

The logo for The University of Texas at San Antonio (UTSA) features the letters "UTSA" in a bold, white, sans-serif font. A small registered trademark symbol (®) is positioned to the upper right of the letter "A".

UTSA[®]

The University of Texas at San Antonio[™]

**Certification Turnaround Time:
*Innovative and Collaborative
Partnerships***

Overview

- **UTSA snapshot**
- **Our military affiliated profile**
- **GI Bill**
- **Problems encountered**
- **Solution**
- **Adjusting Fire/Looking forward**

UTSA

Home of the Roadrunners

- ▶ **Founded on June 5, 1969**
- ▶ **Recently celebrated our 50th Anniversary!**
- ▶ **UTSA offers 157 degree**
- ▶ **Research and Sponsored program expenditures total \$69.6 million (FY 2017-2018)**
- ▶ **Times Higher Education ranks UTSA among the top four young universities in the U.S. (2017)**
- ▶ **Fall 2019 Enrollment at 32,792**

The University of Texas at San Antonio™

UTSA

2019

**ENROLLMENT &
STUDENT SUCCESS**



FALL ENROLLMENT
32,792
RECORD HIGH



STUDENT POPULATION
IDENTIFYING AS HISPANIC

56%



6-YEAR GRADUATION RATE

50.8%

RECORD HIGH



DEGREES AWARDED
BACHELOR'S, MASTER'S, &
DOCTORAL DEGREES

7,029

RECORD HIGH

**FIRST
GEN**

UNDERGRADS FIRST IN THEIR
FAMILY TO EARN A DEGREE

45%



INCOMING STUDENTS GRADUATING
TOP 10% OF H.S. CLASS

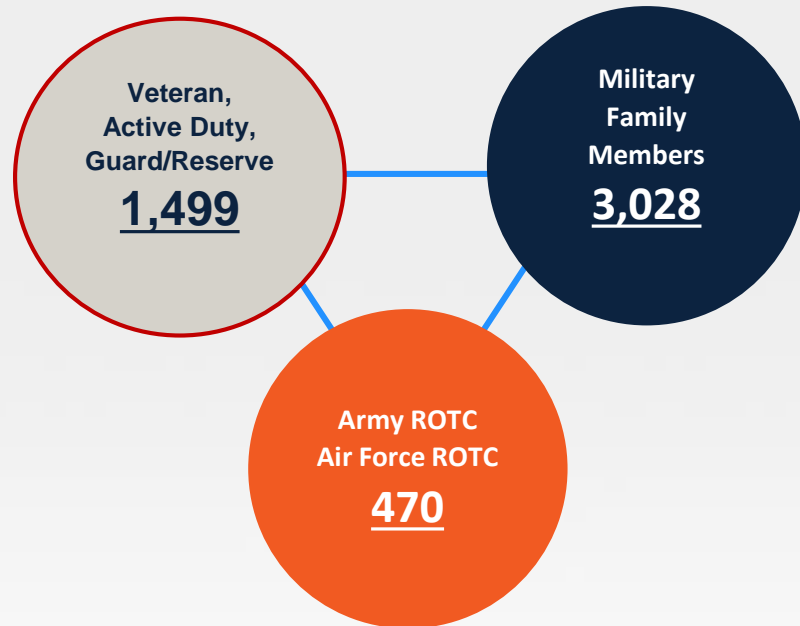
↑ 19%



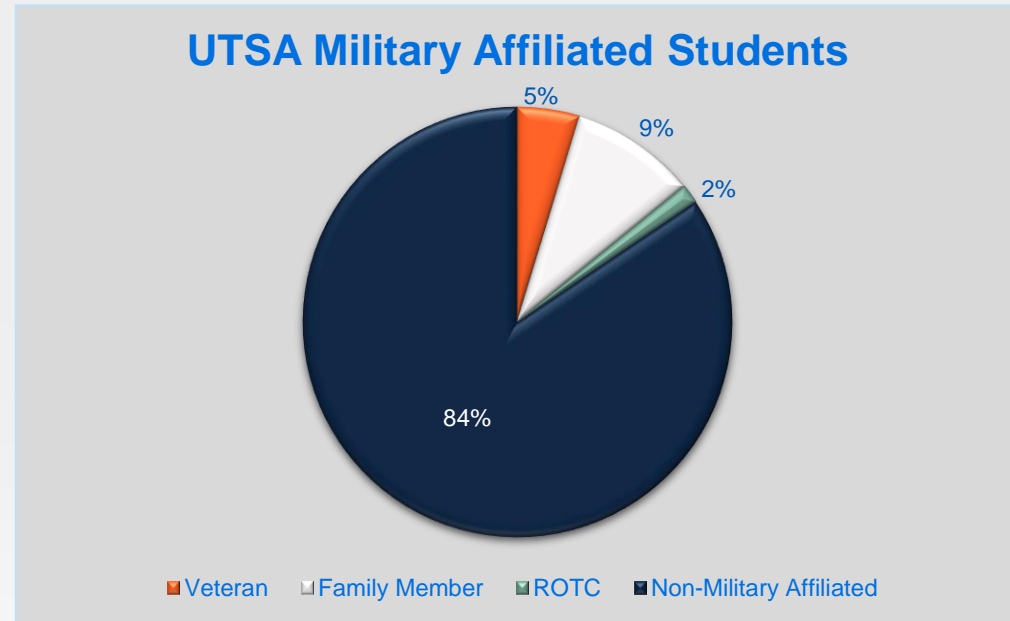
ENROLLMENT IN NEW ONLINE
B.B.A. IN CYBER SECURITY

