THIS WAS SO COMPLEX THERE WAS A CHEAT SHEET!**



Beneficiary Status

Existing non-33 Beneficiaries

New non-33 Beneficiaries

Claims Processing System

Benefits Delivery Network (BDN)

Benefits Manager (BM)

Enrollment Verification Options

Online: Verify Your Enrollment (VYE)
(Replacement for WAVE. For CH1606 and 30 only)

By Phone (IVR)

AskVA (AVA)

Text or Email (DGI)

Online: Verify Your Enrollment (VYE)
(Replacement for WAVE. For CH1606 and 30 only)

AskVA (AVA)

Enrollment Manager Updates

Release 7.0.1 (February 2025)



- Users can find students in the “Search **My** Students” tab when they put a space in the first or last name field.
- An issue which was preventing certifications from being received and status of enrollments from being updated has been resolved.
- The edit for overlapping periods with different programs has been removed (again). This was causing issues. *Note: Claimants can only receive benefits for one program at a time.*

To view the full list of recent system updates, see the [Enrollment Manager System Updates](#).

Enrollment Manager Most Recent System Updates

Release 7.1 (March 22, 2025)



- Major revisions to the Programs tab
 - Ability to easily identify all terms certified under each program
 - Adds a field to easily update Student ID for a related Facilities
 - Added the ability to select a program from the dropdown on the Add Enrollment and Add Multiple Enrollments pages
 - Alleviated problems when student returns to a previous major
- Provides the ability to Decline SCO Assistant Drafts
- Combined into one button the “Save and Submit” for student’s academic information
- Re-enabled the ability to use special characters (ex. B+ or %) in the Notes section

By submitting this record, I certify that the previous statements are true and correct to the best of my knowledge and belief.

Submit amendment

Decline



Save as draft

Delete draft

To view the full list of recent system updates, see the [Enrollment Manager System Updates](#).

Enrollment Manager Updates

Release 8.0 (August 2025)



- All non-33 documents now routed to Benefits Manager
- Chapter 35 payee number removed

BIGGEST BENEFITS FOR ENROLLMENT MANAGER –

- All chapters, except Chapter 31, will now have the status updated. Non-33 will **not** stay “Under Review”
- All chapters are able to do verifications the same way – text or email, and Verify Your Enrollment (VYE)
- NOTE: Chapter 35 is still experiencing some technical issues. Chapter 35 recipients will be auto-verified until the issues can be resolved.

To view the full list of recent system updates, see the [Enrollment Manager System Updates](#).



