

FREQUENTLY ASKED QUESTIONS

Chapter 30 Montgomery GI Bill Active Duty/Retired/Honorably Discharged

Chapter 31 Department of Veterans Affairs Vocational Rehabilitation

Chapter 1606 Montgomery GI Bill-Selected Reserve Reserves or National Guard

Chapter 1607 Reserve Education Assistant Program (Activated Reserves or Nat'l Guard under Title 10 Contingency Operations)

Chapter 35 Survivors & Dependents Assistance

What if I am a Veteran entitled to receive benefits through the Vocational Rehabilitation and Employment program?

Please visit: <http://www.vba.va.gov/bln/vre/> or Contact Jackson VRE at 601-364-7164.

What number can I call to reach a VA education representative?

1-888-442-4551 Press 1 then 0

How long does it take the VA to process my application for VA education benefits?

Generally it takes 30 to 45 days to process your original application for benefits.

How long does it take the VA to process my school enrollment certification?

Once we submit your enrollment information it takes 30 to 45 days for the VA to process.

How does the VA pay?

The VA pays a month behind Example: They will pay in September for August; October for September, etc.

What does it mean to verify attendance?

The last day of each month certain students must verify their monthly attendance with the VA.

Even if the last day is Saturday, Sunday or a holiday your verification must be completed the last day of the month.

Chapter 1606 Selected Reserve (MGIB-SR)

Chapter 1607 Reserve Education Assistant Program (MGIB-REAP)

Chapter 30 Active Duty (MGIB-AD)

To verify your enrollment for each month by use the WAVE <http://www.gibill.va.gov/wave/index.do>

Or IVR automated system; call 1-877-823-2378. Your file number is your social security number.

Remember that you cannot be paid for a month until the month is over and you verify that you were still in attendance for that month.

When during the month will I receive my benefit payment?

For direct deposit you can expect your payment within 7 business days after the VA processes payment.

For checks mailed you can expect your payment approximately 14 business days after the VA processes payment.

Who do I call if I have not received my benefit payment?

You will generally receive payment within two weeks after the end of the month.

If you don't receive payment in this timeframe, please call the VA at 1-888-442-4551. Press 1 then 0 for the customer service line.

Why is my check less for January, May, August, and December?

All months are based on 30 days and payments are prorated based on the number of days in the month that you are in classes.

Your benefit stops the day classes end. The VA will resume your benefit once you are in classes again.

My check is less than my normal monthly rate and it is not a prorated month, why?

Your payment might be short due to an overpayment that was deducted from your monthly payment or you reduced your class schedule.

If you feel an error has been made please call the VA at 1-888-442-4551. Press 1 then 0 for the customer service line.

Do I need to let the VA Advisor know if I drop a class?

Schools are to report schedule changes to the VA. We can include the reason you dropped that may lessen the amount of overpayment.

If you have mitigating circumstances you may also send supporting documentation to the VA. This too may lessen your overpayment.

What if I drop a class for any reason: Before the deadline or after the deadline for course withdrawal?

The VA cannot pay for non-attendance. This may create a VA Overpayment that you are responsible to repay for the entire semester/term.

Let us know why you dropped. We can include the reason in our report to the VA that may lessen the amount of overpayment.

The VA sends you a letter regarding this overpayment explaining how much of an overpayment you have and how to repay this debt.

If you have mitigating circumstances you may also send supporting documentation to the VA. This too may lessen your overpayment.

What happens if I fail a course that is not due to academic failure ?

The same rules apply as listed above under dropping courses before or after the deadline of course withdrawal.

At the end of each semester or term the VA asks us to report any failing grade and the reason: non-attendance or academic failure.

What happens if I fail a course?

The VA will pay for academic failures as long as you attended the class for the entire term/semester and it is counted in your GPA.

*This is not a guarantee of benefits or payment. VA educational benefits are subject to Department of Veterans Affairs approval.
This is based on your VA application under the educational benefit program you may be entitled to.*

These are general guidelines and each situation is handled individually.

Please call Ann Compton, Senior Certification Clerk/VA Advisor at 662-915-7792 or email acompton@olemiss.edu for any questions or concerns.