Veterans Information Handbook

Thank You for Your Service
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We are here to help answer your VA questions!

- We will help process the necessary educational benefits claims.
- We can not verify eligibility for VA benefits; only the VA can do that. Please apply if you think you qualify, and we will help you with the application process.
- Once you receive benefits, you need to comply with all applicable regulations, policies, and procedures at De Anza College.
1. Visit the Veteran Services office at the Student Services Building in the Admissions and Records Office (408-864-8230) to pick up a Veterans Information Handbook and any necessary forms to start a file with the Veteran Services Office.
   • Please bring a copy of your DD 214 (Member # 4). Reservists must provide a copy of their DD 2384 (Notice of Basic Eligibility (NOBE)), issued from their military unit.

2. New and Transfer Student Application Process.
   New Students: (never received benefits)
   Complete VA form 22-1990; Application for Education Benefits or VA form 22-5490 (dependents’ form)
   • Go to the online application at www.gibill.va.gov
   • Select “education” from the drop down menu, which takes you to VONAPP.
   • Complete the information and print a copy of your application for the Veterans Office.
   Transfer Students: (previously received benefits at De Anza College or another college)
   • Complete VA form 22-1995, “Request for Change of Program or Place of Training or VA form 22-5495, (dependents’ form).

3. Request official transcripts from all previously attended colleges including military transcripts and foreign transcripts.

   Federal regulations require Veterans to submit OFFICIAL SEALED transcripts to De Anza from all schools, colleges, training institutions and technical schools attended. This includes all training and education received before entering active duty as well as any received during service and after discharge, **even if VA benefits were not paid for attending the course or program.** Military transcripts are required
and/or DD295 or VMET or certificates of completion must also be submitted for military schools.

You can request military transcripts at:
AARTS http://aarts.army.mil
CGI http://uscg.mil/hg/cgi/

- Students with out of state transcripts will need to also request a copy of the out of state college’s syllabus.
- Foreign transcripts may require evaluation by an academic credentials evaluation service.
- Do not open the sealed transcripts when you receive them. They must be sealed to be considered official and for credit.

Please prepare for possible delays in evaluation if you have more than one transcript or have out of state/foreign transcripts that require more detailed analysis. On the average, prior credit evaluations take 3-4 weeks to be processed.

4. Contact the Assessment Office (408-864-8717) to schedule an Assessment Test. All new De Anza students must be assessed for Math and English Placement.

5. Contact Counseling 408-864-5400 to make an appointment to develop your educational plan.

- When you see the academic counselor, identify yourself as a veteran.
- Veterans and dependents are required by law to declare a two-year major or certificate as listed in the De Anza College catalog, or a transfer major based on agreements with California State University, University of California or other four year college/university. An “undeclared” or “general education” major are not acceptable for VA purposes.
The Educational Plan must be specific and indicate each class you must complete to fulfill your degree objective (major, pre-requisites, general education requirements and electives) as well as the coursework you have already completed toward your degree objective. Be aware that the VA places restrictions on what courses you may be paid for. A counselor’s recommendation may not be payable under VA regulations, especially if the class is a “recommended” elective.

6. Submit the completed Educational Plan to the De Anza Veteran Services Office.

7. Submit your class schedule each quarter to the Veteran Services Office.
   (To certify for benefits you will need to submit class schedule each quarter)

8. You might also qualify for Financial Aid!
   Complete a Free Application for Student Aid (FAFSA) online (www.fafsa.edu.gov) to determine eligibility for other aid programs

9. Sign the checklist and submit it to the Veteran Services Office.
Student Responsibilities at De Anza College

All students receiving Veterans Educational Benefits are required to comply with all applicable Federal Regulations and all Institutional Policies and Procedures.

1. CERTIFICATION:

It is the student’s responsibility to request certification every term. Certification is not automatic. All enrollment changes such as Add/Drop or Withdrawals, Switching Courses, etc. **MUST** be reported to the Veteran Services Office immediately. The Veteran Services Office will review enrollment to ensure it meets the requirements set forth by the VA.

2. CHANGE OF MAJOR/GOAL:

To change a major/goal, the student must meet with a De Anza College counselor to develop a new program evaluation. Changes to a student’s major/goal will delay certification and payment. **Coursework for the new major will not be certified until the new program evaluation is completed and on file at the Veteran Services Office.** It is the student’s responsibility to meet with a counselor as early as possible to avoid delay in payment. The Federal VA will make the final approval on all educational goal changes.

