

Washington State Board for Community and
Technical Colleges



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Purpose Statement

This resource document provides information collected from various sources. For additional resources, please connect with your School Certifying Official community of colleagues, and your campus Veterans' Department. Please consider each school's VA School Certifying Official (SCO) has their own methodology in completing the task of managing students using VA education benefits.

There is a handbook the VA uses to implement their specific requirements: [VA Handbook](#), which is used in conjunction with the VA Education Liaison Representative (ELR) and the State Approving Agency's interpretations of the handbook and other VA regulations. Washington State's VA Education Liaison Representative is Cherri Norman. The Education Liaison Representative team can be contacted at ELR.VBASEA@VA.GOV.

Washington also has two State Approving Agencies: Washington Student Achievement Council (WSAC) and Workforce Training and Education Coordinating Board (WTECB). WSAC Point of Contact is Laura Bach laurab@wsac.wa.gov and WTECB Point of Contact is John Murray john.murray@wtb.wa.gov. They are all great sources of information and where the School Certifying Officials (SCOs) tend to look for guidance.

Due to the ever-changing landscape of VA regulations and requirements, this resource document is a working document and will be updated as information becomes available.

VA Education Benefits

Chapter 33 Post 9/11 GI Bill®

The Post 9/11 GI Bill® provides financial support for education and housing to individuals with 90 days of aggregate service after September 10, 2001, or to individuals with a service-related disability after 30 days. You must have received an honorable discharge to be eligible for the Post 9/11 GI Bill®. This benefit provides up to 36 months of Education Benefits (roughly equates to a 4-year education depending on prior credit and/or remedial courses required). Your benefit is based on your length of Active-Duty service. Generally, benefits are payable for 15 years following your release from Active Duty if you separated from service before 1/1/2013. If you separated after 1/1/2013, the GI Bill is available for the rest of your life. If you elect to use Post 9/11 GI Bill® in lieu of Chapter 30 Montgomery GI Bill, this decision is irreversible.

Some of the benefits the Post 9/11 GI Bill® will provide include:

Full tuition & fees directly to the college for resident tuition costs

A monthly Housing Allowance for time in class

An Annual Books and Supplies Stipend

More details about the [Post 9/11 GI Bill® can be found on VA.gov \(Links to an external site.\)](#)

Transfer of Post 9/11 GI Bill® to Dependents

The transferability option under the Post 9/11 GI Bill® allows eligible service members to transfer unused benefits to their spouses or dependent children.

More details about [transferability can be found on VA.gov \(Links to an external site.\)](#). Dependents must complete their own application online.

The option to transfer is open to any member of the armed forces active duty or Selected Reserve, officer or enlisted who is eligible for the Post-9/11 GI Bill®, and meets the following criteria:

- Has at least six years of service in the armed forces (active duty and/or Selected Reserve) on the date of approval and agrees to serve four additional years in the armed forces from the date of election.
- Has at least 10 years of service in the armed forces (active duty and/or Selected Reserve) on the date of approval, is precluded by either standard policy (by Service Branch or DoD) or statute from committing to four additional years and agrees to serve for the maximum amount of time allowed by such policy or statute.

Transfer requests are submitted and approved while the member is in the armed forces.

Chapter 30 Montgomery GI Bill

To qualify for Chapter 30 benefits, recipients must have entered active duty on or after July 1, 1985 and made contributions to the Montgomery Fund while on active duty. A monthly benefit is paid to students based on the training time and time in service. This benefit provides up to 36 months of benefits. Benefits are payable up to 10 years following release from Active Duty.

More details about the [Montgomery GI Bill can be found on VA.gov. \(Links to an external site.\)](#)

Chapter 31 Veteran Readiness and Employment (VR&E)

VR&E is a program designed to assist veterans with service-connected disabilities obtain and maintain gainful employment that can be supported by the current labor market and is consistent with their interests, aptitude, and abilities. To qualify for VR&E you must be a veteran with a discharge that is “other than dis-honorable”, have a service-related disability rating of at least 10% or a memorandum rating of 20% or more from the Department of Veteran Affairs.

