Adobe Captivate Training Scripts

Section 111 STEM Scholarship Enhancements Training Module

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| **Visual** | **Script** |
|  | Welcome to the Harry W. Colmery Act Section 111 STEM Scholarship Enhancements Training module. In today’s training, you will learn about Section 111 of the Harry W. Colmery Act and the STEM Scholarship enhancements made to the Long-Term Solution (LTS). This training module is self-paced.    Please note the examples were processed in a test system so all names and SSNs you see are fictitious. They do not belong to actual beneficiaries. No personally identifiable information (PII) is contained in this training.    Please click ‘Next’ in the bottom right-hand corner when you are ready to move on to the next page. |
|  | In this training we will provide an overview of Section 111 and the STEM Scholarship Enhancements made to the LTS as part of Release 7.2 and demonstrate the new STEM Text pilot functionality. Finally, we will review updates made to STEM Scholarship letters.  Click next to proceed. |
|  | The LTS enhancements for the STEM Scholarship now include:   * A new “days used” column was added to the STEM entitlement table * A new warning banner will appear when there is an existing student debt management offset * STEM debt management rules designed to follow chapter 33 Student Debt Management rules with the addition of housing and books and supplies * The ability to view the STEM Application information in a pop-up window on the work product summary screen * Text Message Opt-In" section and field added to the Biography page for STEM eligible beneficiary's and on the STEM Application page. * STEMText is a text message service powered by Twilio and is being piloted for STEM scholarship beneficiaries. * Minor letter updates to the STEM Scholarship selection, Award 1, and Award 3 letters.   Click next to continue. |
|  | LTS has now been updated to apply Student Debt Management rules to STEM Scholarship enrollments by displaying transactions for historical purposes. These rules prevent payments above the STEM scholarship cap of $30,000 from being sent to the school and ensure beneficiaries do not incur a debt if enrollments are submitted and processed out of order.  No additional payments will be released.  If the beneficiary has an authorized and paid, existing enrollment which exhausts the beneficiary’s STEM Scholarship funds, |
|  | and an earlier enrollment period is submitted, a banner will appear on the work product summary page warning a student debt management offset exists in the record.  Click ‘Next’ to proceed. |
|  | As a result of the student debt management rules being applied, the system will reflect a debt has been created for the original enrollment to allow payment for the newly submitted earlier enrollment. Because the amounts are offsetting, they will not be processed as indicated by the “No Action” status displayed under “Payment Action” in the “Lump Sum Payments” section of the work product summary page.  As with ch33 debt management processing, the earlier enrollment displays “Student” for the facility code as a result of a tuition and fees offset.  It is important to know payments with a “No Action” status will not be displayed on the payment instruction screen.  Click ‘Next’ to proceed. |
|  | As of this release, you can now view the STEM application information on the work product summary screen for all STEM applicants.  By selecting “View” in the STEM Application section of the work product summary screen, a read-only application window will appear displaying all of the information from the STEM application.  Click next to learn about the new STEMText Pilot and the related updated in LTS. |
|  | Another enhancement that has been added to the LTS includes fields on the BIO screen to support the STEMText pilot. STEMText is an external application that allows the LTS to send and accept text messages to and from beneficiaries about their GI Bill benefits. This functionality will be piloted to verify attendance for STEM Scholarship beneficiaries only.  The LTS updates enabling STEMText include:   * An opt-in field to indicate a beneficiary’s opt-in status for receiving messages * The ability to automatically send text messages if the beneficiary chose to opt in. * The ability for LTS to automatically send and accept information received from STEMText and to create TIMS documents and tokens for attendance verification, and * The ability to accept case-insensitive responses such as yes, no, y, and n   Click next to proceed. |
