

RECEIVING EDUCATION BENEFITS

V3.1 DRAFT 11/05/18
Working Draft, Pre-Decisional,
Deliberative document – Internal VA Use Only

The process of applying for and receiving post-secondary education benefits involves the following phases: applying for benefits specific to one's military service, certifying enrollment with a school, and regularly verifying attendance. Benefits include tuition, book stipend, and/or housing allowance. Across the four different benefit chapters, we've uncovered the process for applying and enrolling in benefits is very similar, with the broadest difference coming from how school attendance is verified and the financial amount of the benefits.

To complete this journey map, human-centered designers interviewed 71 total stakeholders: 30 student veterans/dependents across 10 schools, 14 school administrators, 16 employees at the regional processing offices, and 11 employees at VA Education Service Central Office. This journey map captures the voices of student veterans and dependents and highlights which moments matter most in their experience of receiving VA benefits to further their education.

VA CHAPTER BENEFITS

Chapter 30 – Montgomery GI Bill (Active Duty)
Chapter 31 – Vocational Rehabilitation Benefits*
Chapter 33 – Post-9/11 GI Bill
Chapter 35 – Survivors' & Dependents' Educational Assistance
Chapter 1606 – Montgomery GI Bill Selected Reserve (MGIB-SR)
Chapter 1607 – Reserve Education Assistance Program (REAP)

*This chapter will be explored with a forthcoming line of business. Program will be phased out by November 25, 2019.

KEY

JOURNEY PHASE

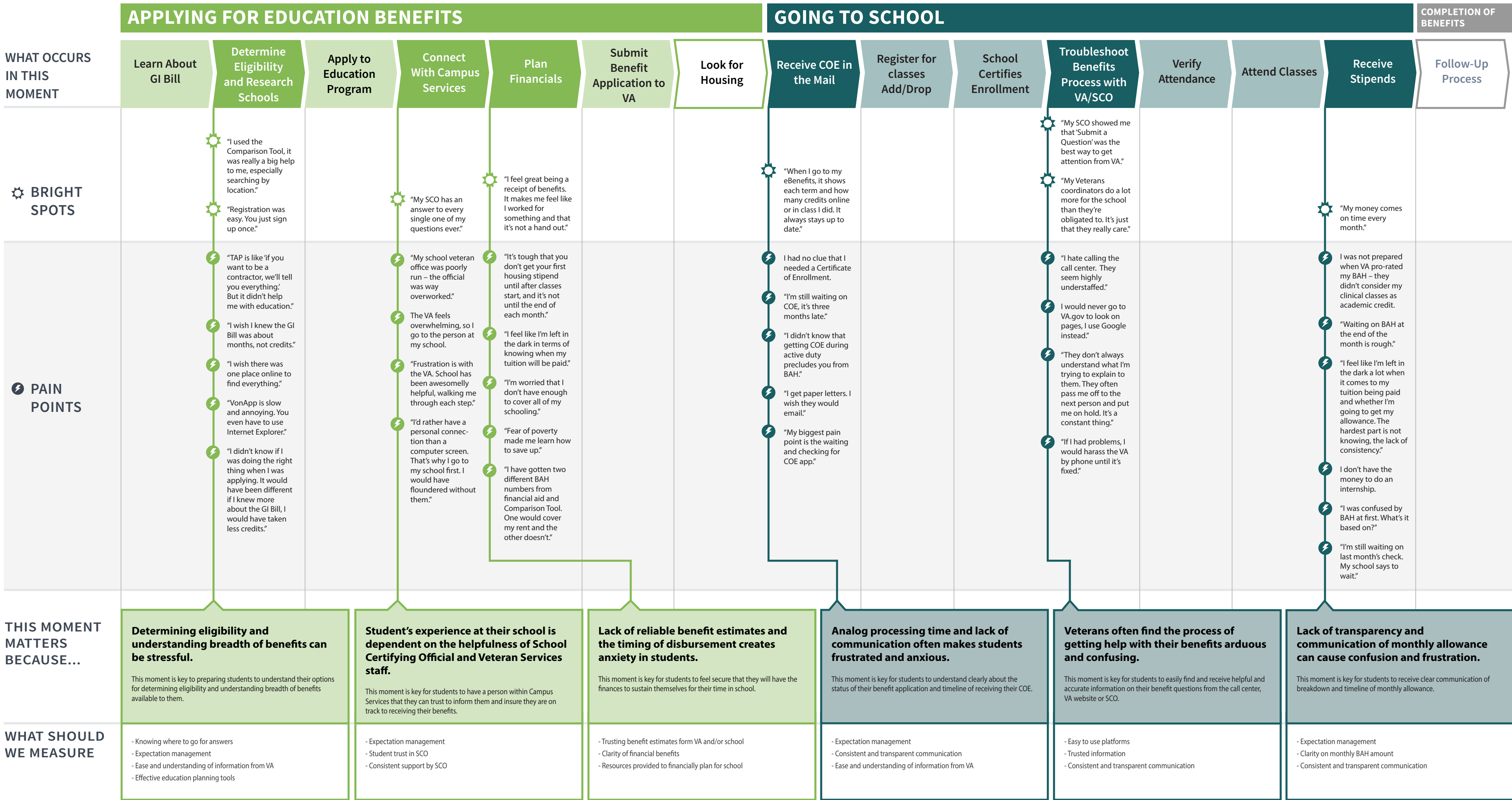
Moment
that
matters

Journey
moment

Optional
journey
moment

 Bright Spot

 Pain Point



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