

CCTC VA Educational Benefits Student

Frequently Asked Questions (FAQ) Sheet

- Information is current as of 15 Jun 20; this is for reference & information purposes, the VA is the source of all official guidance & regulations pertaining to VA educational benefits

When will I get paid?

- Ensure you have completed the online Veteran Certification Request (VCR) form on myCCTC (<https://www.cctech.edu/resources/forms-library/veteran-certification-request-form/>). This form is required EACH semester by EACH chapter beneficiary. You will not be certified to the VA for educational benefits until you have registered for classes and completed this request form. Hardcopies and printed/emailed copies of the form will not be accepted.
- Confirm you have not received an email in your CCTC student account that may indicate issues with your certification including missing information or class(es) that could not be certified
- The VA can take approximately 10-14 business days during peak times to process certification requests; this is after the School Certifying Official has reviewed and submitted the certification
- Contact the VA student educational assistance line 1-888-442-4551 for specific questions about payment amount or dates

When will I be certified to the VA for educational benefits?

- You must be registered for class(es)
- You must complete the online VCR form
- Certification requests will be reviewed/submitted first-received/first-processed starting 2-3 weeks before the term starts

I need a Chapter 31, VocRehab, book voucher

- After you have been certified to the VA, a list of applicable class(es) will be sent to the bookstore; student will be sent an email at the same time indicating certification is complete and they may contact the bookstore to get their books
- Chap 31 is the ONLY benefit chapter that is specifically provided books/supplies
 - o Chap 33 beneficiaries receive a stipend sent to the student to defray book/supply costs

I am Chapter 35, why isn't my tuition waiver showing on my account?

- This benefit is ONLY for Chap 35 eligible children with an approved eligibility letter
- You must submit a copy of your approved eligibility letter from the State of SC
This is different from the certificate of eligibility provided by the VA
- Fees, books/supplies are the responsibility of the student

I changed my schedule

- It is the student's responsibility to inform the School Certifying Official of any changes to their schedule after they have been certified to the VA for educational benefits
- Changes made *after* certification to the VA will be reviewed and processed AFTER the add/drop period of the 16 week (fall/spring) or 10 week (summer) terms

What is full-time for VA educational benefits?

- Fall/Spring terms are 12 credit hours the entire semester (can be combination of 16 week & minimesters) ex. 6 hours 16 week, 6 hours 8 mini-1, and 6 hours 8 mini-2 is full time the entire semester
- Summer term is 9 credit hours for full-time (can be combination of 10 week, 5 mini)

I withdrew from a class, will I owe anything?

- Possibly. If you withdrew from any class(es) in a previous semester the VA does not automatically "forgive" any future withdrawals. Additionally, if you have never withdrawn from a class in a previous semester and withdraw from more than 6 credit hours in the current semester, the VA will not automatically "forgive" more than 6 credit hours.
 - o See withdrawal information sheet for more specifics
 - o Contact the VA education assistance line 1-888-442-4551 for individual case scenario(s)

My account says I have a late fee.

- Chap 31 & Chap 33, if the late fee was added because you are waiting on the VA to pay your tuition/fees the late fee will be waived by the business office assuming you do not have any unpaid fees/debts that are not covered by the VA. If you are Chap 33 and less than 100% covered or if you are paying out-of-state tuition rate, you are responsible for the difference and incur the late fee.
- Chap 30 & Chap 1606 students are responsible for paying their own tuition, fees, etc and responsible for any associated late fees.

- Chap 35 students are responsible for paying their own fees and responsible for any associated late fees. Spouses using Chap 35 are also responsible for paying their own tuition/fees and therefore responsible for any late fees.

I got a debt letter from the VA.

- You may take a copy of the letter to the business office and if the debt is related to tuition/fees, they will review your account associated with the debt, then if applicable, they will send the funds back to the VA on your behalf. The business office will not give you the funds directly.
- Contact the VA directly for all other debt related inquires.

My certification to the VA isn't right.

- If you make changes to your schedule after you have been certified to the VA, you must let the School Certifying Official (VA Rep) know in order to review the changes and adjust the certification.
- Confirm you did not receive an email in your CCTC student account advising you of certification issues such as non-applicable classes.
- Confirm you did not receive multiple messages from the VA
 - o Each term (16 week, mini-mester are separate certifications)
 - o Credit hours are separated by face-to-face/residence, online/distance, and developmental
 - o Chap 33: Each location you take classes (main campus, extension/branch) are a separate certification

Why isn't my class certified for VA educational benefits?

- Only REQUIRED classes for your current degree/certificate program can be certified for VA educational benefits (as listed in Degreeworks based on your program of study)
 - o No potential, future programs of study can be certified (i.e. you plan to go to USC next year and take XYZ, not your current program of study at CCTC or you want to take a non-required class in the hope of being admitted to another school)
 - Guest/transient students seeking a degree at another school are an exception; submit a Parent School approval letter including the class(es) the primary school is approving you to take at CCTC
 - o If you are getting simultaneous certificates or a degree and a certificate at the same time and you are admitted to both programs of study, your advisor may make a note in Degreeworks stating this and which class(es) are being used for which certificate/degree

- Developmental (03x; math, reading, English, etc) level classes must be taken in a face-to-face/residence format; hybrid or on-line formats cannot be certified for VA educational benefits

My tuition rate is showing I am paying out-of-state rate, how do I fix this?

- Ms Sierra Neal (nealas@cctech.edu) in admissions makes the residency determination for all CCTC students.

I got a letter saying I was on VA educational Probation or Suspension. How do I get certified for VA educational benefits?

- First, review the Standards of Academic Progress and letter you were sent as these contain more specifics.
- If you are on Probation for either less than 2.0 cumulative GPA or less than 67% pass rate (all semesters at CCTC, not just the most current semester) than you may request certification for VA educational benefits. Probation cannot be appealed. Remember, your next enrolled semester you must get a cumulative GPA of 2.0 or greater and/or pass rate of 67% or higher, if not you will be on VA educational benefit Suspension.
- If you are on Suspension of VA educational benefits you cannot be certified for VA educational benefits your next enrolled semester. This cannot be appealed. Your next enrolled semester you must get a cumulative GPA of 2.0 or higher and/or pass rate of 67% or higher even though you are not using VA educational benefits. If not, you will be on VA educational benefit Dismissal for your next two enrolled semesters.

I want to use VA educational benefits, how do I start?

- See the New CCTC VA student checklist; you may email hearnha@cctech.edu for a copy of the checklist
- Copies of documents required per the checklist
 - o may be scanned and emailed (legible copy) to hearnha@cctech.edu
 - o may be placed in drop box near fountain on main campus; include CCTC student ID # and put "attention VA Rep" on the item(s)

What educational benefits am I eligible for?

- The VA makes all determination(s) regarding eligibility and what educational benefits you or your dependents may be eligible to receive

I want to use, or have questions about, Army or Air Force TA or Air Force myCAA.

- Contact Ms Heidi Rudy at the Shaw AFB Education center (rudyyha@cctech.edu) or Ms Barbara Wright on main campus (wrightb@cctech.edu)

Where is my CAP (National Guard) allowance?

- CAP semester stipends are reviewed and added to your account after the 2nd mini-mester add/drop period has ended
- Only students who have applied for and been approved by their Guard unit are eligible