↑ 27%

Fall 2018 Military Affiliated Profile

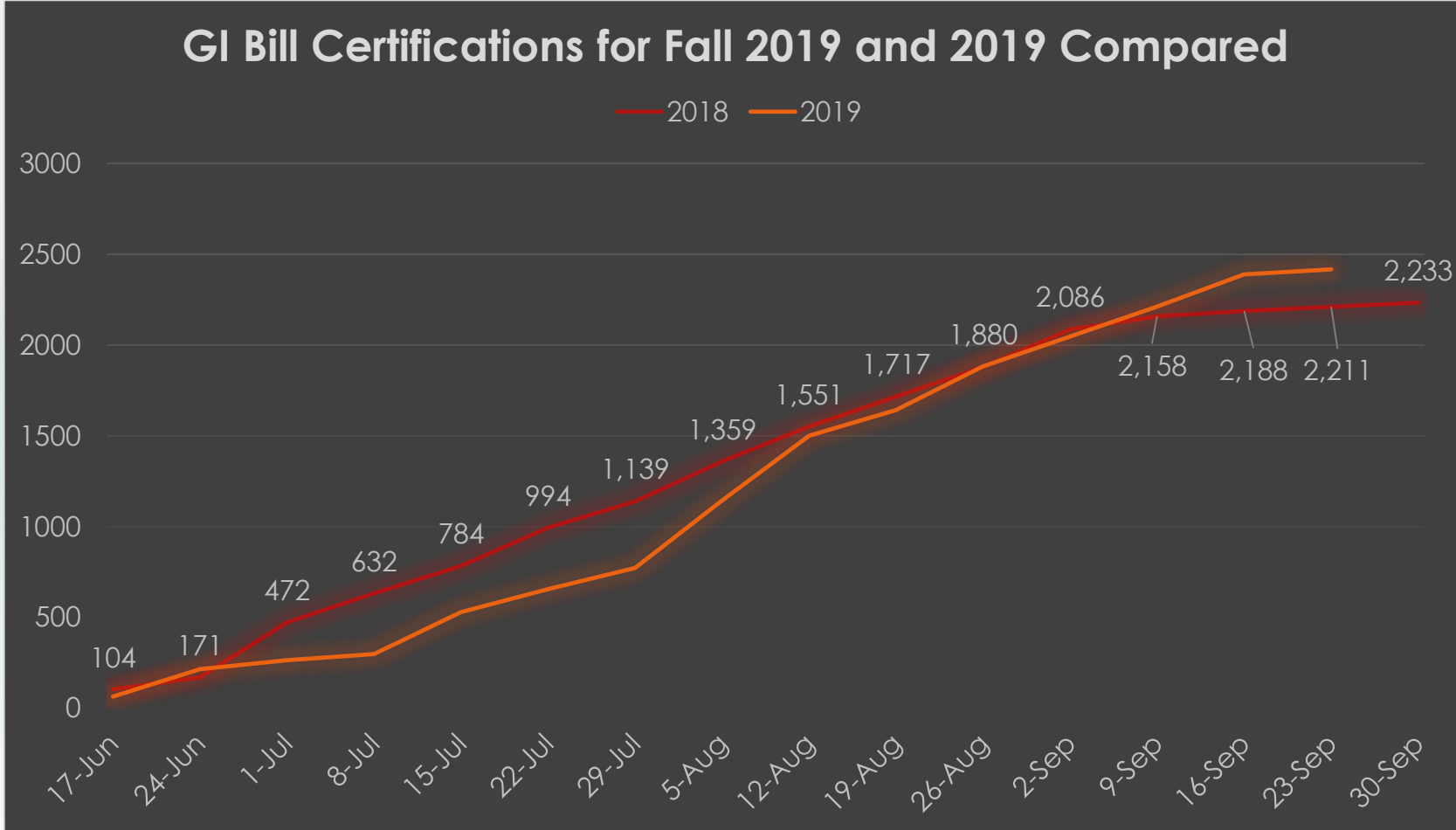


Military Affiliated Total: 4,997
15.57% of Student Population



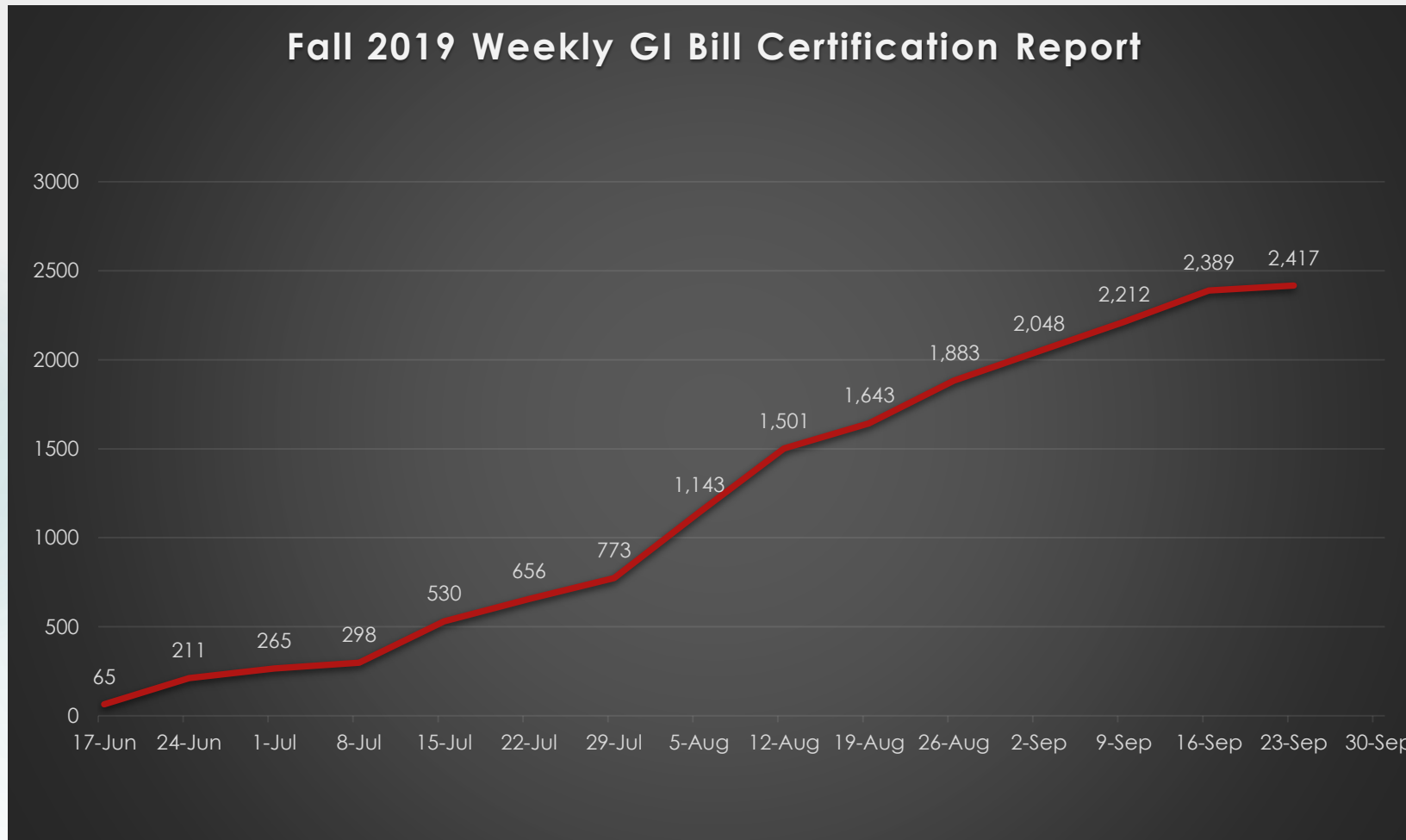
Fall 2018 Faculty/Staff Vets: 403

The Numbers



| | 2018 | 2019 |
|--------|-------|-------|
| 17-Jun | 104 | 65 |
| 24-Jun | 171 | 215 |
| 1-Jul | 472 | 265 |
| 8-Jul | 632 | 298 |
| 15-Jul | 784 | 530 |
| 22-Jul | 994 | 656 |
| 29-Jul | 1,139 | 773 |
| 5-Aug | 1,359 | 1,143 |
| 12-Aug | 1,551 | 1,501 |
| 19-Aug | 1,717 | 1,643 |
| 26-Aug | 1,880 | 1,883 |
| 2-Sep | 2,086 | 2,048 |
| 9-Sep | 2,158 | 2,212 |
| 16-Sep | 2,188 | 2,389 |
| 23-Sep | 2,211 | 2,417 |
| 30-Sep | 2,233 | |

FALL 2019 Weekly Certifications



| Date | Total | WK CHG |
|--------|-------|--------|
| 17-Jun | 65 | |
| 24-Jun | 211 | 146 |