3. DUAL MAJOR/GOAL:

Dual majors or a major and minor are not allowed by the VA in any degree AA/AS, BA/BS transfer, or certificate programs. The VA will only certify for one major and for one degree at a time.

4. COMPLIANCE:

In the event that a final grade of "F", "W", "INC", "NC" is issued for any term, a notice will be sent to the student from the Veteran Services Office. It is mandatory that students respond within two weeks from the date on the notice. Any failure to respond will result in a reduction of units that must be reported to the Veterans Administration.

5. MATRICULATION:

All students must complete the matriculation process, which includes placement testing for assessment in Math and English.

6. OFFICIAL TRANSCRIPTS:

All official transcripts must be requested and sent from all schools previously attended before a program evaluation can be completed. **Educational Benefits will not be authorized until all official transcripts have been submitted and a program evaluation has been completed by a counselor.**

7. PROGRAM EVALUATION/ EDUCATION PLAN:

**Coursework will not be certified for educational benefits until such time that a program evaluation is completed and on file at the Veteran Services Office.**

All veteran students must have a program evaluation completed by a De Anza College counselor. A program evaluation will list all courses required to complete the stated educational goal at De Anza College. Courses will be certified only if they are required on the program evaluation. **NOTE:** Many program requirements do not leave room for elective units. In these cases, elective units cannot be certified for payment.

8. PROBATION:

Veterans’ educational benefits are subject to termination if the student has been on academic probation for more than two consecutive terms.
FAST FACTS

Policies and Guidelines

1. ATTENDANCE

If you do not attend class….you are not entitled to benefits.
If you stop attending a class, you must drop officially through the De Anza College Admission Office and report the drop to the Veteran Services Office. This is one of your responsibilities. Federal law requires that students report any change in enrollment status, which might affect VA educational benefits to the school and the VA.

Failure to drop a class can result in overpayment of benefits. When there is an overpayment, the VA will withhold future payments, or ask for repayment of the overpaid benefits. Depending on the situation, they can take you to court, charge interest, as well as withhold future tax refunds, attach wages, put a lien on property or deny home loans.

Although the Veteran Services Office monitors student attendance, it is imperative that you report any changes to your enrollment to the Veteran Services Office IMMEDIATELY.

2. MINIMUM GPA REQUIREMENTS

Students on VA educational benefits (veterans, reservists and dependents) must maintain satisfactory progress. This is a VA requirement. If the student on VA benefits falls below a 2.0 GPA over two consecutive quarters, this is reported to the VA as unsatisfactory progress and benefits are suspended. To reinstate your benefits, you must complete one quarter with a 2.0 or higher GPA.

3. F, W, INC, NC GRADES

Since the VA will not pay benefits for the period after a student has ceased attending class, De Anza is required to report student attendance for all classes in which a student received an “F”, “W”, “INC”, “NC” grades. If you receive such a grade, you will be sent a letter asking that you document the reason for the grade. You will be required to state if you completed the classes and received the “F”, “W”, “INC”, “NC” grade on the basis of the work completed for the class; or if you ceased attending the classes, in which case you must indicate the date you last attended.

The reason for the “F”, “W”, “INC”, “NC” grade will be noted in your file. If the “F”, “W”, “INC”, “NC” grade is a result of non-attendance, the VA will be notified of the last date of attendance reported by you and the VA will reduce your units and pay rate effective the date you indicated as the last date of attendance.

4. CONCURRENT ENROLLMENT

Please visit the Veteran Services Office if you are enrolled concurrently at another college.
5. REPEATED COURSES

The VA WILL NOT pay for repeat courses, unless to complete a major requirement where an F was earned. No class where A, B, C or D grades were earned may be repeated for VA purposes. (Letter grades of “A”, “B”, “C” or “D” are considered to be successfully completed for VA purposes). Students WILL NOT be paid to repeat a course successfully completed due to academic renewal purposes. *Exception*: Some courses require a specific minimum grade for successful completion or transfer.