Future Updates

The following is a list of all updates in our backlog – 113 as of 9/15/25

Key	T	Summary	SA-88221	Enrollment Manager - Last Date Credit Accrued	SA-89702	Enrollment Manager - Vacation Period Edits (long)
SA-84756	W	EM - Section 216 - Remark & Termination Reason	SA-86894	Enrollment Manager - Prevent Entry of OJT/APP for chapter 31	SA-90844	Enrollment Manager - Disable resident and remedial hours for online Only schools
SA-80799	W	Enrollment Manager - Program Card Revision/Changes/Ordering	SA-91576	Enrollment Manager - Display VRC email address in the BLUF box - Do NOT display remaining entitlement	SA-86513	Enrollment Manager - Flight Exam Date Validation
SA-78697	W	Enrollment Manager - Enhance Custom Remarks Phase 2	SA-91575	Enrollment Manager - Standardize decimals to 2 places for hours	SA-86480	Enrollment Manager - Add "STEM" to Benefit on Enrollment Card
SA-88223	W	PROD: INC30570560: DGI is automating certs reported in CLOCK hours as CREDITS	SA-92100	Enrollment Manager - Report - Education Beneficiary Payment List	SA-88713	CR - Enrollment Manager - Add STEM to Enrollment Card and View Details
SA-88721	W	CR - Enrollment Manager - Replace functionality for Monthly Certifications	SA-92101	Enrollment Manager - Approve and Decline for SCO Assistant Drafts	SA-88779	CR - Enrollment Manager - Add "Chapter 33 Only" to the 2nd Cert Remark
SA-82867	W	Enrollment Manager - Go Back to same Enrollment period option, or print all option	SA-83127	Enrollment Manager - Useful Links	SA-90471	Enrollment Manager - User Preference for Displayed Number
SA-83653	W	Enrollment Manager - Fix Online Clock Hrs Remark	SA-92642	Enrollment Manager - Default effective date for Increase	SA-87904	CR: EM - Generate correct version number on print enrollments
SA-51201	W	CR: EM - Amendments - SCOs who terminate an enrollment need a modal asking if	SA-75969	CR - Enrollment Manager - Delimiting Date 1606 & 30 - Benefits Tab	SA-88004	CR - R8 - Enrollment Manager - Enrollment Routing Changes for R8
SA-67535	W	CR - UAM - Add Ability to Change Requested Role	SA-73393	CR: EM - Non-33 - Prevent CH35 students from having Flight programs	SA-90845	Enrollment Manager - Print Button placement
SA-57787	W	CR - EM - Preset enrollments - Improvement to search, identification of duplicates	SA-51258	CR: REQ Update - Enrollment Manager - STEM Checkbox	SA-83732	Enrollment Manager - Correct Flight format issues
SA-63043	W	CR - PROD-INC22071236: Claimant - Enrollment status not displaying accurately for	SA-66127	CR - Enrollment Manager - Unsat Participation Termination	SA-83469	Enrollment Manager - Message for CH31 OJT/APP & Flight
SA-68251	W	CR: Automation - TIMS File Separation of 1999	SA-63417	CR - EM - Flight Monthly Certs - Allow skipped months, as long as all flight certs are submitted in sequence	SA-83620	Enrollment Manager - Text Updates YR and Remaining
SA-61892	W	CR - EM - Student Statuses - Set an active/inactive status for a student	SA-68941	CR - Enrollment Manager - Flight - Show Medical info and Max hours approved and add error message	SA-81868	CR - Enrollment Manager - Sort Order of Enrollments
SA-64954	W	CR - Prevent submission of Enrollments with Different Objectives and Programs at the same time	SA-68996	CR - Enrollment Manager - Flight - Show actual program name	SA-67543	CR - Enrollment Manager - SCO Request - Dashboard Enhancements
SA-81417	W	Enrollment Manager - Add Edit for drop period	SA-63044	CR - EM - SCO Dashboard - News Flash Banners - UI - Admin page to manage News Flash Banners	SA-67541	CR - Enrollment Manager - Update Look of Tabs for Consistency
SA-82665	W	Enrollment Manager - SCO Request - Add T&F and hours to display	SA-62695	CR - EM - Undeclared objective and Non-matriculated in Program Name	SA-51219	CR: EM - Programs Tab - Enforce valid combinations of Training Types-Objectives-Programs
SA-79844	W	Enrollment Manager - Flight Termination Last day of month	SA-57521	CR: EM - List enrollment training dates on OJT/APP 22-6553d prints	SA-51202	CR: EM - Flight Enrollment - Invalid dates accepted for Medical Certificates
SA-80753	W	Enrollment Manager - Status Code update CH31 Rejected	SA-54435	CR - EM - OJT/APP Monthly Certs - Allow users to convert from paper to EM	SA-45671	CR - EM - Benefits Tab/WAVE File - Ability to translate DOB Days of 00 for CH35 claimants
SA-77387	W	Enrollment Manager - Add Validation to Begin Date	SA-72926	CR - Enrollment Manager - Add Enrollment ID search field	SA-53174	CR - Agile Capacity - EM and VET TEC - Facilities with a "V" in the facility code (Vet Tec) should only have Vet Tec as a benefit selection
SA-77124	W	Enrollment Manager - Remove "Other" Flight	SA-67500	CR - Enrollment Manager - SCO Request - Expand the Benefits Tab; Include term dates and ROP	SA-57381	CR - UAM - Rethink SSO/SSOE in login page
SA-90461	W	Enrollment Manager -Multiple Month Certification OJT/APP	SA-57937	CR - Agile Capacity - IHL/NCD Enrollments - Allow Resident Clock and Online Clock Hours	SA-30385	CR - Enrollment Manager - Post IOC Priorities
SA-89679	W	CR : EM - Remove ability to input amendment effective date outside of term dates	SA-63946	CR - EM - ECAP/CWINRS - Implement federal holidays	SA-67710	CR - EM - History Tab - Display deletions of draft enrollments
SA-90866	W	Enrollment Manager - STEM Entitlement & Funds	SA-46556	CR: EM - Programs Tab - Facilities showing selectable when they are withdrawn	SA-67494	CR - Enrollment Manager - SCO Request - Ability to run Reports Using Pre-set Enrollments
SA-90864	W	Enrollment Manager - Completed Term NP Grades Termination Reason	SA-92635	UAM - History of user access	SA-74379	CR - EM - Remove "Tuition and Fees in foreign currency" VBA Remark
SA-91785	W	Enrollment Manager - Practical Training Remark enhancement	SA-83655	Enrollment Manager - Update Text on monthly cert warning	SA-57711	CR - UAM - Add panel to show all SCOs for a given school
SA-85511	W	CR - Enrollment Manager - Date of Birth Data Migration	SA-80800	Enrollment Manager - SCO Request - Display Entitlement Exhaust Date	SA-74641	CR - Enrollment Manager - Link Back to SCO Access Manager
SA-88722	W	CR - EM - STEM enhancements; Move to Benefit Tab	SA-76777	CR - Agile Capacity - ECAP - Update the description of enrollment statutes for Non-33, OJT & Flight	SA-56536	CR: Enrollment Manager - Create a student - Validate addresses in VA Profile
SA-88712	W	CR - Enrollment Manager - Second Certification for Enrollment Verification	SA-80843	UAM - Enable external users to update email	SA-64052	CR - EM - ECAP - Default all F and F33 flight hours field to 0.00
SA-88711	W	CR - Enrollment Manager - Student ID on Student page	SA-77125	Enrollment Manager - OJT/APP Monthly Cert Text Update	SA-46335	CR: EM - Flight Enrollment - Ground Instructor Programs do not require Medical Certificates
SA-90472	W	Enrollment Manager - View Details OJT_APPDynamic Fields and SCO and Submissio	SA-90473	Enrollment Manager - Validations error when non-approved characters are entered	TO DO	Apr/05/24
SA-86984	W	Enrollment Manager - Update Filters on Enrollment tab	SA-90466	Enrollment Manager - OJT/APP Ability to enter hours for Multiple Students		
			SA-90469	Enrollment Manager - OJT/APP Prevent Amend of Start Date if Monthly Certs Submitted		

