

Frequently Asked Questions when using your benefits.

1/25/17

Alton Johnson

Shannon Miles

Financial Aid and Veteran Services

ELIGIBILITY

- ▶ Can your office tell me if I am eligible to receive benefits or how much time I have left?
 - We are not VA employees. We do not have access to the VA records. We can advise you but cannot tell you officially. You will need to contact the VA at 888.442.4551.

ELIGIBILITY

- ▶ How long does it take to get a Certificate of Eligibility letter from the VA and do you really need it?
 - Once the VA receives a [VONAPP](#) application or request for an update, it can take the VA 4–6 weeks to process the paperwork and send a Certificate of Eligibility letter.
 - Our office needs proof you are eligible to receive benefits. If you are a Post 9/11 student we need to see the % you are eligible to receive. So yes, we need the COE.

ENROLLMENT

- ▶ What is full-time enrollment at UNCW?
 - For the standard Fall or Spring term, 12 credits or more are required for undergraduates and 9 or more for graduates (unless in thesis or special approved internship classes that count as full-time).
 - For summer, we evaluate the number of days in the term and use a pre-set formula given to us by the VA. Typically it is 4 credit hours for each summer term but we encourage you to check with our office prior to the summer terms.

ENROLLMENT

- ▶ What will the VA pay me if I am less than full-time?
 - If your enrollment is more than 51% the VA will use a sliding scale to determine your rate of pursuit.
 - For example if you are a Post 9/11 student taking 7 hours the VA will pay you 60% of your BAH.
 - If you are a Post 9/11 student taking 6 hours, the VA does not pay the living stipend.

CERTIFICATION

- ▶ I received a letter from the VA that says my certification was submitted with \$0 tuition and fees, what does this mean?
 - Post-9/11 students can have their benefits submitted to reflect course dates and number of credits before or during the add/drop period so that the VA can issue the book stipend and housing allowance in a timely fashion. Since tuition and fees can change during the add/drop period, \$0 is listed in the initial certification to avoid erroneous payments from the VA for tuition. After the add/drop period concludes, we will submit an adjusted certification to indicate the accurate tuition amount so that tuition benefits can be sent to the school.

CERTIFICATION

- ▶ What do I need to do each semester once I register for my classes?
 - Complete and submit the VA Class Schedule form.

CERTIFICATOIN

- ▶ What if I change my classes after I submit my class schedule?
 - All adds, drops, and withdrawals MUST be reported to our office immediately after you make the change.
 - Depending on when you add/drop/withdraw from the course you may owe money to the school or the VA.
 - * NO ADDT'L CLASS SCHEDULE IS NECESSARY*
 - *Just email the office at veterans@uncw.edu*

CERTIFICATION

- ▶ What if I fail a class, do I have to repay the VA? Can I repeat the class?
 - The VA will not make you repay for a failing grade.
 - The VA will let you retake a class if you did not pass it or did not make the required course that is required for your major. They will not pay for you to take it a third time or for you to take a class just to get a better grade.

BOOKS

- ▶ Why is my book stipend less than I thought?
 - The VA will pay up to \$1000 an academic year. They pay \$41.67/per credit for each term, until you hit the ceiling of \$1000.
 - For example you are enrolled in 18 credits in the fall your stipend is \$750.
 - You enroll in 15 credits in the spring. You might be expecting \$625 for a book stipend based on what the VA pays but since you have used \$750 from the fall you only will be receiving \$250 in the spring.

BOOKS

- ▶ What if classes are starting and I don't have my book stipend yet?
 - You can use the Bookstore Dollars program which allows you to charge the books to your account.
 - **You are responsible for paying this charge from your billing account. It is a debt that will prevent you from being able to register for future terms if you do not.**
 - Vocational Rehabilitation students should NOT use the Bookstore Dollars program.

LIVING ALLOWANCE

- ▶ When will I get my housing allowance and how much is it?
 - The VA pays at the beginning of each month for the previous month's enrollment.
 - The VA only pays benefits for the dates a student is enrolled in classes and not for a break in between terms.
- * If using Post 9/11 and student is active duty, or they are the spouse of someone active duty, no living allowance.*

TUITION

- ▶ Will my tuition be covered by VA Education benefits?
 - There are a number of factors that determine how much the VA will send in education benefits:
 - Each student is eligible for different benefits.
 - The level of benefits will vary based on time served.
 - Is the student in-state or out-of-state.

TUITION

- ▶ If I am 100% Post 9/11 and my tuition and fees are covered why do I still owe a bill?
 - Not all fees are covered!
 - Student ID is not covered.
 - Parking pass is not covered.
 - Fines are not covered.
 - Meal Plans are not covered.
 - Bookstore Dollars are not covered.
 - * It WILL pay for the mandatory student health insurance*

STUDY ABROAD

- ▶ I want to Study Abroad, can I use my GI Bill?
 - Only certain types of Study Abroad programs are covered under the GI Bill
 - In general, faculty led programs and those that are billed through UNCW are allowable.
 - If you are doing study abroad at a host school and those credits will transfer back, this is handled as a transient study process.
 - **Trips with a 3rd party company are a no-go!**

For more info on this please attend a special session with OIP and our office here on February 16th at 1:00pm

▶ **QUESTIONS**

▶ **?**