Receiving Benefits

1. MONTHLY VERIFICATION

Veteran students who will receive benefits under the Montgomery G. I. Bill (Chapters 30, 1606 and 1607) and Veteran students who will receive the Post-9/11 GI Bill (Chapter 33) are required to verify monthly enrollment by Web Automated Verification of Enrollment (WAVE) or by Interactive Voice Response (IVR).

The earliest students can verify their enrollment is the last calendar day of each month.

**WAVE** allows students to verify their enrollment on the internet. WAVE is on the Education Service web site at [www.gibill.va.gov/wave/default.cfm](http://www.gibill.va.gov/wave/default.cfm).

Students must be currently enrolled in an approved educational program and must have a current benefit award to use WAVE. The WAVE system permits students to perform a multitude of functions. For instance, students may:

- Verify that their enrollment has not changed
- Report a change in their enrollment
- Change their mailing address
- Initiate or change their direct deposit information
- View their enrollment period
- View their monthly rate
- Sign up for a monthly e-mail reminder

**IVR** allows students to “phone in” (1-877-823-2378) their monthly verification if there are no changes to the enrollment during the previous month. If there were changes in the enrollment the student must use the WAVE system or speak with a benefits counselor at 1-888-442-4551.

The monthly verification of enrollment procedure hasn’t been adopted for Chapter 35.

2. DIRECT DEPOSIT

Students receiving Chapter 30, 33, 1606 and 1607 benefits have the option to have VA payments deposited directly into a checking/savings account of their choice. Call 1-877-838-2778 to set up an account or to update current direct deposit account information.

3. PAYMENT

VA Benefit checks are sent directly to the address the student indicated on the VA application. Payment is based on the dates the required class meets. The VA will automatically pay students for all payable breaks between regular quarters unless the veteran student states in writing that they want no pay break. Payment of benefits usually occurs between the 1st and the 15th of each month.
and is paid for the previous month. Inquiries may be made directly with the VA at their toll free number 1-888-442-4551.

4. PAY STATUS

VA monthly benefits are paid to the student (Chapter 30, 1606, 1607) based on enrolled units or the number of units that apply to the degree objective/goal currently on file. Enrollment categories are as follows:

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<tr>
<th>Standard Term -12 week Quarter</th>
<th>Summer Term- 6 week Quarter</th>
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<tr>
<td>12 or more units - Full-Time</td>
<td>6 or more units- Full-Time</td>
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<tr>
<td>9 – 11 units- Three-fourth Time</td>
<td>5 units- Three-fourth Time</td>
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<tr>
<td>6 – 8 units- Half-Time</td>
<td>4 units- Half-Time</td>
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<tr>
<td>1 – 5 units- Less Than Half-Time*</td>
<td>3 units- Less Than Half-Time*</td>
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*Students enrolled less than half-time will receive benefits for Tuition and Fees only.

Veterans Office Information

PROCESSING TIME

The Veteran Services Office usually processes and submits certification to the Veterans Administration, on-line within two weeks. During peak periods the process may be three weeks, providing all required documents are current and complete. Multiple schedule changes, out of date Educational Plans, or outstanding transcripts or changes to your major WILL cause a delay in processing.

EVALUATION

Prior Credit Evaluation forms must be completed by the Veteran Services Office before enrollment can be certified to the Veterans Administration. A change of major evaluation must be completed each time you change your major or degree objective.

Change of Major Evaluations and Prior Credit Evaluations can only be completed by an evaluator. Processing time is approximately 3-4 weeks.

You can only be paid for classes that apply toward completion of your degree objective. For example, if you enroll in 12 unit but only 9 units satisfy your degree objective, you will be paid for 9 units only.

It is imperative that you enroll only in courses required for your stated degree objective. Courses that do not follow your degree objective will not be paid.
Other Assistance Please!

1. RETROACTIVE BENEFITS

VA Benefits can be paid for enrollment up to one year prior to the date VA receives a student’s application. The De Anza Veteran Services Office does not recommend late applications, and strongly encourages you to submit your application the term you first enroll at De Anza College.

2. FINANCIAL AID

Financial aid is available through the college for students who need financial support in order to pursue their college education. The college provides assistance in the form of grants, scholarships, loans and part-time jobs. Except for scholarships, all programs require that a student show financial need in order to qualify.