Future Updates

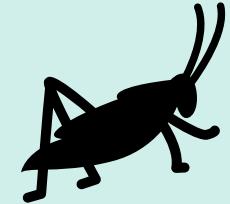
These are legislative and SCO requests that we're giving high priority.



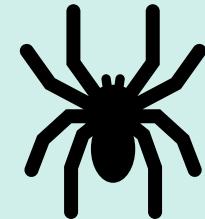
- Ability to go back to same Enrollment Period
- Adding STEM to the Enrollment Card and display entitlement & funds remaining
- Adding an “ALL” to the Dashboard
- Display the VR&E Counselor email all the time while utilizing chapter 31
- Displaying Parent Facility of the Programs tab

Known Bugs

These are (SOME of the) bugs we are aware of and that we are working on.



- Enrollments showing on the History, but not on the Enrollment Tab
- Program name updates in WEAMS not showing in EM
- Chapter 35 source name not being pulled
- Chapter 33 delimiting date not shown



Enrollment Manager Tips

EM Tip #1: Student Search & Identification

The [Student Search and Identification EM Microlearning](#) is featured in the February 2024 Office Hours recording.



Tips to find students in EM

If you are unable to locate a student in EM, even when you are certain they are in the system, **widen your search through the following:**

- ✓ Search for a student without the Date of birth field **only for Search all students.*
- ✓ Use 01/01/1900 in the Date of birth field.
- ✓ Remember to search by both maiden and married last names.

Indicators for verifying a student's identity

Once you have found a student, there are **several indicators you can use to confirm the student's identity:**

- ✓ Date of birth
- ✓ Previous schools
- ✓ Email
- ✓ Mobile or home phone number
- ✓ Mailing address
- ✓ SSN on previous enrollments

EM Tip #2: T&F Debts

When submitting enrollment information in Enrollment Manager, the following sequence of events must occur to minimize Tuition and Fee (T&F) debts:



- If T&Fs **are known**, submit the actual net cost for in-state tuition and fees for each term
- If T&Fs **are unknown**, submit the term dates, credits and enter \$0.00 for these charges

Once T&Fs are determined (including any applicable aid that must be deducted)...

- If the student's enrollment **has not changed**, submit an amended enrollment certification with the actual net costs
- If the student's enrollment **has changed**, submit an amended certification providing the T&Fs based on the original certified number of credits *before* submitting the amended certification for the change in credit hours

For more information, see the [School Certifying Official Handbook](#).

General tips and reminders



Review the Program tab,

Make sure the tab displays the correct Training Type, Objective Type, Academic Program and Benefit Type.



