VA

U.S. Department of Veterans Affairs

EDUCATION SERVICE
GI BILL PROGRAMS

Monthly Enrollment Verification Communication Toolkit

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.

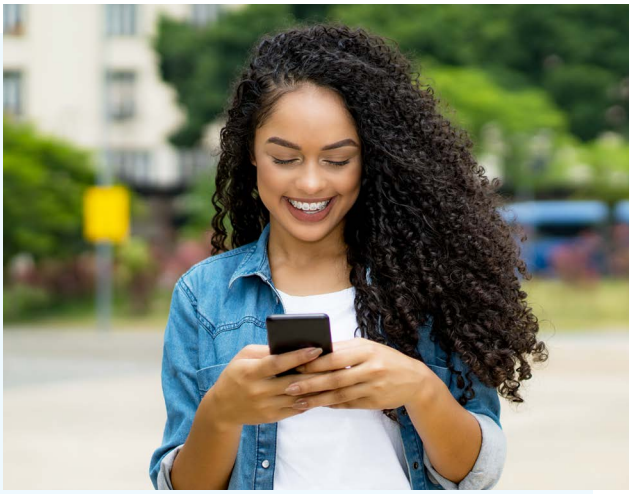
Given this new requirement, VA is providing the Monthly Enrollment Verification Communication Toolkit to help School Certifying Officials assist and serve GI Bill students. We know that students will have questions about the new requirement, and we want to help schools address them. Within this toolkit, 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 verify your enrollment for January and February, your March 2022 payments will be placed on hold.

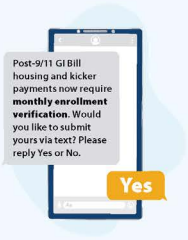
Student Resources

Download content **here**.

Enrollment Verification

A Guide for Institution of Higher Learning (IHL) Students

Post-9/11 GI Bill® students attending **IHL facilities** who receive Monthly Housing Allowance (MHA) and/or kicker payments are required to verify enrollment at the end of each month. This applies to IHL students with terms starting **on or after December 17, 2021**.

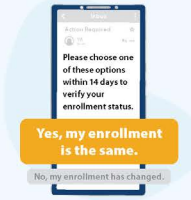


Step 1 Opt-In

For a quick and easy experience, **VA highly recommends using text message verification**. When your enrollment is processed by VA, you will receive a text message from VA to opt into text message verification.[1]

- **Reply "YES" to opt-in**. You will receive a text confirming you have opted in.
  - The text message link will expire in **14 days**. After that, you will be automatically enrolled in email verification.
- If you **reply "NO"** or cannot receive texts, you will be automatically enrolled in email verification.

OR



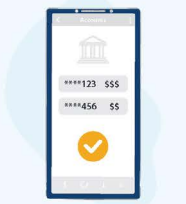
Step 2 Verify

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

- **Reply "YES"** to verify your enrollment.
  - If you don't reply within **6 days**, the conversation will close and you will need to call the **Education Call Center (ECC) at 1-888-GIBILL-1 (1-888-442-4551)** to verify your enrollment.
- If your enrollment status has changed, **reply "NO."** Please contact your School Certifying Official (SCO) to ensure your enrollment record with VA has been adjusted.[2]

Email: If you opted out of text messages and/or have enrolled in email verification, **on the last day of each month**, you will receive an email requesting enrollment verification for that month.

- **Select "Yes, my enrollment is the same"** to verify your enrollment.
  - If you don't select a response within **14 days**, the conversation will close and you will need to call the ECC to verify your enrollment.
- If your enrollment status has changed, **select "No, my enrollment has changed."** Please contact your SCO to ensure your enrollment record with VA has been adjusted.



Step 3 Payments

If you verify enrollment each month and still qualify to receive MHA and/or kicker benefits, your payments will continue uninterrupted.

If you fail to verify for two consecutive months, your MHA and/or kicker will be placed on hold. You will need to call the ECC to verify your enrollment and have your payments released.

*Visit our **website** and review our **FAQs** to learn more.*
Stay tuned for more details in the coming months.

[1] Non-College Degree (NCD) facility students who are already verifying their enrollment can opt into email verification by calling the ECC at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally.

[2] To find your SCO, go to the **GI Bill Comparison Tool** and search for your school.

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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,

Beginning with terms starting on or after December 17, 2021, if you are using your Post-9/11 GI Bill® benefit at an Institution of Higher Learning (IHL) facility, you are **required to verify your enrollment** at the end of each month **to receive your Monthly Housing Allowance (MHA) and/or kicker payments**. We want to help you meet this new requirement so you can continue your education without any interruption in benefits.