Entitlement to services is determined on an individual basis following an evaluation of the veteran’s unique interest, aptitude, education, work experience, and vocational abilities. This benefit is payable for up to 48 months. An eligible veteran generally has 12 years from the date they are notified of entitlement to VA compensation to use these benefits.

More details about [VR&E can be found on eBenefits \(Links to an external site.\)](#).

Chapter 1606 Montgomery GI Bill for Selected Reserves

If a student is a member of the Selected Reserves, they may be eligible for this program. The Selected reserves includes the Army Reserve, Navy Reserve, Air Force reserve, Marine Corps Reserve, Coast Guard Reserve, Army National Guard, and Air National Guard. They must have a six-year obligation to service in Selected Reserves and completed Basic Training to be eligible.

More details about [Chapter 1606 can be found on VA.gov. \(Links to an external site.\)](#)

Chapter 35 Survivors and Dependents Education Assistance (DEA)

Chapter 35 offers education and training opportunities to eligible dependents of Veterans who are permanently and totally disabled due to a service-related condition or of Veterans who died while on active duty or as a result of a service-related condition. This benefit provides up to 36 months of benefits. It includes a Monthly Housing Allowance, and the chance to qualify for a Washington Tuition Waiver.

<https://www.dva.wa.gov/veterans-their-families/veterans-benefits/education-and-training/washington-tuition-waiver>

More details about [Chapter 35 DEA can be found on VA.gov.](#)

Active-Duty Tuition Assistance

It is required for soldiers, sailors, airmen and marines to contact their ESO/Command Education support prior to enrolling in college courses. They will have pertinent information needed to successfully access Tuition Assistance Benefits and grant permission to utilize them.

Navy/Marine Corps Tuition Assistance

Command Approval is required at least 14 days prior to start of the term.

Complete Required Training - Sailors are required to complete two training topics: the Higher Education Preparation Course and TA Policy and Procedures training. More information can be found at <http://www.navycollege.navy.mil/> (Links to an external site.)

Army Tuition Assistance

Command Approval is required <https://www.armyignited.com/app/> (Links to an external site.) for more information.

Air Force Tuition Assistance

Command Approval is required for more information. [Military Tuition Assistance Program \(af.mil\)](#)

Coast Guard Tuition Assistance

Command Approval is required <http://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/ETQC/Voluntary-Education/Active-Duty/> (Links to an external site.) for more information.

Activated National Guard Benefits

Washington Student Achievement Council's [National Guard Postsecondary Education Grant \(Links to an external site.\)](#)

DoD Education Benefits for spouses of Active Duty

My Career Advancement Account (MyCAA)

The My Career Advancement Account (MyCAA) Scholarship Program is a workforce development program that provides up to \$4,000 (maximum of \$2,000 per year) of financial assistance to eligible military spouses who are pursuing a license, certification or Associate degree in a portable career field and occupation. Spouses may use their My Career Advancement Account Scholarship funds at any academic institution approved for participation in the scholarship.

More information from [Military One Source website \(Links to an external site.\)](#)

[\(Links to an external site.\)](#) Apply for Military One Source MySECO/MyCAA account
<https://mycaa.militaryonesource.mil/mycaa> [\(Links to an external site.\)](#)

Review for more information [\(Links to an external site.\)](#)

[MyCAA Fact Sheet \(Links to an external site.\)](#)

[MyCAA FAQ](#)

Other Federal and State Benefits

- Veteran's Choice Act for in-state tuition rates - in legacy this was an FPS code, in ctcLink this is a Residency Screen Exception.
- Veteran Tuition Discounts - each school can decide and award tuition-only discounts. Legacy FPS70/71
- 100% WA State Tuition waiver for Dependents of Veterans - Legacy FPS72

Student Phases

Students are also encouraged to contact a School Certifying Official (SCO) for any clarification of VA education benefits or information about VA funding related to available programs of study. Students do not contact VA Education Liaison Representatives or the SAAs directly. There is a GI bill support hotline that students can call to get more information.

