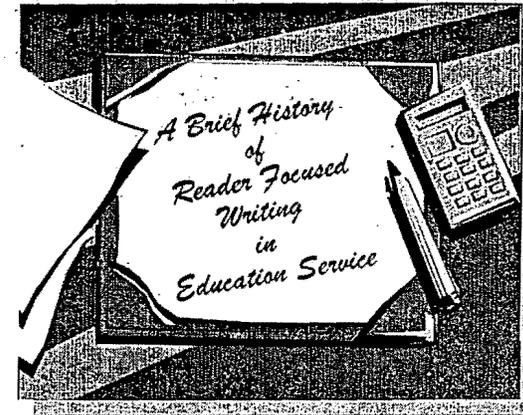


PCGL
USER
GUIDE

Education Service has written a user guide for PCGL. This guide will be installed in ARMS soon and paper copies are being sent to the RPOs. The appendices to this guide have copies of all of the available Education Service designed letters in the system. Heretofore the PCGL users didn't have access to copies of the letters with all possible selections. They could only print them out as the letter recipient would see them. Consequently, it was sometimes hard for them to know what options were available. This user guide solves this problem. It should also be helpful for new PCGL users to learn how to use the system.



September 1998

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HISTORY

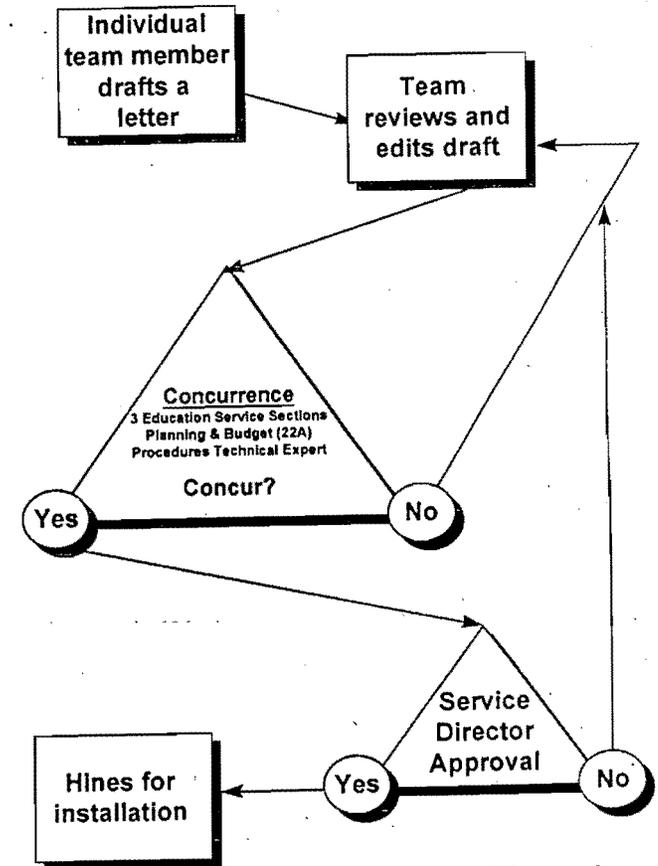
Education Service created its first Reader-Focused Writing (RFW) team in April 1994. The participants in this team had all received "Writing for Real People" training from Reva Daniel, the technical writing expert working at the time with the Jackson RO. All new members of the team since then have also received this training.

The four Regional Processing Offices (RPOs) sent the RFW team copies of their local letter libraries. The team used these libraries as a starting point in selecting which letters to write. At about this time, the C&P Service was working to install a new letter generation system called, Personal Computer Generated Letters (PCGL.) This system would replace WANG and Office Automation systems for producing letters in the field stations. C&P offered to allow Education Service to install their new RFW letters on this system. Therefore, the RFW team chose to write six simple MGIB (Montgomery GI Bill) development letters in order to have the package ready to be installed in PCGL on schedule. The six letters chosen were:

- Incomplete grade
- Left Selected Reserve
- Change of Program
- Restored 6-Unit Exclusion (2 versions)
- Follow-up – Increase in Credit Hours

PROCESS

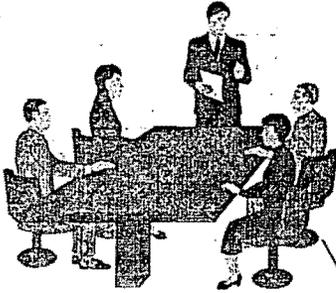
Over time, the Education Service RFW process has evolved into a very streamlined operation. Here is a simplified diagram of the process:



Each letter that comes out of the RFW team is sent to the four RPOs for comment while it is going through the Service for

Education Service RFW Timeline

April 1994
Education Service
RFW Team Formed



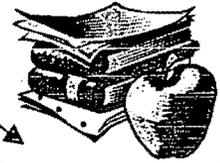
December 1994
First 20 Education RFW letters
installed in PCGL



1995
Rewrote
BDN Letters



December 1996
Refresher RFW Training
for Education Service
Team
Members



January 1997
PCGL Installation
6 New Letters



1997
Rewrote
Ch 1606 Letters



July 1997
PCGL Installation
7 New Letters



March 1998
PCGL Installation
14 New Letters



August 1998
PCGL Installation
10 New Letters
3 Obsolete Letters Removed
19 Letters Revised



Weekly RFW
Meetings
Continue



concurrence. In addition, we have a quarterly conference call with the RPOs and Hines programmer to discuss RFW issues.

The Education Service RFW team has been meeting weekly since 1994. They write new letters, explore ways to make old letters clearer, review comments from the RPOs, and act on comments from the Service and Service Director.

PCGL LETTER ROSTER

Education Service has installed 54 letters in PCGL. Each of these letters has been written in the RFW format with the reader firmly in mind. Hines completed the latest installation of new letters into PCGL in August 1998. For the next installation, the RFW team already has two new letters:

- MGIB Generic Disallowance
- MGIB Death Refund

And changes in eight existing letters. An additional two new letters are making their way through the approval process:

- Adverse Action Notification
- Left the Selected Reserve—Ch 1606

BDN LETTERS

In 1995 the Education Service RFW team rewrote all of the MGIB (chapter 30) BDN (Benefit Delivery Network) produced letters in preparation for the eventual updating of the

BDN letters. While the system that produces the BDN letters has limitations with respect to formatting, the rewritten letters are much improved over the standard versions.

1606 LETTERS

In 1997 the Education Service RFW team was asked to rewrite all of the chapter 1606 letters to be used in the 1606 redesign project. The team met twice a week for two months to produce the following letters for this project:

- Original & Reopened Awards
- Amended Awards
- Terminations
- Denials
- Suspends
- Development
- Certificate of Eligibility

OTHER LETTERS

The Education Service RFW team has rewritten the two VADS letters. These letters are used to give new veterans information about education benefits available to them after they leave service.

The team also wrote a comprehensive letter for Compliance Survey Specialists to use to report their survey finds to the school official. This letter was programmed as a Word template so that it can be used in a laptop computer taken on surveys.