By verifying that you are still enrolled in the same courses or training every month, you help avoid overpayments caused by changes to your training schedule and safeguard your GI Bill entitlement by preventing entitlement charges for training you did not attend.

How to Verify Your Enrollment:
We encourage students to opt into text messaging, which is a simple, quick option for verifying monthly enrollment and ensuring you receive your MHA/kicker payments uninterrupted.

All impacted students with a US mobile phone number on file should receive an opt-in text message after being enrolled in your courses. **You must respond to that text within 14 days.** After opting in, you can simply reply to a VA text message each month to verify your enrollment.

If you opt out of text message verification or do not respond to the opt-in text, you will be automatically enrolled in email verification with the email address on file with VA.

For more information, **contact your School Certifying Official or refer to the enrollment verification webpage** where many helpful resources are highlighted, including **Frequently Asked Questions**.

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, right-click on the underlined text to copy the link address and re-link to the keywords in your template.

HEADLINE — Important GI Bill Reminder: Time to Verify Your Enrollment

ATTACHMENT — Please attach the **How to Verify Enrollment Process Infographic**.

BODY

Dear Student,

The deadline to verify your enrollment is approaching. To ensure you continue receiving your Monthly Housing Allowance (MHA) and/or kicker payments, verify your enrollment as soon as possible.

If you previously opted into text message verification, you should receive a text message from VA at the end of the month requesting that you verify enrollment.

- If you continued attending your courses or training over the past month, reply "Yes" to verify enrollment.
- If you reply "No", your file will be flagged for review. NOTE: If your schedule or courses have changed, please contact me so we can resolve any issues and avoid delayed payments.

If you are enrolled in email verification, you should receive an email from VA at the end of the month requesting that you verify enrollment. Follow the links in the email to notify VA of your enrollment status.

If you fail to submit enrollment verification for two consecutive months, your MHA/kicker payments will be stopped until you verify your enrollment.

If you need to verify your enrollment over the phone, opt into text verification, or enroll in email verification, you may call the Education Call Center (ECC) at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 overseas.

Contact your School Certifying Official or refer to the enrollment verification webpage for more information.

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 year or term will be useful to students as they become accustomed to the new process.

HOW TO USE THIS CONTENT

Copy the pre-drafted language below and paste the text into your posts. Then, right-click on the **link** for the Enrollment Verification webpage and add it to your post.

INITIAL MESSAGE *Share at the beginning of the month*	**REMINDER MESSAGE** *Share at the end of the month*
Institution of Higher Learning (IHL) facility Students: Effective for terms starting on or after 12/17/21, monthly enrollment verification is required to continue receiving MHA/kicker. Learn more about how to opt into text verification! #GIBill ***Link to Enrollment Verification Webpage***	**REMINDER:** Enrollment Verification Due Soon. Institution of Higher Learning (IHL) facility students with terms starting on or after 12/17/21 are required to verify enrollment each month. To prevent delay of MHA/kicker payments, please verify enrollment ASAP. #GIBill ***Link to Enrollment Verification Webpage***

Follow Us on VA Social Media

- **@GIBillEducation** — Post-9/11 GI Bill, U.S. Department of Veterans Affairs
- **@VAVetBenefits** — Official account for the Veterans Benefits Administration (VBA)
- **@VABenefits** — Official page of the Veterans Benefits Administration, Department of Veterans Affairs

Resources

Enrollment Verification Resources

SCO TOOLKIT RESOURCES	LINK
Enrollment Verification Webpage	benefits.VA.gov/gibill/isaksonroe/verification_of_enrollment.asp
Frequently Asked Questions	benefits.VA.gov/GIBILL/docs/IsaksonRoe/EnrollmentVerificationFAQs.pdf
Infographic: Non-College Degree vs. Institution of Higher Learning Facilities	benefits.VA.gov/gibill/docs/isaksonroe/1010_ncd_vs_IHL_infographic.pdf
Infographic: How to Verify Enrollment for NCD Facility Students	benefits.VA.gov/gibill/docs/isaksonroe/1010_NCD_Facility_Process_infographic.pdf
Infographic: How to Verify Enrollment for IHL Facility Students	benefits.VA.gov/gibill/docs/isaksonroe/1010_IHL_Process.pdf

Additional Resources

RESOURCES	LINK
VA Education and Training Webpage	benefits.VA.gov/gibill
VA Education and Training Benefits Frequently Asked Questions	GIBill.custhelp.VA.gov/app/answers/list
Resources for Schools	VA.gov/school-administrators
GI Bill Comparison Tool	VA.gov/GI-Bill-comparison-tool
Isakson and Roe Act	benefits.VA.gov/gibill/isaksonroe.asp
Education Call Center	1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 overseas

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