4. EOPS AND CARE

Extended Opportunity Programs and Services (EOPS) provides support services for economically and academically disadvantaged students. Services include academic and personal counseling; peer advising; assistance in completing admission, registration and financial aid forms; priority registration and university transfer services. Part of EOPS, the Cooperative Agencies Resources for Education (CARE) Program provides support services to single heads of household receiving Temporary Assistance for Needy Families (TANF). CARE students receive academic and personal counseling; peer advising; priority registration; and financial assistance with child care, books and transportation.

For more information about EOPS contact 408-864-8950.

5. DISABLED STUDENTS SERVICES AND PROGRAMS

Services include, but are not limited to:

- Registration Assistance
- On-Campus Assistance
- Personal, Vocational and Academic Advisement
- Interpreting and Captioning Services
- Note Taking
- Reader/Tutor Referral
- Assistive Technology and Adaptive Equipment
- Accessible Parking
- Materials in Alternative Media
- Test Accommodation
- Transition Planning, including liaison with the Department of Rehabilitation
- Campus and Community Referral
Education Programs

Detailed federal program descriptions are available at the Department of Veterans Administration Education Benefits & Services home page (www.gibill.va.gov).

Education Programs and VA
Detailed federal program descriptions are available at the Department of Veterans Administration Education Benefits & Services home page at www.gibill.va.gov.

Federal Programs
Chapter 30: Montgomery G.I. Bill- Active Duty

- Veterans who began active duty for the first time after June 30, 1985.
- Military retirees who entered the service (or agreed to delayed entry) before 01/01/1977 and who were eligible to receive chapter 34 benefits (Vietnam era education program on 12/31/1989)
- Veterans that were voluntarily or involuntarily separated from the service because of a reduction in personnel.
- Veterans who converted their education benefits from chapter 32 to chapter 30.

Chapter 32: Veterans Educational Assistance Program (VEAP)
Individuals must have initially entered active duty from 01/01/1977 to 06/30/1985 and must have enrolled and contributed to VEAP before 04/01/1987. VEAP is a voluntary contribution and matching program. The veteran’s contributions were matched on a $2.00 for $1.00 basis by the Government.

Chapter 33: The Post-9/11 GI Bill
Individuals with at least 90 days of aggregate service on or after September 10, 2001 are eligible.

- To be eligible for 100% of the benefit, an individual must have served an aggregate of 36 months of active duty service, or have been discharged for a service-connected disability after 30 days of continuous service.
  NOTE: Active-duty service time required by graduates of a service Academy or ROTC does not count toward the three years necessary to qualify for full benefits.
- For those who served fewer than 36 months, the percentage of benefits ranges from 40%-90% (For more detailed information regarding benefit percentages visit the VA GI Bill website)
- Veterans must have an honorable discharge or other qualifying discharge.
- The period of eligibility for the Post-9/11 GI Bill ends 15 years from the date of the last discharge or release from active duty.
- Tuition & fees directly to the school not to exceed the maximum in-state tuition & fees at a public Institution of Higher Learning.
- A monthly housing allowance based on the Basic Allowance for Housing for an E-5 with dependents at the location of the school.
- An annual books & supplies stipend of $1,000 paid proportionately based on enrollment.
- A one-time rural benefit payment for eligible individuals.

If you are enrolled exclusively in online training you will not receive the housing allowance. If you are on active duty you will not receive the housing allowance or books & supplies stipend. This benefit provides up to 36 months of education benefits.
**Survivors' and Dependents' Educational Assistance (DEA)**

You must be the son, daughter or spouse of:

- A veteran who died or is permanently and totally disabled as the result of a service-connected disability. The disability must arise out of active service in the armed forces.
- A veteran who died from any cause while such service-connected disability was in existence.
- A service member missing in action or captured in the line of duty by a hostile force.
- A service member forcibly detained or interned in line of duty by a foreign government or power.
- A service member who is hospitalized or receiving outpatient treatment for service-connected permanent and total disability and is likely to be discharged for that disability.

This change is effective December 23, 2006.

**Chapter 1606: Montgomery G.I. Bill- Selected Reserve**

The Montgomery GI Bill- Selected Reserve program may be available to you if you are a member of the Selected Reserve. The Selected Reserve includes the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve, and the Army National and the Air National Guard.

