



Education Call Center (ECC)



2012 CONFERENCE
March 20-23, 2012



The ECC's Mission

We are dedicated to providing superior customer service to our nation's veterans and their dependents. We are representatives of the Department of Veterans Affairs, loyal to this mission because we appreciate the sacrifices of our veterans that have, for so long, kept us a free, self-governing nation.

The ECC's Vision

We will provide accurate and current education benefits information in response to our customer's needs, concerns, and inquiries in a timely and proficient manner. We will assist them in achieving their educational objectives in a manner that reflects courtesy, appreciation, and friendliness.

ECC Core Values

Our values consist of customer focus, integrity, a can-do spirit, communication, and teamwork. We will take the initiative to provide outstanding customer service in ways that are consistent with our mission, vision, and our core values.

The ECC Structure

1	Assistant Education Officer
3	Section Chiefs
11	Coaches
1	Training Coordinator
1	Management Analyst
2	Timekeepers
11	Senior Education Case Managers
90	Education Case Managers
182	Education Case Manager Technicians
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302	Total ECC Employees

ECC Management Staff

Pam Stephens
Assistant Education Officer

Jason Bishop
Section Chief

Linda Mackey Coach
Robert Sanders Coach
Candy Daily Coach
Philip Disheroon MA

Tresea Hinson
Section Chief

Scotty Wright Coach
Kay Cawvey Coach
Larry Davison Coach
Terry Scantlen Coach
April Clinton TC

Ronnie Stancle
Section Chief

Glenda Elliott Coach
Scott Percifield Coach
Jody Cash Coach
Deena Rasmussen Coach

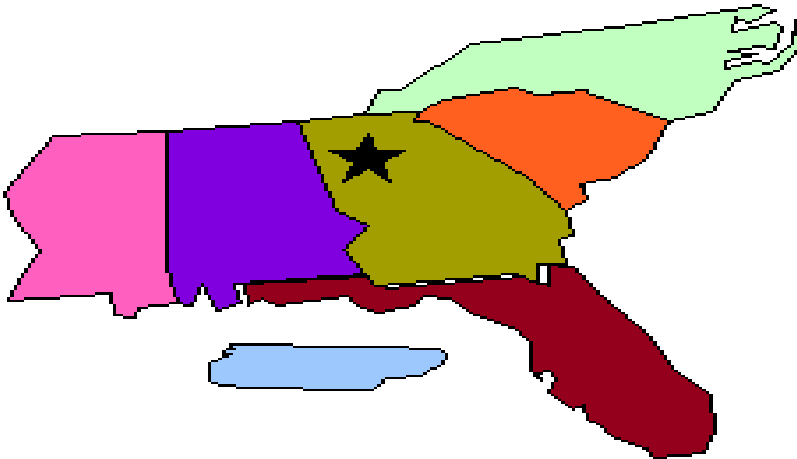
ECC History

Muskogee Education Call Center

The Education Call Center officially opened its doors and began taking calls at 800 East Okmulgee Avenue, Muskogee, Oklahoma, on February 8, 2008.