Generally, there are four main phases students will move through in accessing their benefits and education.

Prospective Student Phase

Prospective students are students who show interest in utilizing any VA or DoD education benefits, and one of the biggest challenges to overcome is determining exactly what benefits there are eligible for and which they want to use. Students can be eligible for more than one benefit, but can only use one at a time, at one college at a time.

Prospects are often given information in the form of a new student orientation, a self-paced online course, or in person from the School Certifying Official (SCO) or their teams directly. Every prospective student has a different level of knowledge related to the college experience.

Prospective students can apply for their benefits after determining which benefits, they may be eligible for, but only the VA can determine eligibility. Eligibility is based on the veterans (or sponsor veteran for Ch33 transfer/Ch35 students) term of service. Applications are completed online at VA.gov and are only able to be completed by the student (much like FAFSA). The VA takes ~30 days to process the applications, and if approved students will be sent a Certificate of Eligibility (COE) (Ch30, Ch33, Ch35). Veterans need to apply for VRE benefits will be contacted by a local VRE office for further information sessions and pairing with their designated VRE counselor.

Applying for VA benefits is not an obligation to utilize benefits, and COEs can be used at any school that accepts the benefits. A COE will contain specific information that an School Certifying Official (SCO) needs to know to best process the student's benefits. Ch33 COEs will contain the number of months awarded (unit of measurement the VA uses to determine the amount of benefits to be awarded) and a percentage level. The percentage level is based on the length of time served. All VA payments are paid at the percentage level, both tuition and monthly allowances. Ch30, Ch31 and Ch35 are always considered to be "100%" level.

Service Requirements (Aggregate Active Duty after 9/10/01)	% of Max Benefit Payable
At least 36 months	100
At least 30 continuous days on active duty (Must be discharged due to a service-connected disability)	100
Awarded the Purple Heart	100
At least 30 months, but less than 36 months	90
At least 24 months, but less than 30 months	80

At least 18 months, but less than 24 months or At least 12 months, but less than 18 months	70
At least 06 months, but less than 18 months (2)	60

A Certificate of Eligibility (COE) is required to be submitted to an School Certifying Official for a student to be processed and is usually the first step in creating a Student Veteran File at the college. Students can turn their Certificate of Eligibility in at any time, and often will submit them a term or even a year in advance of their intended start date. Some students wait until the first day of classes to start any application process. In times like these, it is up to the discretion of the School Certifying Official to determine if the student can be processed for VA benefits without the COE. If this is the case, the student is expected to sign an agreement stating that they understand they are responsible for any tuition and fees not covered by the VA either through reduced percentage level, denial, or choosing classes the VA will not fund.

Ch.31 students do not receive a Certificate of Eligibility for VRE, but instead are issued an Approval PO in the VA's Tungsten System. These POs are used to manage Ch.31 student tuition and fee payments and bookstore allowances. Ch31 will cover any books and supplies that are required for the student to complete their education goals.

Students may also submit a DD214, but it is not required for VA education benefit use. DD214's can be used to issue Veteran Tuition Discount or Residency exceptions.

Prospective students are also informed of any other campus services offered and are often guided in applying to the school using the Online Admissions Application Portal (OAAP). Once the OAAP is completed, they move to the next phase.

New Student Phase

Once a student has completed the OAAP and has been assigned an EMPLID, they should automatically receive the SVET student group (depending on answers provided in the OAAP). If not, they should be assigned to indicate their Military-Connection.

Student Groups

Depending on the COE provided the appropriate SVB_ student group should be applied with an effective date before the start of their first term.