To qualify, you must meet the following requirements:

- Have a six-year obligation to serve in the Selected Reserve signed after June 30, 1985. If you are an officer, you must have agreed to serve six years in addition to your original obligation. For some types of training, it is necessary to have a six-year commitment that begins after September 30, 1990.
- Complete your initial active duty for training (IADT).
- Meet the requirement to receive a high school diploma or equivalency certificate before completing IADT. You may not use 12 hours toward a college degree to meet this requirement.
- Remain in good standing while serving in an active Selected Reserve unit.

**Chapter 1607: Reserve Educational Assistance Program (REAP)**

Eligibility will be determined by the Department of Defense (DoD) or Department of Homeland Security (DHS), as appropriate. Generally, any member of a Reserve component who serves on active on or after September 11, 2001 under title 10, U.S. Code, for at least 90 consecutive days under a contingency operation, is eligible for REAP. There is no specific time frame to use REAP, however, your eligibility generally ends when you leave the Selected Reserves.

National Guard members are eligible if their active service extends for 90 consecutive days or more and their service:

- authorized under section 502(f), title 32, U.S. Code,
- authorized by the President or Secretary of Defense for a national emergency, and
- supported by federal funds.

**California Department of Veterans Affairs**

Educational assistance in the form of a College Fee Waiver is available to those who qualify. For more information see the Fee Waiver Policy Manual.
**Important Telephone Numbers & Websites**

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<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
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<tr>
<td>Automated Monthly Verification</td>
<td>1-877-823-2378</td>
<td><a href="http://www.gibill.va.gov/wave/default.cfm">www.gibill.va.gov/wave/default.cfm</a></td>
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<tr>
<td>California EDD/ Cal Jobs</td>
<td>1-800-758-0398</td>
<td><a href="http://www.edd.ca.gov">www.edd.ca.gov</a></td>
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<tr>
<td>CalVet California Department of Veterans Affairs</td>
<td>1-213-744-4825</td>
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<td>Compensation and Pension</td>
<td>1-800-827-1000</td>
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<td>Direct Deposit and Address Changes</td>
<td>1-877-838-2778</td>
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<tr>
<td>Education Benefits Inquires</td>
<td>1-888-442-4551</td>
<td><a href="http://www.va.gov.education">www.va.gov.education</a></td>
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<tr>
<td>Gulf War Veteran Help Line</td>
<td>1-800-749-8387</td>
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<td>Health Care Benefits</td>
<td>1-877-222-8387</td>
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<td>Hospital and Medical Benefits</td>
<td>1-877-222-8387</td>
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<tr>
<td>Iraq and Afghanistan Vets of America</td>
<td>1-212-982-9699</td>
<td><a href="http://www.IAVA.org">www.IAVA.org</a></td>
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<td>Iraq Veteran Project</td>
<td>1-415-252-4788 x 335</td>
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<td>Life Insurance</td>
<td>1-800-669-8477</td>
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<td>Mammography Help Line</td>
<td>1-888-492-7844</td>
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<td>National Veterans Foundation</td>
<td>1-888-777-4443</td>
<td><a href="http://www.nuf.org">www.nuf.org</a></td>
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<td>NOVA</td>
<td>408-730-7232</td>
<td><a href="http://www.novaworks.org">www.novaworks.org</a></td>
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<tr>
<td>San Jose Vet Center</td>
<td>408-993-0729</td>
<td><a href="http://www.vetcenter.va.gov">www.vetcenter.va.gov</a></td>
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<td>Veterans Service Organizations</td>
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<td><a href="http://www1.va.gov/VSO/index.cfm?template=view">www1.va.gov/VSO/index.cfm?template=view</a></td>
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<tr>
<td>Vocational Rehab and Employment</td>
<td>1-800-827-1000 (Press 1 then 0)</td>
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<tr>
<td>Veteran Services Office (408) 864-8230</td>
<td>Financial Aid Office  (408) 864-8718</td>
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<td>Admissions &amp; Records (408) 864-5300</td>
<td>Counseling Office (408) 864-5400</td>
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<td>Assessment Office (408) 864-8717</td>
<td>Disabled Students Services and Programs (408) 864-8753</td>
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<td>VA Regional Office 1-800-827-1000</td>
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<td>Muskogee Regional Processing Center 1-888-442-4551</td>
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<td>P.O. Box 8888 125 S. Main Street</td>
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<td>Muskogee, OK 74402 Muskogee, OK 74401</td>
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