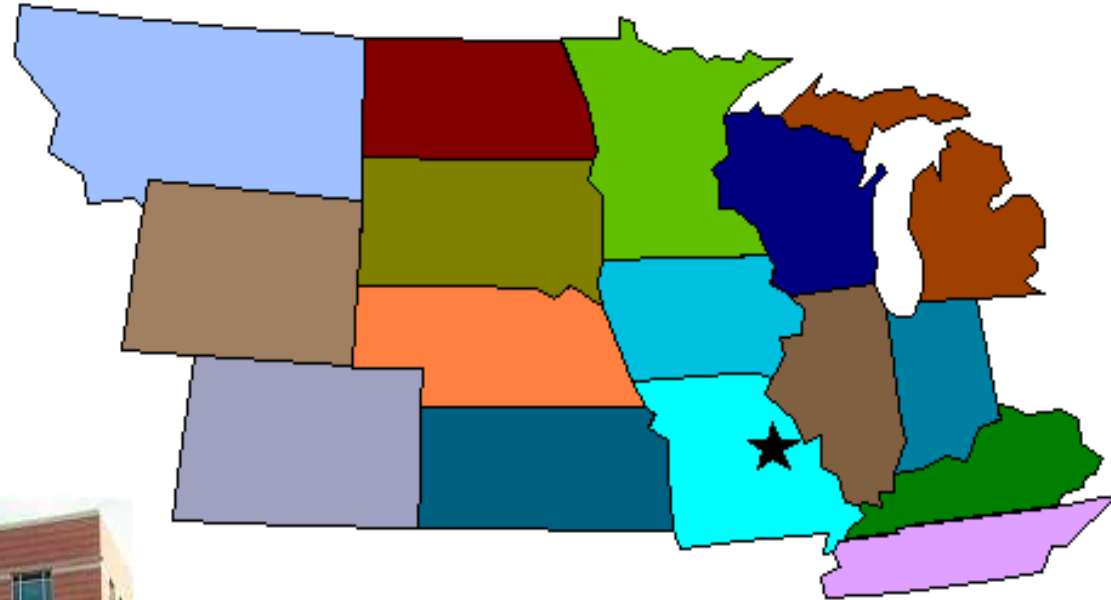
ECC History (Atlanta RPO)

On March 28, 2008 the Education Call Center in Muskogee began taking calls for the Atlanta Regional Processing Office (RPO), which included 6 southern states, Puerto Rico and the Virgin Islands



ECC History (St. Louis RPO)

On May 12, 2008 the Education Call Center in Muskogee began taking calls for the St. Louis Regional Processing Office (RPO), which included 16 central states and the final RPO to be included into the ECC