- SVBA – Ch30 MGIB
- SVBB – CH31 VRE
- SVBD – Ch33 veteran

- SVBE – Ch33 Child
- SVBF – Ch35 child
- SVBJ – Active Duty using TA (should only be assigned if the student has submitted a current TA voucher for the term)
- SVBK – Active Duty not using TA
- SVBL – Active-Duty Spouse
- SVBM – Ch33 Spouse
- SVBN – Ch35 Spouse
- SVBZ – Veteran not using VA benefits, if they are using a tuition discount, they should be assigned the SW70 or SW71 group.

Residency

Once the student group is applied, residency should be verified, and if the student is a non-resident but qualifies for the Veteran Choice Act their residency screen should be updated to reflect the exception. Veteran Choice Act does NOT count towards FA related residency. Residency rules guidance is provided from WSAC and is interpreted/implemented by the Registrar or a designated Residency Official.



917 Lakeridge Way Southwest
Olympia, Washington 98502
360.753.7800
wsac.wa.gov

MEMORANDUM (REVISED)

DATE: April 27, 2021
TO: Residency Officers
FROM: Gail Wootan, Associate Director of Consumer Protection
SUBJECT: New federal law requires resident tuition for certain veterans and dependents

This memorandum replaces the April 16, 2021 memorandum. It corrects an error in the April 16 memorandum that did not include veteran dependents.

In January 2021, Congress passed [HR 7105](#). This bill requires public institutions to give resident tuition to the following:

- Veterans using the GI Bill[®] who live in Washington.
- Veteran dependents (spouse and children) using the Post 9/11 GI Bill[®] who live in Washington.

The requirement is effective for any term that begins on or after August 1, 2021. It does not apply to active duty military members.

Veterans newly served by federal law

Veterans who *live in Washington* must be charged resident tuition and fees, regardless of domicile or how long they have lived in Washington, if they are *actively using* VA educational assistance under Chapter 30, 31, or 33 to pay for at least one course (Public Law 116-315 Sec. 1005).

- The VA benefits must be one of the following:
 - Montgomery GI Bill[®] – Active Duty
 - Vocational Rehabilitation and Employment
 - Post-9/11 GI Bill[®]
 - Marine Gunnery Sergeant John Fry Scholarship
 - Edith Nourse Rogers STEM Scholarship
- There is no time limit for when they must enroll after leaving the military (Public Law 116-315 Sec. 1005)
- The veteran must have had 90 days of service in the active military, naval, or air service. (38 U.S. Code § 3679 (c)(2)(A))
- The veteran must have been discharged or released under conditions other than dishonorable (separation does not have to be from active duty). (38 U.S. Code § 101 (2))
- The veteran continues to receive resident tuition and fees for future courses as long as they are continuously enrolled at the same institution.

Note that this does not make them a “resident student” as defined in [RCW 28B.15.012\(2\)](#), so they do not meet residency requirements for state aid unless they are a resident student through another part of the RCW.

Veteran dependents newly served by federal law

Veteran spouses and children who *live in Washington* must be charged resident tuition and fees, regardless of domicile or how long they have lived in Washington, if they are *actively using* the Post 9/11 GI Bill[®] to pay for at least one course.

- There is no time limit for when they must enroll after the veteran leaves the military.

After residency has been set/verified, the student program of choice needs to be verified to match the student's actual academic goals. (QRG: [9.2 Entering Residency 11c \(ctclink.us\)](#)) The OAAP program selection may need to be changed if the student changes their mind after advising or was entered incorrectly (For example, it is common to see students selecting General AA instead of AA-DTA for example). A copy of the program requirements should be placed in the student's veteran file for record-keeping purposes.

Any waivers should be applied at this point. For Ch35 students, an additional application may be required (schools differ) to activate the WA state 100% tuition waiver (aka Gold-Star Family or FPS72 Waiver). The application acts as a Memorandum of Understanding for students to acknowledge the limitations and expiration criteria of the State Waiver. RCW [28B.15.621](#)
<https://app.leg.wa.gov/rcw/default.aspx?cite=28B.15.621>

Any student using VA or Active-Duty Education benefits needs to have their prior credit evaluated as soon as possible. If the student is a dependent that has not served in the military, attended other colleges/universities, or earned college credit in any other way, this requirement can be skipped.