| 1-Jul | 265 | 27 |
| 8-Jul | 298 | 33 |
| 15-Jul | 530 | 232 |
| 22-Jul | 656 | 126 |
| 29-Jul | 773 | 117 |
| 5-Aug | 1,143 | 370 |
| 12-Aug | 1,501 | 358 |
| 19-Aug | 1,643 | 142 |
| 26-Aug | 1,883 | 240 |
| 2-Sep | 2,048 | 165 |
| 9-Sep | 2,212 | 164 |
| 16-Sep | 2,389 | 177 |
| 23-Sep | 2,417 | 28 |
| 30-Sep | | |

ECONOMIC IMPACT

| Tuition and Fee Revenue 2017 | | | | |
|------------------------------|-------------|-------------|-----------------|--------------|
| | Spring 2017 | Summer 2017 | Fall 2017 | Total |
| VA 33 | \$4,502,080 | \$1,464,260 | \$5,425.98 | \$11,392,316 |
| VA 31 | \$703,690 | \$339,572 | \$863,617 | \$2,463,654 |
| Total | \$5,205,770 | \$2,120,124 | \$6,289,593 | \$13,855,970 |
| Bks Supplies | \$89,132 | \$43,618 | \$100,924 | \$233,674 |
| Grand Total | \$5,294,902 | \$2,163,742 | \$6,390,517 | \$14,089,644 |
| Tuition and Fee Revenue 2018 | | | | |
| | Spring 2018 | Summer 2018 | Fall 2018 | Total |
| VA33 | \$5,284,606 | \$1,674,075 | \$6,191,020 | \$13,149,701 |
| VA31 | \$837,408 | \$389,470 | \$895,762 | \$2,122,640 |
| Total | \$5,806,846 | \$2,063,545 | \$7,086,782 | \$15,272,341 |
| Bks Supplies | \$100,924 | \$47,753 | \$129,292 | \$277,789 |
| Grand Total | \$5,907,770 | \$2,111,118 | \$7,216,074 | \$15,550,130 |
| Tuition and Fee Revenue 2019 | | | | |
| | Spring 2019 | Summer 2019 | Fall 2019 | Total |
| VA33 | \$4,994,109 | \$1,522,413 | | \$6,516,522 |
| VA31 | \$871,591 | \$402,879 | | \$1,274,470 |
| Total | \$5,865,700 | \$1,925,292 | | \$7,790,992 |
| Bks Supplies | \$111,058 | \$50,117.00 | | \$161,175 |
| Grand Total | \$5,976,758 | \$1,975,409 | Add/Post Census | \$7,952,167 |

