Dear GI Bill Student,

Over the past two weeks, VA has worked with Congress to preserve GI Bill benefits for impacted students during this difficult time. The Senate and House passed S.3503 and the bill will be headed to POTUS to sign, which will give the Department of Veterans Affairs (VA) the authority to continue GI Bill payments uninterrupted in the event of national emergencies. The new law allows for VA to continue to pay benefits regardless of the fact that the program has changed from resident training to online training. Also, students will continue to receive the same monthly housing allowance payments that they received for resident training until January 1, 2021, or until the school resumes normal operations of resident training. VA is working to immediately implement the new changes to address current and future school terms to ensure students continue to receive their education benefits.

**What should GI Bill Students know?**

There is no action required from a GI Bill student. VA has scheduled several training sessions with all VA approved schools and training facilities over the next couple of days to provide further guidance. We will work closely with schools to ensure enrollments are accurately certified and processed timely.

We are committed to providing regular updates to you through direct email campaigns and social media about VA’s effort to implement these new changes.

If you have questions about your specific circumstance, please contact the Education Call Center at: 1-888-442-4551 between 8 AM and 7 PM Eastern Time, Monday-Friday.

Respectfully,

Education Service
If you know a Veteran who is in crisis, call the Veterans Crisis Line at 1-800-273-8255 and press 1.
1. With the school closing due to COVID-19, will my funds be impacted? 
   At this time, no benefits will be impacted. Currently, there is legislation taking 
   place to address this issue and information will be updated and sent to you as it 
   develops.

2. I started a lecture-based class and its transitioning to online. Will this impact 
   my housing allowance? 
   If you started the term as a lecture-based class and it transitions to online, there 
   will be no change at this time.

3. I just got out of the military and want to activate my VA Educational 
   Benefits. How do I get started? Students are required to make an appointment 
   with the Veteran Certifying Official (VCO) to begin the process to receive 
   education benefits.

4. Why do I have to make an appointment to start the process? This is necessary 
   so the student understands what paperwork is required and to understand the 
   policies and procedure for Chaffey College. All schools are different and have 
   different policies. This also helps the VCO assess what type of paperwork is 
   required from the student.

5. How long does it take to start receiving benefits: It takes roughly two months 
   for VA Educational Benefits to be processed. If processing is completed during 
   the semester, the Dept of Veterans Affairs will retroactively pay the student from 
   the beginning of the term or if the classes are late start/short term classes from the 
   actual start date of the class.

6. Why must I provide official transcripts from previous college work if they 
   are not part of my new major? All college course work must be evaluated. This 
   is a VA requirement and as such the VA does not want to pay for classes that 
   have been taken previous from another school.

7. What is a veteran’s program check and why is it necessary? The veteran’s 
   program check is a list of classes the student must take to satisfy their major. This 
   document is completed in the counseling dept. here at Chaffey College. The VA 
   requires that all veteran students must have a major in place. It can be a certificate 
   program, a two year degree program or a four year transfer program as long as it 
   is approved by the State Approving Agency.
8. **Can I select any classes and get paid for them by the VA?** No. The classes you pick must be part of the major you select to get paid. Any classes not on your veteran’s program check will not be certified and you will not be paid for them.

9. **Why must I complete a veteran’s information card every term?** To receive VA benefits, you must submit a veteran’s information card each term. The best way is to register for classes first and then submit the card. The card lets me know that you want to continue your benefits and the authorization to submit your claim to the VA. Note: Only one card per term is necessary. Students for some reason think they need to submit additional cards when a change is made to their schedule.

10. **What if I drop or add classes during the semester?** A change to the student’s schedule constitutes a status change. This is either an increase or decrease in benefits. If the student is decreasing or increases his/her units, let the student know that we must notify the VA of the change. If the drop decreases the benefits, the effective date will be the day the student drops the class. If the add increases the benefits, the effective date is the first day of term or if it is a late start class the first day of class. The class being added must be listed on the veteran’s program check to be eligible for the increase in benefits.

11. **What if I am called to active duty status during the semester, what happens to my benefits?** The student must provide documentation that the reactivation is involuntary and will prevent him/her from continuing school. A military withdrawal is completed and the entitlement that the student has received does not need to be paid back. Also the student is not charged for the months used during the semester.

