VETERANS' AFFAIRS GENERAL INFORMATION (PAGE 1) – STUDENT'S COPY

SPECIAL NOTICE: BE PREPARED TO PAY FOR TUITION, FEES, BOOKS, AND SUPPLIES UP FRONT AS VA BENEFITS DO NOT BEGIN UNTIL THE MONTH AFTER YOU START CLASSES EACH SEMESTER.

1) CERTIFICATIONS

Your CPCC VA file must be complete before you can be certified for VA Educational Benefits. Once your file is complete, you have registered, and paid, you can make an appointment to be certified by calling 704.330.6699. A VA Request for Certification Form must be completed listing the courses that you are requesting for Certification. You must make an appointment for certification each semester. Benefits are provided on a semester by semester basis and students are only paid for the exact dates of enrollment. Students enrolled in less than six credit hours in the a full term must have their attendance confirmed prior to certification. Please access your "MyCollege" online service and run a Program Evaluation to confirm all courses are required for your Program of Study when you register as only required courses can be certified.

Inform the CPCC VA Office of all changes to class schedules, including drops, adds and withdrawals.

2) PAYMENT TIME-FRAME

After the student has been certified by the CPCC Veterans' Affairs Office, the approximate processing times in the Regional Processing Office are as follows:

- New students, using benefits for the first time, please allow 30 to 45 business days to receive payment after the term begins.
- Returning students, who previously used benefits at CPCC and who are not changing programs, please allow 30 business days to receive payment after the term begins.
- Students changing schools and/or programs, please allow 30 to 60 business days to receive payment after the term begins. Under normal circumstances, there should be no effect on continuing students' pay. *If you have been out of school for more than one semester or are changing regions (previous school was in another part of the country), it may take longer to get educational benefits restarted.*

If you have questions about status of benefits once the Veterans' Affairs Office has completed the certification, please call the VA Regional Office at 1-888-442-4551 after the above time period. You may also inquire about the status of your certification via e-mail. The address is: *www.gibill.va.gov*. Be sure to include: *your full name*, *claim number*, *Social Security Number* and *CPCC as the name of your school* with your question.

3) TRAINING RATES

Training rates are based on the number of credit hours in which the student is enrolled for a given semester. These are broken down as follows: During a full 16 week term:

- Full Time is 12 + credit hours
- ¾ time is 9 to 11 credit hours
- ½ time is 6 to 8 credit hours
- Less than half time is 1 to 5 credit hours.

Some courses are offered under acceleration (short sessions). These courses are certified according to dates of attendance. They are separated from full semester courses. The CPCC VA Office certifies the dates of class sessions to the VA Regional Processing Office, and the adjudicators there determine overlapping dates and the rate of pay.

During the summer term, classes are accelerated. Students who attend for the full summer term may receive benefits as follows: (The Regional Office determines this calculation)

- 6+ credit hours is full time
- 5 credit hours is ¾ time
- 3 to 4 credit hours is ½ time
- Less than half time is 1 to 2 credit hours.

(The CPCC VA Office does not determine the rate of accelerated pay; this is determined by the VA Regional Processing Office).

Pay rates can be accessed at www.gibill.va.gov. For trainees on Active Duty, payment is limited to reimbursement of tuition and fees only.

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4) WAVE

After the Veterans' Affairs Office has certified your semester hours to the VA Regional Processing Office, you will need to verify that your hours have not changed. You will do this the first of each month by calling 1(877) 823-2378 (if there are no changes) or by using WAVE (Web Automated Verification of Enrollment) through www.gibill.va.gov. Students are responsible for notifying the VA Office immediately when changes are made to their enrollment and a VA Schedule Adjustment Form must be submitted. The VA Office is responsible for transmitting all Changes of Enrollments immediately to the VA Regional Processing Office.

5) VIRTUAL COURSES (Internet/Telecourses/Hybrid)

The option of receiving Veterans' Affairs educational benefits for Open Circuit Television courses, Hybrid, or Internet courses is offered to students who have met specific criteria. Please ask a Veterans' Affairs Representative about requirements to be eligible to receive Veterans' Affairs educational benefits and to properly report attendance while taking these courses. If the student enrolls for Virtual Courses without meeting the specific criteria, the VA Office is not allowed to certify the course(s) for payment of educational benefits. Remedial courses (example: ENG 080 or MAT 050) can not be certified when taken virtually, including classes where labs are offered on line.

6) CORPORATE and CONTINUING EDUCATION COURSES

CPCC is not approved to certify courses taken within the area of Corporate and Continuing Education.

7) ACTIVATE YOUR CPCC EMAIL ACCOUNT

The college's official means of communication is via CPCC email. All communication from the VA office will be emailed to that address.

For more information, contact:

SANDEE PATTON, VA CERTIFYING OFFICIAL
CENTRAL CAMPUS, CENTRAL HIGH ROOM 206
PHONE 704-330-6267
EMAIL sandee.patton@cpcc.edu

VETERANS' AFFAIRS STATEMENT OF UNDERSTANDING (PAGE 1) – STUDENT'S COPY

1) ACADEMIC STANDARDS OF PROGRESS

At the end of each semester, the VA Office must post grades for each student. If the student does not complete the semester with passing grades, their academic status has to be evaluated and any failing (F), incomplete(I) and non-punitive grades(W) must be reported to the VA Regional Processing Office within a strict timeframe. For any F,I or W grades, last date of attendance must be confirmed by the Instructor. The first semester the student falls below a 2.0 GPA, they are placed on VA Probation and are not eligible for online courses. If they fall below a 2.0 GPA for the following semester, they are placed on VA Suspension. Once on Suspension, the student is not eligible to receive VA Benefits until they meet the minimum standards of progress.