Remind your students about the single payment requirement.

Make sure your students are aware that they must have only **one single payment address on file**, in accordance with the recent EDU payments policy update.



Be mindful of what goes into student identification fields.

Never input **false numbers in the Social Security Number (SSN) field** for students who do not have an SSN. You must use paper/PDF enrollments for these students.



Personal email or incorrect/misspelled name displaying in EM?

SCOs can correct this by calling the Education Call Center (ECC) and being routed to the SCO Hotline. Provide your full name, your facility code(s), the incorrect name or email address, showing and the correct name or email address. The correct information must be the same as what is in the Web Enabled Approval Management System (WEAMS).



Correcting a previously terminated enrollment?

When necessary, to correct the terminated enrollment, re-submit the enrollment period with the VBA remark, "Correcting Previously Terminated Enrollment" and then submit the corrections via amendments.



No more paper, PDF or hardcopy enrollments.

Exceptions may apply for programs or training types not supported by EM, including Correspondence Training, Chapter 32, restricted foreign school locations, and students without a social security number.

Updated Resources and FAQs

Enrollment Manager Resource Updates

The Enrollment Manager SCO User Guide, FAQ page, and SCO Matrix have moved to new URLs!



Here are your new links:

Enrollment Manager School Certifying Official User Guide

- [Enrollment Manager School Certifying Official User Guide](#) – Version 4.0
- [Enrollment Manager School Certifying Official User Guide](#) – Version 3.0 (updated version is in progress)

Enrollment Manager Frequently Asked Questions Page

- [Enrollment Manager Frequently Asked Questions](#)

School Certifying Official Resource Matrix

- [School Certifying Official Resource Matrix](#)

We strongly encourage you to bookmark the new hyperlinks for quick reference!

Enrollment Manager SCO User Guide – Version 4.0

The [Enrollment Manager School Certifying Official User Guide](#) was recently updated to reflect recent system changes.



What's new with Version 4.0 of the Enrollment Manager SCO User Guide?

- Release 7.1 Enrollment Manager updates
- Updated Enrollment Manager log-in instructions
- New screenshots to reflect current functionality
- *And so much more!*

Education Service > Enrollment Manager > EM User Guide	 Part 01 - Overview	 Part 02 - Access Enrollment Manager	 Part 03 - Navigate Enrollment Manager
	 Part 04 - Certifications by Facility Type		

Part 01, - Institution of Higher Learning
Article ID: 554400000298755

Updated May 21, 2025

Enrollment Manager SCO User Guide

[Certifications by Facility Type Section](#) | Institutions of Higher Learning

How do I...

- [Add a Preset Enrollment?](#)
- [Add and Submit an Enrollment?](#)
- [Amend an Enrollment?](#)

Was this article useful?

Yes No

 Article Feedback  Email  Print

Additional Resources

Top four tips for staying in the know



Sign up with GovDelivery

Subscribe to GovDelivery to receive direct informational messages from Education Service.



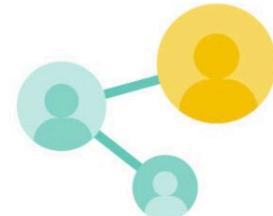
Reference EM User Guide

Review detailed instructions on how to navigate EM and perform actions.



Tune into Office Hours

If you couldn't catch the Office Hours live, make sure to watch the recorded version on our [YouTube page](#).

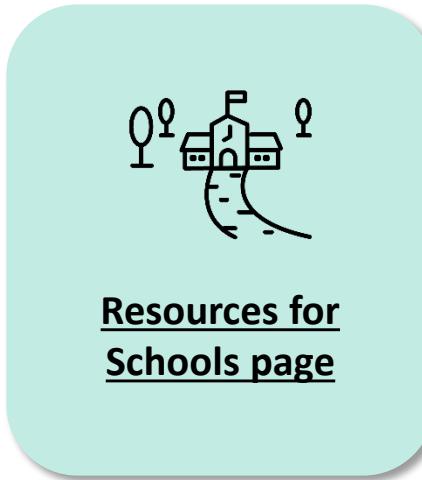


Read the SCO Newsletter

Subscribe to the bi-monthly "SCO in the Know" Newsletter for the latest updates.

Enrollment Manager Training Materials Overview

An array of EM training materials and resources are publicly available to you on [VA's Resources for Schools page](#).



Questions?

Feedback



Education Call Center:
1-888-442-4551

SCO Hotline representatives available 8 a.m.-5 p.m. ET