VA

U.S. Department
of Veterans Affairs

EDUCATION SERVICE
GI BILL PROGRAMS

Monthly Enrollment Verification Communication Tool

November 2021

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Purpose of Toolkit

Beginning with terms starting on or after December 17, 2021, students using their Post-9/11 GI Bill® benefits at Institution of Higher Learning (IHL) facilities and receiving a Monthly Housing Allowance (MHA) and/or kicker payment are required to verify their enrollment at the end of each month to continue receiving their payments. This is part of a phased approach and has already been rolled out to GI Bill students attending Non-College Degree (NCD) facilities.

To streamline the enrollment verification process, the U.S. Department of Veterans Affairs (VA) is providing students with text message verification, an easy and secure method for verifying enrollment each month via text and the best way to ensure they receive their MHA/kicker payments uninterrupted. Students also have the option to verify enrollment via email.

Given this new requirement, VA is providing the Monthly Enrollment Verification Communication Toolkit to help School Certifying Officials assist and serve GI Bill students. We know that students will have questions about the new requirement, and we want to help schools address them. Within this toolkit, you will find messaging to communicate with GI Bill students about enrollment verification, including language for emails/newsletters and social media, which can be easily customized to fit your needs. Your outreach is critical to ensure that students are aware of this change and continue to receive their payments.

Thank you for your continued support of GI Bill students. We look forward to continuing our partnership and appreciate your help in relaying these important changes.

Kind regards,

Charmain Bogue
Executive Director, Education Service

Questions and Answers

The following Q&A section provides an overview of monthly enrollment verification and addresses questions students may have pertaining to the changes. Also available is a full list of Frequently Asked Questions.

1 WHAT IS MONTHLY ENROLLMENT VERIFICATION?

Enrollment verification is a new requirement for Post-9/11 GI Bill® (Chapter 33) students to verify every month that you are still enrolled in the same courses or training that your school certified to VA. It's not about verifying that you are attending classes, but whether your certified enrollment has changed.

2 WHO NEEDS TO VERIFY THEIR ENROLLMENT?

All Post-9/11 GI Bill students need to verify enrollment every month, but this requirement will be rolled out in phases through the 2021-2022 school year. Beginning with terms starting on or after December 17, 2021, students at Institution of Higher Learning (IHL) facilities who receive MHA and/or kicker payments are required to verify their enrollment. Later phases include additional populations of Post-9/11 GI Bill students. Non-College Degree (NCD) facility students have been verifying their enrollments since August 1, 2021.

3 HOW DO I VERIFY ENROLLMENT?

Students now have the option to verify enrollment via text message or email. VA strongly recommends using text or email, but if these options are unavailable to you, you may call the Education Call Center (ECC) at 1-888-GIBILL-1 (1-888-442-4551) to verify enrollment. Please be advised that calling the ECC may result in long wait times.

4 WHAT HAS CHANGED SINCE THE INITIAL NCD ENROLLMENT VERIFICATION ROLLOUT?

Starting on or after December 17, 2021, NCD and IHL students have the option to verify via email in addition to text and phone. IHL students who opt out of text message will automatically be enrolled in email verification as long as they have a valid email address on file.

5 WHAT HAPPENS IF I DON'T VERIFY MY ENROLLMENT?

If you fail to submit enrollment verification for two consecutive months, your MHA/kicker payments will be held until you verify your enrollment. For example, if your term starts on January 1, 2022 and you fail to...

Enrollment Verification

A Guide for Institution of Higher Learning (IHL) Students

Post-9/11 GI Bill Students... receiving... stipends who receive... (MHA) and/or kicker payments are required to verify enrollment at the... each month. This applies to...

Step 1 Opt-In

For a quick and easy experience, VA highly recommends... **message verification.** When your enrollment is processed by... receive a text...

Reply "YES"... The text closes... automatically enroll... email verification. If you reply "NO" or... automatically enrolled in email verification.

Post-9/11 GI Bill housing and kicker paym... require... verification. Would you like to submit yours via text? Please reply Yes or No.

Step 2

Text: On the last... each month, you will receive a text... enrollment verification for that month.

Reply "YES" to verify your enrollment. If you don't reply within 6 days, this conversation will close, and you will need to call the Education Call Center (ECC) at... to verify your enrollment.

Did you remain enrolled in your courses this month as certified? Please... you have dropped all of your courses, you must reply No.

Certifying Official (SCO) to ensure your enrollment record matches your status.

...will... email verification: on the last day of each month, you will... an email... requesting enrollment verification for that month. Select "Yes, my enrollment is the...

Please choose one of these options within 14 days to verify your enrollment.

Yes, my enrollment is...

...your SCO to update your enrollment record with VA has be...

Step 3 Payments

...after benefits, your payments will...

...fail to verify for two consecutive months... ...on hold. You will need to call the ECC to...

123 $55
456 $5...

Visit our **website** and...
Stay tuned for more... in the coming months.

GI BILL PROGRAMS

[1] Non-College Degree (NCD) facility students who are already verifying their enrollment can... (1-888-442-4551)...

Email/Newsletter Language

We strongly encourage SCOs to reach out to students with monthly reminders to verify their enrollments. This language can be shared with GI Bill beneficiaries via email, newsletter, your school's website, or other communication channels. Please feel free to tailor this to best fit your audience and how you usually communicate with them.

Initial Email

For GI Bill beneficiaries with terms starting on or after December 17, 2021, we recommend sending the following message as soon as the student enrolls in an IHL program.

HOW TO USE THIS CONTENT

Copy the pre-drafted language below and paste the text into your email/newsletter template. Then, right-click on the underlined text to copy the link address and re-link to the keywords in your template.

HEADLINE   Important GI Bill Requirement: Enrollment Verification

ATTACHMENT   Please attach the How to Verify Enrollment Process Infographic.

BODY

Dear Student,

Email/Newsletter Language (Continued)

We strongly encourage SCOs to reach out to students with monthly reminders to verify their enrollments. This language can be shared with GI Bill beneficiaries via email, newsletter, your school's website, or other communication channels. Please feel free to tailor this to best fit your audience and how you usually communicate with them.

Reminder Email

For GI Bill beneficiaries with terms starting on or after December 17, 2021, we recommend sending the following message the last day of each month, through the end of the 2022 calendar year.

HOW TO USE THIS CONTENT

Copy the pre-drafted language below and paste the text into your email/newsletter template. Then,

Social Media Language

Sample posts for Facebook and Twitter can be found below. Posts can be shared along with the How to Verify Enrollment Process Infographic via your school's social media channels to provide additional information to students on enrollment verification requirements.

The initial message can be shared at the beginning of the month, with a reminder message going out at the end of the month. Sending a reminder every month through the end of the school

Resources

Enrollment Verification Resources

SCO TOOLKIT RESOURCES	LINK