Frequently Asked Questions when using your benefits.

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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.
- Check out the new VA website at www.vets.gov
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.
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.
    - It is important to note the VA pays less if you are Post 9/11 and taking all online classes. They pay 50% of the national BAH rate. Currently $840.50
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.
What do I need to do each semester once I register for my classes?
- Complete and submit the VA Class Schedule form.
- Submit this as soon as you register.
CERTIFICATION

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*
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.
- You may owe money back if you fail all your classes. We report the last day of attendance.
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 maximum limit 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.
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.
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.*
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.
  - How many months worth of benefits do you have left?
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*
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!
Eliminates the current 15 year time limit on the Post 9/11 GI Bill for those discharged after 1/1/13.

Reservists called to active duty under sections 12304(a) (when a governor requests federal assistance in responding to a major disaster or emergency), or 12304(b) (when the DoD mobilizes reservists in support of a combatant command) are now eligible. Previously, only reservists called to active duty by presidential order as a result of a national emergency were eligible. **This applies to all reservists mobilized after Aug. 1, 2009**, but reservists can receive payment only for classes that start after Aug. 1, 2018.

Chapter 35– Dependent’s Education Assistance– They will see a 50% pay increase but their number of months will decrease from 48 to 36. Effective 8/1/18.
The benefit tiers are changing: lowest amount paid under Post 9/11 will be 50% and not 40%.

Servicemembers and honorably discharged Veterans who were awarded a Purple Heart on or after September 11, 2001 will be entitled to Post–9/11 GI Bill benefits at the 100–percent benefit level for up to 36 months. This is effective on August 1, 2018.

Individuals who first use Post–9/11 GI Bill program on or after January 1, 2018 will receive monthly housing allowance based on DoD’s reduced basic housing allowance (BAH) for monthly housing rates. Those that began using benefits prior to January 1, 2018 will continue to receive a higher monthly housing rate based in the non–adjusted BAH rates.
QUESTIONS