

FREQUENTLY ASKED QUESTIONS

Chapter 33 Post 9/11 GI Bill and Chapter 33 Dependent Transfer of Entitlement

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 or school enrollment for VA education benefits?

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

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

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

How are the number hours taken reported to the VA each term/semester?

School reports hours enrolled to VA 14 to 30 days before start of term or semester.

VA sends a letter to you with the eligible amount of Books/Supplies Stipend and Monthly Housing that is paid directly to you.

The Reportable In-State Tuition and In-State Fees area on the 1st VA letter will be reflected as **“zero as none were reported.”**

The VA pays books/supplies stipend to you per credit hour up to \$1000.00 per academic year by the percentage you are rated at.

VA pays your books/supplies stipend normally 14 days before start of term or semester.

How is tuition and fees reported to the VA each term/semester?

After 10th class day reportable In-State Tuition and Mandatory In-State Fees are reported VA; paid directly to The University of Mississippi.

Bursar accounts are normally credited 5-15 days after you receive 2nd VA letter detailing amount of in-state tuition/in-state fees to be paid.

Monthly statements are sent from the Bursar office until you are at a zero balance.

At zero balance, any remaining credit will be refunded to you.

You will be only responsible for the 1.5% late fees for amount not covered by financial aid or VA funds.

Withdrawal from course/s can cause overpayment with the VA that you are responsible to repay.

How does the VA pay monthly housing allowance?

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

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.

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 time frame, 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. Your Monthly Housing Allowance begins again when you resume classes.

VA sends housing a month behind by term/semester. Example: Your MHA for August is sent in September, September in October, etc.

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.

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.

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

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

What happens if I fail a course that is not due to academic failure but non-attendance?

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 by the VA.

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