You Paid for WHAT?

Leveraging Your (Already Existing) LMS and Forms Systems to Manage Veterans Benefits

Hi! Welcome! Scan me!

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2022 TAMU Military Affiliated Student Symposium

Today's Presenter Is…

- Director of Military and Veterans Affairs at UT Tyler

- Navy Veteran (2000-2006)

- Has worked at institutions in VA and CA before coming to TX

- Might be a soccer fan….

…and now…
A Brief Pause for Survey Results!

So…How Did We Get Here?

- 2019-20 BC (Before COVID)
  - MVSC students were submitting all documents via email
    - *No, really. All documents. One. Single. Email.*
    - No way for students to track their progress until certified
    - No way for staff to truly track their progress until a student was certified
    - *Who's accountable here?*
  - **Everyone's complaining.**
  - Solution: use Canvas for document collection
    - Project began in Spring 2020…
    - …and then, COVID.
    - …and then, staff turnover and new leadership

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2020-21 AY: The Experiment Begins

- Canvas is fully implemented for student submission of VA/Hazlewood documents
  - Students submit documentation based on their benefit
  - Once completed, submit a "Document Review Request"
    - MVSC staff "grade" documents
  - Once documents are accepted, submit "Session Request" for certification/Hazlewood processing

What Did The Students Think? (Y1)

- *The new system in place to help facilitate the certification process has been amazing compared to when I first arrived back in the spring of 2019. Great work and continue to fine tune the system.*

- *Don't like using canvas as a medium to apply for benefits*

- *I did not have to resubmit every document from every previous semester*

- *Communications via email; use of Canvas as a class to organize information and communication*

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21-22 AY: The Evolution Continues

- **Positives of this approach**: *you can change things in real time, based on student feedback and what you learn!*
  - *more on this later…*
  - Document "assignments" were set up so that students had to submit the preceding document before moving to the next
  - Introduced electronic versions of the Hazlewood application/renewal application
- **Negatives of this approach:** *we're communicating A LOT of information, and it all doesn't apply to everyone, and we're still trying to figure out how not to do that…*

What Did The Students Think? (Y2)

- *They have made it to where I do not have to spend three weeks getting every document together again*

- *Timely updates on deadline and progress via email/Canvas. I appreciate informative notification although lengthy and sometime doesn't apply to me, but I'm sure benefits everybody else.*

- *I certainly get plenty of announcements.*

- *The new process of submitting for benefits! SO much better than several years ago.*

What Happens When Something Goes Wrong (or not as correct as it should)?

- A day that you don't learn something new is a day wasted.
  - *New leadership. I should not have paid for my tuition this semester.*
  - …and so, at 2:19 pm on a Friday afternoon, changes were made.

READ THIS IMMEDIATELY! Tuition Deferment Request Requirement

Coby Dillard
All Sections

Mar 18 at 2:19pm

Patriots,

Good afternoon! The last thing I want to do is send out a major announcement on a Friday afternoon, but this affects our upcoming certification process. This is especially important if you are receiving Chapter 30, 35, 1606, Hazlewood, or Post-9/11 benefits at less than the 100% level:

I have recently been made aware that we are required by state law to offer a tuition deferment request "to defer payment of tuition and fees if the receipt of military related financial assistance awarded to the student is delayed by less than 60 days." I've built this request into our session request. We are required to offer the deferment, but it is your choice to utilize it or not.

The good news is that **this removes our requirement for CH30/35/1606, Hazlewood, and Post-9/11 students who are at less than 100% eligibility to fully pay their tuition (or remaining percentage) upfront prior to certification,** which removed about four signature items from the session request.

The bad news is that it adds about nine more signatures to the session request to request the deferment. That said, if you're in one of the categories mentioned above, you will probably want to take advantage of the deferment, regardless of the number of signatures!

If you have questions about the deferment request, please reach out to me.

-Coby

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22-23 AY: Where We Started
(or, what this year's students complained about so far!)

- Too many signatures in the session request for each submission
    - 17 for Statement of Responsibility
    - 10 for Tuition Deferment
    - 4 for Hazlewood Renewal
- Amount of documentation required
- *Well, my other school didn't make me…*
- *Coby writes dissertations.*

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22-23 AY: What Have We Done?

- Moved the Statement of Responsibility to Canvas as a quiz
  - Students now complete once, while submitting documents
- Created a Hazlewood Process Acknowledgement for students to sign and submit…
  - …and then killed it. Now it's also a quiz.
- Had a student veteran in an Adult Learning class complain about the entire process…
  - …his class project this semester is a complete review of our process, and recommendations for streamlining-**with our support**.

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Sounds great…but how does it actually WORK?

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