

## Policies and Procedures

*As a recipient of VA benefits, it is your responsibility to understand the rules and regulations of the benefit. Please make sure you read and understand the following policies. These rules are important to your certification and receipt of pay. If you have any questions, please contact our office.*

1. You must meet full admission requirements and submit all required documents to the VA office before we will certify your benefits. Documents needed by the VA office are as follows:
  - VA Form 22-1990 (Application for VA benefits) for Chapter 1606 and Chapter 30 students, if you are on active duty your commanding officer must sign the form. VA Form 22-5490 (Application for Survivor's and Dependent's Educational Assistance) for Chapter 35 students. These forms may be downloaded from our website under VA Application Forms.
  - DD-214 (Certificate of Release or Discharge From Active Duty) for Veterans.
  - NOBE (Notice of Basic Eligibility) Form for members of the Selected Reserve Education Assistance Program. The commanding officer must sign this form.
  - Chapter 35 students must submit a copy of the marriage licenses or birth certificate. (Widow/Spouse – marriage license, Children – birth certificate)
  - You must also submit the forms that our office has provided on the website, Request for Benefits and Agreement of Understanding. These forms may also be obtained from our office.
2. When you pre-register for classes, please keep in mind that we will only certify you for the classes that are required for your degree program. If you have any questions about the classes that you are registering for, please come by our office before the semester begins. We will aid you in ensuring that your classes match your degree program. Any courses taken outside of your degree program are your financial responsibility.
3. Please be familiar with the University Catalog, it is your responsibility to follow the guidelines of the catalog.
  - If you are taking any classes that will substitute for a class in your major, you must provide documentation to this office immediately.

- The VA will not pay for courses that you have previously passed with a “D” or better. The only exception is if the catalog states that you need a “C” or better in the class to meet the requirements of your degree program. If you want to grade replace a class and the catalog does not state that you need a “C” or better, you will not be certified for that class.
  - VA will not pay for courses for which transfer credit has been granted or courses passed by a proficiency exam.
  - It is your responsibility to report any changes in your record or status to the VA office. These changes include dropping or adding a class, course substitutions, withdrawal or readmission to school.
  - Changes in enrollment or status that are not reported to this office can result in overpayment situations, a lapse in payment, or a reduction in your benefits. Any extraneous benefits being received by the student will be terminated and/or recouped as quickly as possible; the government aggressively pursues repayment of any overpayments.
  - If you drop/add a course outside of the normal registration period, you must bring your paperwork to the VA Coordinator.
  - Any address changes must be reported to the VA office and the Department of Veteran Affairs.
4. Students will automatically receive pay for breaks that are 30 days or less. If you do not want to receive break pay, you must notify the VA.
  5. Students who take classes at another institution with the intention of transferring the credit back to East Carolina University must obtain permission to attend the other school. If you want to be certified for benefits while at the other school, you must provide the certifying official at the other school with a copy of a visiting student letter from the certifying official at East Carolina University.
  6. Students certified for all Chapters (excluding Chapter 31) are responsible for all expenses that are incurred at East Carolina University. You cannot charge school costs to the VA. You need to be prepared to pay out of pocket expenses. It takes approximately 30 – 90 days (in extreme cases, it may be more than 90 days) to start receiving your VA benefits once the East Carolina University Veterans Office has certified you.

Note: The VA office in Decatur, Georgia, may not know about your claim for at least 45 days after our office has sent certification. This is due to heavy mail flux during peak semesters. Information must be scanned before claims will be processed.

7. Please be familiar with the academic codes of the university. If you fail to maintain the appropriate GPA, you could be suspended. Suspension will result in termination of your benefits for unsatisfactory progress.
8. While receiving benefits, you are under obligation to both East Carolina University and VA regulations.
  - Please keep in mind that VA regulations may differ from those of East Carolina University.