

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.

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.

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

975+

Active Enrollment Manager internal users (VA)

23,321+

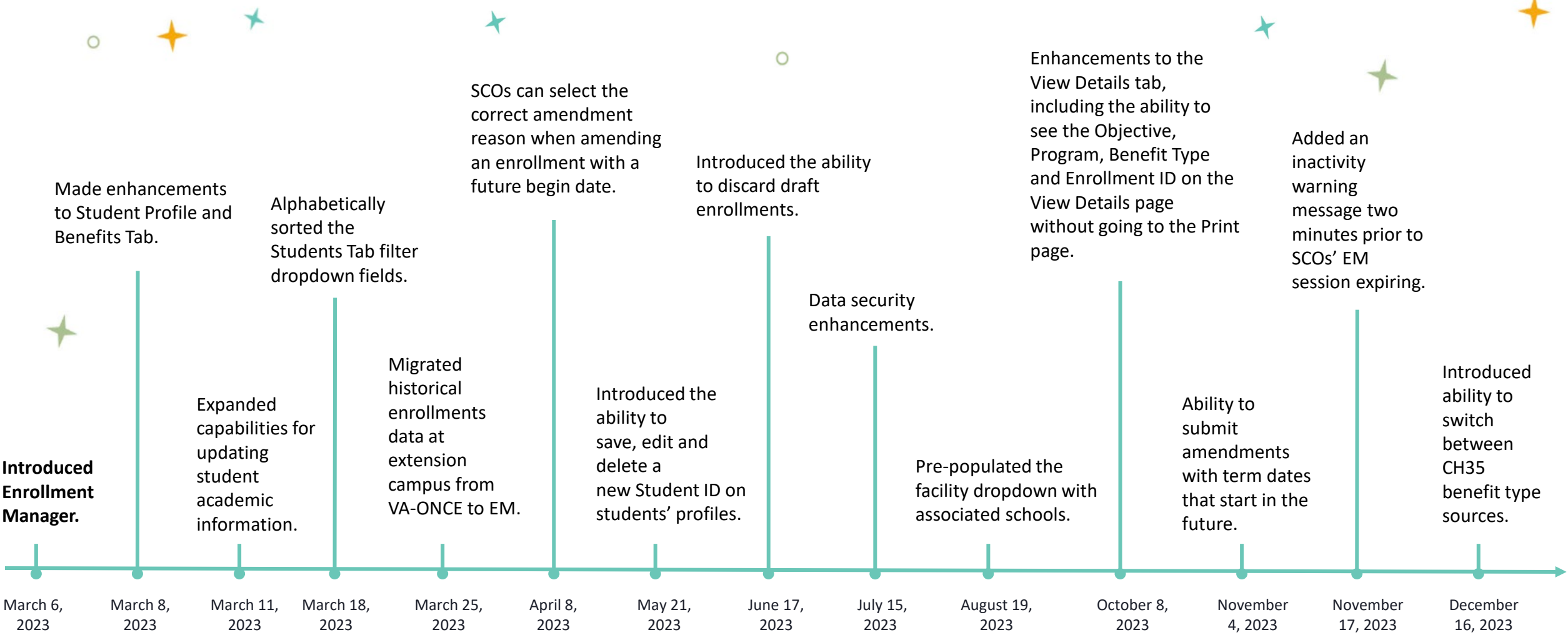
Active Enrollment Manager external users (SCOs and other users with distinct roles)

Data as of September 15, 2025

New Enrollment Manager Features and Enhancements

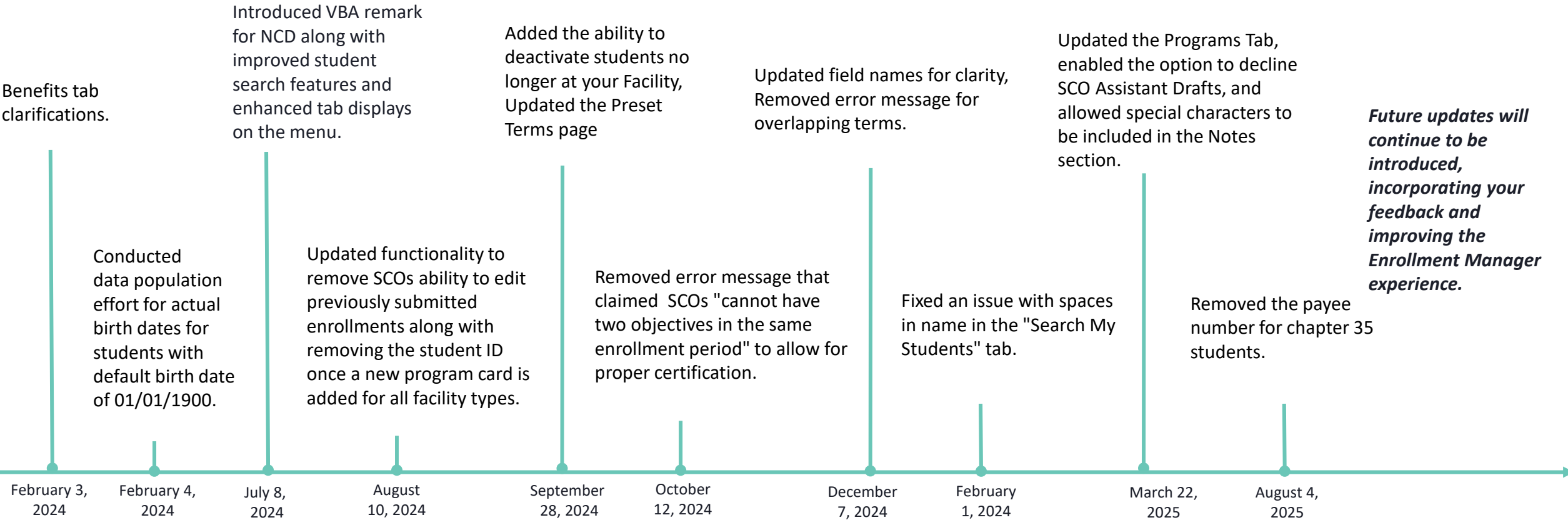
Iterative improvement starting day one

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.