|  | Upon release, LTS will automatically send STEM eligible beneficiaries with a mobile number on the BIO page a text message asking if they would like to receive updates about their VA STEM benefits via text message. The new field, “Text Message Opt-In” that appears on the beneficiary’s Bio page will update based on the beneficiary’s response to the opt-in text message. This field will indicate the STEM beneficiaries’ text message opt-in status. There is also a new “Text Message Opt-In” field on the STEM application page that VCEs will need to review and manually populate based on the response on the application received in TIMS when completing a new STEM application.  When opt-in messages are sent to beneficiaries from LTS, the outgoing messages and the incoming responses are written to the beneficiary’s TIMS files. Outgoing messages are recorded as TIMS document type “TextMsg” and include the message text, date sent, and time sent. If the message cannot be sent, due to the user having already unsubscribed, an active TIMS document type “TxtError” will be recorded in TIMS. All Responses to the opt-in message are recorded as TIMS document type “TxtReply” and include the beneficiary response, date received, and time received. Both document types are scanned/dropped into beneficiary files and do not create active tokens.  *(Second visual appears)*  The opt-in field on the bio page in LTS will auto-populate depending on the beneficiary’s responses. The Opt-in field value will display “Not Selected” if a text message has not yet been sent. The status will reflect “Pending” or “Pending after a follow up” if LTS is waiting on a beneficiary to respond. If the phone number for the beneficiary is invalid, the status will display “Invalid phone number”, and if the user has replied “stop” to unsubscribe, their opt-in status will be “Unsubscribed user”.  However, if the beneficiary replies yes, the Opt-in field will change to “Yes” and the student will receive automatic text messages on the first of the month to verify their attendance. If they reply with “no”, choosing to opt out, they will continue verifying their attendance via email.  Click ‘Next’ to proceed. |
|  | Beneficiaries who have opted in to receive text messages about their STEM Scholarship will receive a text message on the first of each month to verify their attendance for the previous month in order to receive their MHA payment.  When the attendance verification message is sent, an “ATTENDM” doctype will be scanned and dropped into TIMS. Then, depending on the beneficiaries’ response to the attendance verification text message, they will receive a thank you message, and a TIMS document and active claim token will be created instructing the VCE what to do next.  When a beneficiary replies “Yes” to indicate they did attend their courses for the previous month, that reply is added to TIMS as an “ATTENDY” document type. This doc type is Active, requiring VCE attention and prompting the release of a housing payment.  When a beneficiary replies “No” to indicate they did not attend their courses for the previous month, that reply is added to TIMS as a “ATTENDN” document type and the VCE will review the beneficiary’s enrollment.  When a beneficiary does not reply to the Attendance message within 6 days, this non-response is added to TIMS as an “ATTENDNR” document type. This doc type is Active, requiring VCE attention and prompting manual outreach to the beneficiary.  Click ‘Next’ to proceed. |
|  | After the VCE has received the verification of attendance, there is a need to prepare the Monthly Housing Allowance. The VCEs will need to access FAS to issue the monthly housing allowance payment. Begin by opening the last authorized work product and locate the Payment Instruction page.  On the payment instruction page, check the attendance verified box which will enable the paid check box to populate. You will not be able to select the paid checkbox for a payment record if the attendance verified checkbox is not selected.  The paid checkbox should only be checked when the payment has been authorized in FAS.  Once you are done selecting all applicable records, click save. The LTS will auto-populate the “paid date” and “authorized by” columns. You will notice that transactions will continue to appear on the payment instruction screen from previous work products until they are marked as paid.  Click ‘Next’ to continue. |
|  | In this release, the letters have been modified. There is no longer a need to edit the LTS STEM Scholarship letters.  Click ‘Next’ to proceed. |
|  | **Course Summary:**  You have reached the end of this training module. In this training, you learned about the STEM enhancements from the 7.2 release, the STEMText pilot and letter updates. Thank you for completing this training.    Click next to proceed. |
|  | **TMS Assessment and Survey:**  The assessment and survey have been assigned to you in TMS.  The assessment is comprised of multiple choice or true and false questions.  The questions are based on the information you learned today.  You should be able to complete the assessment and survey within a half hour.  Be sure to complete both the assessment and the survey in TMS to receive credit for this training.    Click Exit to leave this training. |