

VA



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VA modernized GI Bill platform soon to be a click away, offering students easier access

WASHINGTON — The U.S. Department of Veterans Affairs (VA) awarded a contract, in mid-March, to transform the operations of the GI Bill to a digital platform, improving education benefits and customer service delivery to nearly one million students served each year.

Referred to as the Digital GI Bill, this platform will enable VA to call, email, text and chat with GI Bill beneficiaries, grant the Veterans Benefits Administration (VBA) immediate access to beneficiary records and respond to questions from colleges and universities instantaneously.

“We are in the beginning stage of implementing a multi-year, joint undertaking with select vendors working together to deliver a modern, integrated solution for our GI Bill students,” said Acting VA Under Secretary for benefits Thomas Murphy. “Throughout implementation, VA will seek feedback from students, schools and partners to ensure we are meeting their needs effectively as they pursue their academic and vocational goals.”

The Digital GI Bill developed by [Veterans Benefits Administration](#) and [VA’s Office of Information and Technology \(OIT\)](#) features:

- Improved customer and financial services, allowing for timely and accurate delivery of payments and real-time eligibility and benefit information.
- The ability for GI Bill students to engage with VA through electronic outreach, intake and upgraded communication tools for on-the-spot service.
- An end-to-end systems management perspective to ensure proper compliance and oversight of GI Bill programs, and the use of data and business intelligence tools to track, monitor and measure school and student outcomes.
- Support for new program and policy requirements to keep up with the ever-evolving changes within the academic community and job market.

VA is using \$243 million received under the CARES Act to support the Digital GI Bill modernization overhaul.

For more information on the GI Bill visit [VBA benefits](#).

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