Transcript evaluation is a two-step process.

Step One: Obtain Official Transcripts - Locate and have official transcripts sent to the college for Evaluation

Military Transcripts are obtained via:

- Joint Service Transcript - [JST \(Links to an external site.\)](#) - for Army, Navy, Army, Marines, Coast Guard and National Guard
- Community College of the Air Force - <https://www.airuniversity.af.edu/Barnes/CCAF/Display/Article/803247/> for Air Force
- Official transcripts from other Colleges or Universities are obtained via:
 - Contacting the school directly
 - Accessing from the [National Student Clearinghouse \(Links to an external site.\)](#)

Step Two: Request Evaluation – At each college, there may a form to be completed and submitted to the college's Transcript Evaluation team.

Things to Note:

- Transfer credits students receive should be applied to any program of education the student pursues. Credits that transfer in can limit elective course options. It is recommended students speak with an advisor to estimate what will transfer and avoid retaking classes for which they may already have credit.
- Advisors are not transcript evaluators, but they can help determine what courses may be accepted as transfer credit.
- Students must submit official transcripts from all previous schools as soon as possible since it can take a long time to process.

- Credit evaluation may not start until all official transcripts listed on the request form are received and it is at least two weeks into the quarter.
- Receiving VA funds for a course that a student receives transfer credit for will generate a debt with the VA for all funds including Tuition, Fees, Books & Supplies stipend, and the Housing stipend related to the course certified.

New students may be required to complete a Student Agreement to collect contact information, program selection, and for the student to understand the potential limitations of using VA education benefits and what they will be responsible for. This differs between schools based on policy/available resources.

The VA will only fund remedial course work if there is a 'proven need.' This need is proven by completing a placement examination like the ACCUPLACER or SMARTER BALANCE. If a student needs remedial coursework, the test scores are required to be kept in the student file when available.

The new student file may be considered completed when a student has submitted (Check with your individual school's policy on what is considered to be a complete file):

- Student Agreement
- VA Certificate of Eligibility
- A complete Transcript Evaluation Request, if applicable
- Accuplacer scores, if applicable
- Ch35 Students Only – 100% Tuition Waiver Application
- (Optional for Veterans): DD214

Once the new student file is completed the student will need to be added to the Enrollment Management (formerly known as VA ONCE as of 1/13/2023) system, in which the student's name, address, phone number, chapter of benefit, program of study, and SSN are required.

Enrollment

Students who have not yet enrolled need to utilize the catalog and advising plan to enroll in courses for the term. Once enrolled they will then need to indicate that they want to utilize their benefits for the term, every term they are enrolled. The VA does not allow for automatic processing of VA education benefits and students must request/confirm to use their benefits for the term. Enrollment changes can be seen using the QCS_SR_VETERAN_ENRLMNT_CHANGES query.

Certification Process

The Enrollment Management (formerly known as VA ONCE as of 1/13/2023) system needs to be configured every year for programs approved that year and every term for the standard term dates and add/drop period dates.

Step 1 ctcLink – The School Certifying Official will utilize Campus Solutions (CS) homepage to access the ctcLink Enrollment Summary Screen or Student Services Center (Academics Tab) to verify the student's enrolled courses for the term. A copy of the screen is printed (or PDF created) for a snapshot record of the courses to be initially certified. The courses are checked to verify:

- Courses are required for the declared program of study (courses will be entered into the trackers)
- Credit for courses has not already been awarded
- Courses mode of delivery (Face to Face, Hybrid, or Online)
- The number of credits for each course taken
- Class Dates (some courses run differently than the standard term dates and need to be reported as such.
- Campus the courses are offered at (VA requires all courses taken at other campuses be reported separately. In some cases, multiple Enrollment Management (formerly known as VA ONCE as of 1/13/2023) entries may need to be created to certify across multiple campuses)

After the student is certified in Enrollment Management (formerly known as VA ONCE as of 1/13/2023), a service indicator can be applied to the student (either manually or via Mass Assign for a large group of students). This service indicator prevents the student from being dropped. Students technically only need to submit a COE to receive this service indicator and may request to have it added to ensure they are not dropped from classes if they have not yet requested certification, or if their certification is still pending. Check with your school on which service indicator is used for this purpose.