2) COURSE CERTIFICATION ELIGIBILITY

It is extremely important that students follow the college catalog under which he/she was admitted to his/her program. Failure to do so may result in courses not being applicable for benefits. To ensure courses are in the student's program, he/she should run a "Program Evaluation" through the "MyCollege" online service for students or check with their program advisor or request a graduation check to be completed by the Graduation Office. If a course will not count toward graduation credits at CPCC, it cannot be certified by VA.

Please note: courses that are required by other colleges or universities and are not applicable to a program at CPCC are not allowable for benefits at CPCC.

It is the responsibility of the student who is receiving Veterans' Affairs educational benefits to register for classes that are required for his/her program. Any class not in the student's program is not eligible to be certified for payment. Check your WebAdvisor screen for confirmation that the courses count.

3) REMEDIAL COURSES

Remedial courses and deficiency courses are those that are not credited toward the student's program, but are needed for the student to reach college level in certain areas. These can be certified for payment with the following documentation: Placement Test scores or documentation of rationale for the course is to be provided by the student's program counselor or academic advisor and entered in the student's computer file. Remedial courses can only be certified if taken in the classroom and not online.

4) SUBSTITUTIONS

Substituted courses cannot be certified until the substitution has been complete. The North Carolina State Approving Agency allows the Veterans Affairs Office to accept only two substitutions per program curriculum.

5) SHORT SESSIONS

CPCC's VA Office must report the dates of enrollment for Short Sessions separately. Students are paid for those hours of enrollment during the dates that the class runs and not for the entire term. Due to the courses being accelerated, the rate of pay is higher during those dates of enrollment. The accelerated pay is determined by the Regional Processing Office in Georgia and not by the college.

6) PROGRAM CHANGES

Any and all program changes must be initiated through Financial Aid/Veterans' Affairs Department. After the student notifies the Veterans' Affairs Certifying Official, the student should contact Counseling/Advising to update their program. The student must complete a "Request for Change of Program," VA Form 1995. This form is accepted only after your Program Code has been officially updated by your Academic Counselor.

7) VISITING STUDENTS

Provide a "Visiting Student or Guest Student " letter documenting that the CPCC course(s) for which you are registered will transfer 100% to your home school (primary institution). This letter is provided by the primary institution and signed by the student's academic advisor or counselor. The Home School's VA Certifying Official must send an email to CPCC's VA Office to give our college permission to certify that student listing the specific courses that he/she is registered for at CPCC. The student cannot be certified for benefits until the Veterans' Affairs Office receives the above documentation.

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8) REINSTATING BENEFITS

If you have not been certified at CPCC for more than two semesters, you must update documents in your VA file and with Student Records. Your Program of Study must be updated to a current catalog year and you will need to complete a VA Change of Program/Change of Schools Form 22-1995. You must get college transcripts here and evaluated if you have attended other schools since leaving CPCC. You must also be in good academic standing.

9) CHANGE IN ADDRESS

Call the toll free VA Telephone number (888) 442-4551 and have your address changed over the telephone. If you have a WAVE account (Chapter 30, 1606), you can update your address at that location. Please notify the CPCC Student Records Office and the VA Office of any address, phone or email changes.

10) DROPS, WITHDRAWALS, OR NOT ATTENDING

It is the responsibility of the student who is receiving Veterans' Affairs educational benefits to immediately notify the Veterans' Affairs Office of any adjustments to his/her schedule (withdrawals, credits by examination, audits, not attending etc.). Failure to do so will result in overpayment of Veterans' Affairs educational benefits to the student. The student, because he/she is aware of the number of credit hours that he/she is enrolled for and the classes that he/she is actively attending, is responsible for the occurrence of the overpayment. A VA Schedule Adjustment Form must be completed by the student as soon as their enrollment changes. If there are mitigating circumstances that they would like to submit, they must provide a signed letter with documentation along with the VA Schedule Adjustment Form within 5 business days of withdrawing.

The LAST DATE OF ATTENDANCE (LDA) must be verified for all withdrawals. If the student has attended classes throughout the semester and receives a "W" as a grade, this must be reported to the Department of Veterans' Affairs. The Dept of VA does not pay for courses where students receive a non-punitive grade (W) and this usually results in an overpayment of VA benefits.

If you fail to provide the Veterans' Affairs Office with signed documentation of withdrawal from classes, the Veterans' Affairs Office must use the LAST DATE OF ATTENDANCE (LDA) as recorded on the instructor's final attendance roster. Your file cannot be processed for further benefits until after the LDA can be conclusively determined. If attendance cannot be conclusively determined, then your LDA will be the first day of the semester of the class in question. Determination of attendance via this manner will result in an overpayment, and will impede the process of payment of benefits for the following semesters.

The Department of Veterans' Affairs offers a one-time exclusion from being penalized for withdrawing from up to six hours. CPCC Certifying Officials have no influence over this process. You can be paid up to the last date of attendance for those six hours. After that time, you will have to provide the VA Office with mitigating circumstances. If mitigating circumstances are not provided, or if they are considered to be invalid, you will have to pay back monies awarded for the term in question. If the student attended classes throughout the semester and receives a "W" as a (non-punitive) grade, this is not part of the 6-hour one time exclusion even if he/she can document that they attended through the last day of class. The Department of VA will collect back funds received for payment of courses in which they receive a non-punitive grade.

CONTACT: SANDEE PATTON, VA CERTIFYING OFFICIAL
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