\$14.M

\$15.M

On Track to \$16.M

Workflow for VA Certification

Student Requirements

- ▶ **Student initiates process by submitting GI Bill documentation**
 - ▶ **VA Letter of Eligibility/1905 (initial submission)**
 - ▶ **UTSA Veteran Certification Request form (internal/every term)**
 - ▶ **Joint Service Transcript (veteran only/initial submission)**

Workflow for VA Certification

Front Office

- ▶ **Student Workers complete initial evaluation of student record/submitted paperwork.**
 - ▶ **Catalogue/create record in student data base**
 - ▶ **Check residency**
 - ▶ **Verify enrollment of term requested**
 - ▶ **Organize student record**
 - ▶ **Catalogue file in order received and move digital record into a pending status**

Workflow for VA Certification

Back Office

- ▶ **School Certifying Official reviews/submits enrollment to the Department of Veterans Affairs**
 - ▶ Evaluates student course work
 - ▶ Updates residency
 - ▶ Holds enrollment (Chapter 33/31 only)
 - ▶ Submits 1999 via VAONCE
 - ▶ Catalogues student record as complete
 - ▶ Submits tuition and fees after census date (Chapter 33 only)

Problems with current workflow

- ▶ **Too many options to submit documentation**
 - ▶ **Email**
 - ▶ **Fax**
 - ▶ **Face to Face**
 - ▶ **Snail Mail**
- ▶ **Piecemeal submission**
- ▶ **Human interface while cataloging VA certification request**

A Way Forward: Enhance Online Request With Document Uploader



Goals For Automation

- ▶ **Keep the student focused on their classes, not GI Bill Certification**
- ▶ **Create a seamless process that benefits both the university and the student**
- ▶ **Do more with less**
- ▶ **Create a process consistent with other departments at the university**
- ▶ **Certify enrollment with a 48 hour turnaround time**

Solutions Through Collaboration

- ▶ **Fall 2018 Recognized problem of continued growth with limited staff**
- ▶ **December 2018- coordinated with UTSA Application and Development Support team to devise a plan to tackle our growth in enrollment.**
- ▶ **February 2019- Worked with UTSA Application and Development Support to create an online certification request form.**
- ▶ **March 1, 2019- rolled out “The Portal”**

Online GI BILL Certification “The Portal”

<https://veteranforms.utsa.edu/Account/Login>

Problems with The Portal



- ▶ **Server Errors**
- ▶ **Students did not receive automated responses**
- ▶ **Link to portal would often “break”**
- ▶ **Would allow students the ability to request certification when not enrolled**
- ▶ **SCO could not regularly access portal**
- ▶ **Student Workers could not regularly access portal**

Adjusting Fire and Document Uploader

- ▶ June 2019- Reached out the UTSA Registrar Office to inquire about Document Uploader
- ▶ July 2019- Requested additional information concerning Document Uploader during Banner Core user meetings
- ▶ August 2019- UTSA Application Development Support is assigned the task of creating Document Uploader technology for UTSA office of Veterans and Military Affairs
- ▶ September 2019- VMA SCOs in conjunction with UTSA Application Development Support begin mapping Document Uploader files



Document Uploader

<http://intrawebtest:8101>

Lessons Learned

- ▶ **No university vet office is an island!**
- ▶ **Data management and enrollment support services are key to reporting VA certification accurately and in a timely manner**
- ▶ **Engage senior leadership and keep open lines of communication with university technical staff**
- ▶ **Get involved with your enrollment management teams and student information system support teams**
- ▶ **Use any technology available to present your case for increase in numbers and the need to obtain additional technological support**

QUESTIONS