Program Objectives

FY 2012

Client Satisfaction Target - Above **720.0**

Average Wait Time Target - Below **240 Seconds**

Agent Availability Rate Above **70%**

Answer all electronic inquiries within **10 days**



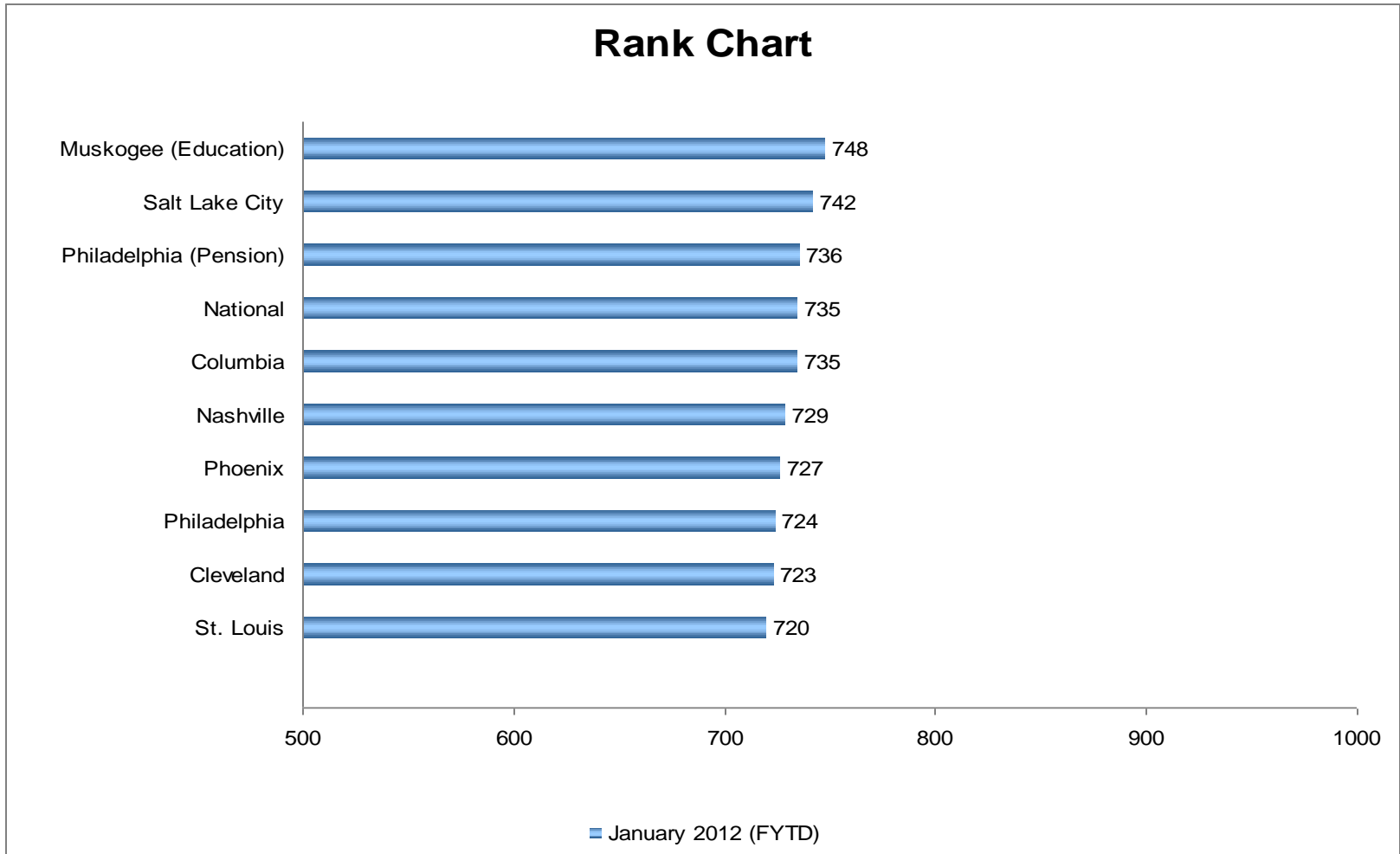
We Focus on Service

October 2011 through January 2012

Total Calls Answered	893,984
Average Calls Per Day	11,037
Total Right Now Web (RNW) Inquiries Completed	53,664
Average RNW Per Day	662

Over the same period of time, the Education Call Center has had the highest average Overall Call Satisfaction Index amongst the VA National Call Centers. This information was derived from surveys taken by JD Power and Associates.

JD Power Index Scores



ECC Growth

The ECC continues to grow in order to meet the increasing number of calls we receive annually. In the last year alone we have added an additional 85 personnel. We continually assess our staffing needs to try to provide the best customer service.

ECC Improvements

We strive to achieve excellence in every call, and we desire to improve at every level. We are constantly looking for things we can do to improve our customer service. One of the major changes this year is that we have implemented a new callback feature that gives callers the option to receive a callback instead of waiting on hold.



The School Certifying Official (SCO)

The School Certifying Official (SCO) is often a beneficiary's first point of contact when it comes to education benefits. They become an in person extension of the ECC. Beneficiaries often turn to their SCO for assistance in obtaining, changing, or discontinuing their education benefits. SCO's also help answer questions that beneficiaries might have. They are the primary point of contact on the front line of education benefits.



The ECC/SCO Relationship

Because of the integral part that the SCO plays in the administration of education benefits, it is paramount for the ECC to have a good working relationship with all School Certifying Officials.

We can help each other!

The ECC/SCO Relationship

**The ECC provides information about the
following to SCO's:**

Eligibility requirements

Benefit Types

Payments

Law changes

The ECC/SCO Relationship

**SCO's provide information about the following
to the ECC:**

Enrollment periods

Academic eligibility

Online System Problems

Feedback on customer service



The (SCO)pe of Your Importance

The consistent, high-quality information that has been provided by SCO's is what has allowed us to provide great customer service. This customer service is the primary reason why the ECC has grown into what it is today.

For this, we want to say

THANK YOU!!!



Looking Forward

We understand that it is the small things that separate good customer service from great customer service. With our continued dedication to improvement, we believe that we are now the greatest resource for information and problem resolution pertaining to education benefits. We want our beneficiaries and School Certifying Officials to know that calling the Education Call Center will always be a helpful experience.



VA Regional Processing Office
2012 CONFERENCE

*The Education Call Center
Serving with Pride
Those who Proudly Served*