Future updates will continue to be introduced, incorporating your feedback and improving the Enrollment Manager experience.

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

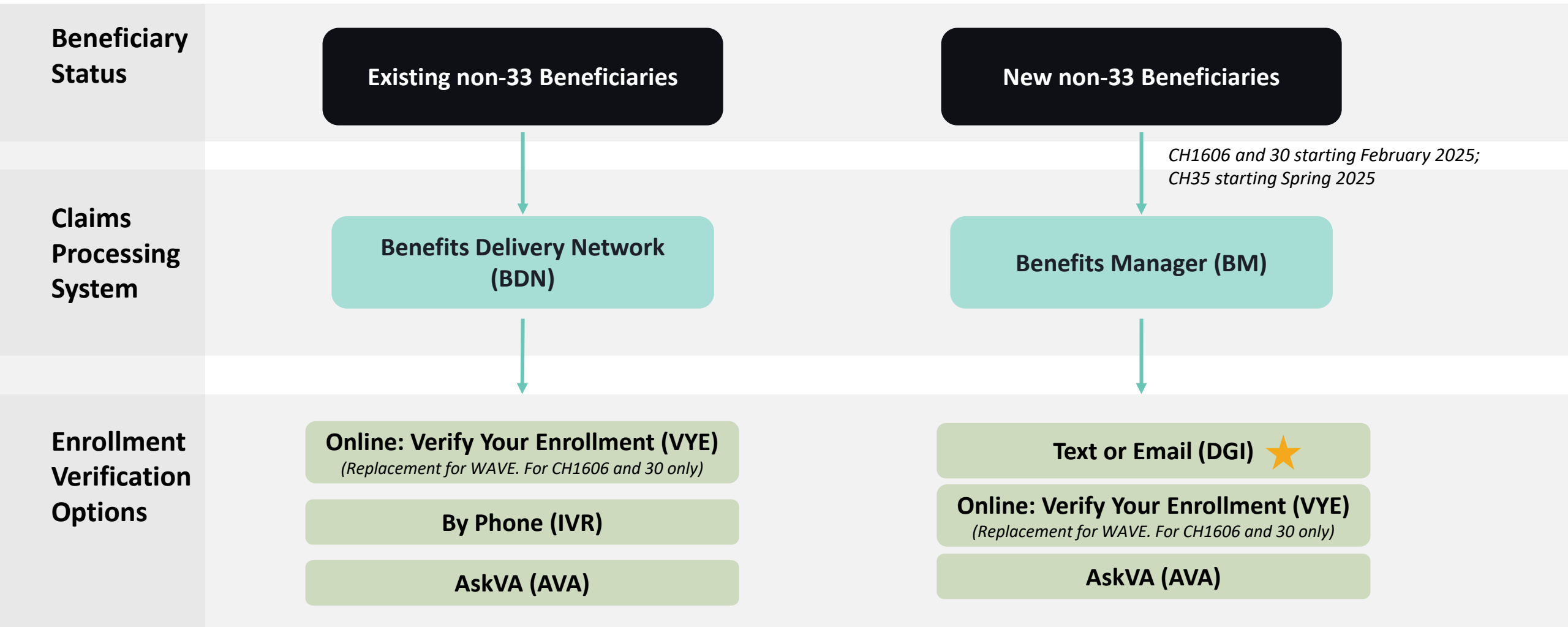
Awards

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!**



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 identified 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](#).




TO DO Apr/05/24

Future Updates

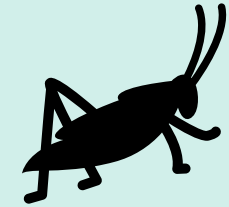
These are legislative and SCO requests that we're giving high priority.



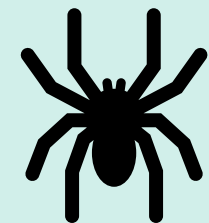
- Ability to go back to same Enrollment Period
- Adding STEM to the Enrollment Card and display entitlement & funds remaining
- Adding an “ALL” to the Dashboard
- Display the VR&E Counselor email all the time while utilizing chapter 31
- Displaying Parent Facility of the Programs tab

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



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).



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.



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

More articles in topic "EM User Guide" 1 article available

EM User Guide	Updated May 19, 2025
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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?](#)

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[Yes](#) [No](#)

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.



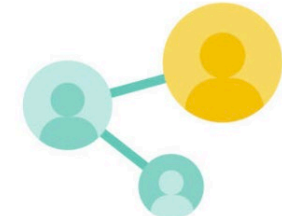
Reference EM User Guide

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.



[SCO Resource Matrix](#)



[Resources for Schools page](#)



[Updated EM Training Modules](#)



[Office Hours and Webinar recordings](#)



[EM frequently asked questions](#)



[GovDelivery emails](#)



[Enrollment Manager system updates](#)

Questions?

Feedback



Education Call Center:

1-888-442-4551

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