This service indicator then needs to be removed, either via Mass Removal or manually once all drops and waitlist actions have been completed. These service indicators can build up if not removed and (only by rumor) may disrupt 'census day' data.

Step 1.5 Enrollment Management, aka VA ONCE – Initial certification in Enrollment Management (formerly known as VA ONCE as of 1/13/2023). The initial certification is required to be submitted within 30 days of the start of the term.

- Ch.33 - Student enrollments are reported in Enrollment Management (formerly known as VA ONCE as of 1/13/2023) based on the information gathered in Step 1. A tuition and fee amount of \$0 is reported to the VA initially. This is done to prevent any tuition calculations needed if the student adds or drops courses within the add/drop period. Courses are reported based on the number of credits enrolled, separated by method of enrollment. Example: A Ch.33 student enrolls in 10 credits of online courses and 5 credits of face-to-face credits, all courses run the standard term, will be reported as Standard Term – 5Cr RES 10 CR ONLINE. Any credits that run outside the standard term will need to have the non-standard term dates manually entered. Only courses that are required for the program of study can be certified and billed to the VA for tuition.
- Ch.30&35 do not require tuition and fees to be reported to the VA via Enrollment Management system, unless they are enrolled in ½ time or less. If ½ time or less, the VA requires the amount of tuition and fees that would be charged to the student. The VA does not issue monthly stipends for enrollments ½ or less, but instead send a one-time payment equivalent to the amount of tuition and fees reported in the VA System, Enrollment Management. These benefits report all credits

- o If the student is eligible for a tuition discount, verify the student group is applied and tuition discount is applied by looking at the tuition calculation screen. Be aware of all Effective Dates!
- o If the student is eligible for a tuition waiver. This is done in Assign Waiver to assign the W72 waiver and set VARCHAR2 to 72 for the term on the Equation Variable screen. Be aware of all Effective Dates!
 - The total number of attempted credits should be tracked. This is across all schools that have issued the waiver.
- Ch.31 benefits are reported the same as Ch.33 students, except VA System, Enrollment Management routes the certification information to the students VRE Counselor (also entered in VA System, Enrollment Management by School Certifying Official based on Approval PO received via Tungsten System). Only one certification should be submitted per quarter.
 - o Ch.31 benefits can pay two different pay scales to students
 - Standard is based on VRE established pay rates
 - If a Ch.31 student is also eligible for Ch.33 they may request to receive the Ch.33 pay rates (typically more \$\$ monthly granted).
- Coordination between the SCO and Accounts Receivable/SF needs to occur.
 - o A representative from the Accounts Receivable team should review Third Party Contracts (TPCs) for students based on the SCOs estimation of the tuition incoming from the VA for Ch.33 students based on percentage level on COE and determining eligible courses and fees.
 - o For Ch.31 a Third-Party Contract should be generated if they have a current since VRE will pay any expenses related to tuition and fees for the student.
 - o It should be noted Ch.35 students if the student is eligible for the tuition waiver.

The VA will send notification to the student that their certification has been entered and will be processed.

*More on waivers – Active-Duty students using TA (SVBJ) need to have the B75 applied on the assign waiver page for the term, this ensures that Building and S&A fees are not charged per DoD requirements.

Step 2 – Enrollment Verification (aka 10th Day Audit/Census Date audit). When the add/drop period ends, typically on the 10th day of the term or the Monday immediately following, every single Ch. 33 student who was certified in the initial certification step is re-reviewed for accuracy.

Enrolled classes are verified to be the same as the snapshot.

If classes have changed:

- The same class changing section requires no action, unless it is a change in modality (on-campus vs online) which may impact eligibility
- The same class changing mode needs to be reported
- Any change in the number of credits certified needs to be reported
- The dates of all changes need to be reported

After credit changes have been reported, the School Certifying Official will then report the amount of Tuition and Fees to the VA via VA System, Enrollment Management. The School Certifying Official will also confirm the Third-Party Contract amount and note if it will be different (added or dropped a class). Account Receivable will update the Third-Party Contract amount.

~30 days later the VA will issue Ch.33 tuition and fee payments to the school. Account Receivable will confirm the payment amounts against the amount indicated by the School Certifying Official. Any discrepancies need to be settled by the School Certifying Official with the VA, either by phone or using the Ask VA (AVA) (VA- School Certifying Official online help module).

All MAX Third-Party Contracts will be billed in Tungsten to the VRE counselors, including any addition charges authorized for other expenses they have a PO for (books, supplies, parking, etc.)

The VA will start processing monthly payments to students in-arears, meaning that they will be paid for their attendance of the month prior. Classes that start on January 1 will generate monthly payments during the first week of February. Monthly payments are pro-rated against the COE percentage level, the number of days classes were in session for the month, and the number of credits certified. Students are encouraged to communicate with the VA directly regarding monthly payments since the VA is the check-issuing agency. Schools do not issue funds and should not give information specific to how much and when they get it. They can relay general information, but nothing specific to the student.

Drops and Grades

Any drops that occur throughout the term need to be reported within 30 days to the VA. This can be checked using the query: QCS_SR_VETERAN_ENRLMNT_CHANGES (the query is also useful when processing the 10th day audit)

Grades are to be reported 30 days after they are officially released to the student. For every student SVB_ student group run QCS_SR_STUDENT_GROUP_GRADES.

Any passing grades are not reported to the VA. Earned F grades are also not reported unless the college has a specific attendance policy that applies an F grade if student does not attend a specific number of days.

Any non-punitive grades (grades that do not affect GPA) are reported to the VA unless they are for a remedial course. Withdrawals and No Credit also must be reported for remedial course. You will typically see these grades when an instructor issues a Withdraw or No Credit in order to protect the student's GPA

Failing grades need to be reported if the last date of attendance or participation are not equal to the last day of the term. However, the reporting may not required unless the college has a specific attendance policy. The Last Day of Attendance (LDA) is visible on the Enrollment Screen Tab 4 and can also be view in View Customer Accounts page.

Grade reports and withdraws should be saved to the student file for record-keeping purposes.

Other student file requirements can be found in the School Certifying Official handbook.

Returning Student Phase

Students who have completed all new student requirements now only need to submit a request for certification every term they want to use their benefits. If they want to enroll and pay out of pocket or utilize FA only for a term, they only need to not request benefits.

Students can change their program of study in between terms. Once changed in ctcLink, VA System, Enrollment Management needs to be updated with the change and a new tracker put into the student file and updated with prior credit completions.

Completed Student Phase

Once the student has completed their program of study, if they were certified on the last term of their program, their graduation needs to be reported in VA System, Enrollment Management.

If the student wants to pursue another program of study at the institution, they need to change their program in ctcLink and VA System, Enrollment Management. If they are transferring, they can communicate with the School Certifying Official of their next school and prepare to start the process for the new institution.

Communications sent to students

Quarterly welcome / return email containing information about the certification process, a reminder to request certification, the dates of military-connected events happening in the quarter, and a list of valuable campus resources.

Students expected to receive a debt from the VA will be contacted first by our office, informing them of the action that generated the debt. This 99% of the time is a withdraw outside the drop window in which the VA will bill students for monthly housing allowance that was issued while they were not in courses. Any amount that is owed for tuition is billed to the schools who need to then seek repayment from the students. Schools may make an institutional decision to back out funds on Third Party Contracts, or add a new "Repayment Charge" line item on Customer Accounts.