12. **What is the time limit to receive benefits?** The veteran is entitled to 36 months of education benefits for 3 years of service. The veteran using the MGIB has 10 years from the separation date to use his/her benefits and veterans using the Post 9/11 GI Bill have 15 years from the separation date. This is also known as a delimiting date. Example: John Doe separates from the Army on 9/30/04. He has until 9/30/14 to use his MGIB benefits or 9/30/19 if using the Post 9/11 GI Bill.

13. **Is it possible to extend my delimiting date?** Yes a request for an extension can be submitted in writing to the VA: The Dept of Veterans Affairs will determine if an extension is warranted. Some examples would include:
   - The veteran is called to active duty either during or after the separation date. Once he/she has served his/her time for a minimum of 90 days, the veteran will receive a new 10/15 year period from the end of his/her active duty service. A new DD214 will be required to show proof of recall to active duty service.
   - The veteran develops an illness that prevents him/her to attend college for a prolonged period of time. Example: Jane Doe is diagnosed with cancer and
has chemotherapy for a period of six months. She cannot attend school for spring and fall terms. She will need to provide the proper documentation supporting her claim. The VA will determine the length of the extension.

14. **Can I change my major?** Yes however a new veteran’s program check must be completed in the Counseling Dept. Only one veteran’s program check per semester is allowed.

15. **How long will it take to get my money?** Once certification has occurred, it takes anywhere from 30 – 60 days to receive payment. Direct deposit recipients will receive their money faster. Note: Chapter 35 does not have the option for direct deposit.

16. **How much money will I receive each month?** Please refer to the GI Bill website for dollar amounts. The GI Bill website is [www.gibill.va.gov](http://www.gibill.va.gov).

17. **I did not receive my monthly entitlement, what do I do now?** Chapter 30, 1606 & 1607 students need to certify their classes on the last calendar day of each month. If this is not done, veterans will not receive their entitlement. Chapter 35 students do not certify their classes at the end of the month so their entitlement comes to them automatically. If all procedures have been met by the student and still have not received their entitlement, student should contact the VA at (888) 442-4551. Note: Always check to see if student submitted a veteran’s information card for the term in question. Sometimes students forget to submit the card and that’s why they are not receiving their benefits.

18. **How do I certify my classes at the end of each month?** This may be done several ways. Student may either call (877) 823-2378 or go online at [www.gibill.va.gov/wave/default.cfm](http://www.gibill.va.gov/wave/default.cfm).

19. **When I certified my classes at the end of the month, the VA says there is no record of my classes. Why is this so?** The student probably has not submitted a veteran’s information card so no certification was completed for the term. Always ask the student if he/she has turned in the veteran’s information card.

20. **I want to change my payment method to direct deposit.** The student needs to contact the VA in Muskogee, OK by calling (877) 838-2778.

21. **My husband/wife, father/mother is a veteran, do I get benefits from their service in the military?** Chapter 35 is for Survivors and Dependents’ Educational Assistance Program (DEA). The veteran must meet certain criteria for this chapter. The criteria is:
   - 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 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 a service connected permanent and total disability and is likely to be discharged for that disability. Note: This change is effective December 23, 2006.

22. **Is there an age limit for dependents to receive Chapter 35 benefits?** The dependent may receive benefits from the age of 18 to 26. In certain instances, it is possible to begin before age 18 and to continue after age 26. This determination is made by the Dept of Veterans Affairs and not Chaffey College.

23. **Do I need to have my Certificate of Eligibility to begin receiving my GI Bill benefits?** No you are required to have this document to begin benefits. Usually it takes the VA at least 6 – 8 weeks to complete your application.

24. **Once I receive my Certificate of Eligibility do I need to bring it to the Veteran Services?** Yes a copy needs to go into your VA file here at Chaffey College. Veteran Services will make the copy and give the veteran his original Certificate of Eligibility back to the student.

25. **I would like to know more information regarding the Post/911 Veterans Education Act of 2008?** Please refer all students to the GI Bill website at [www.gibill.va.gov](http://www.gibill.va.gov) or call the VA at 888-442-4551 to speak to a VA Counselor.

26. **Can I transfer my VA Educational Benefits to my spouse or dependants?** The Post 9/11 GI Bill allows active service members to transfer partial or all of the benefits to his/her dependants. The Department of Defense determines eligibility for transfer.

27. **How can I find out which benefit is right for me?** There are many benefits the veteran may be eligible for. The veteran must either contact the VA at 888-442-4551 for guidance or can go to [www.gibill.va.gov](http://www.gibill.va.gov). Doing the research will help the veteran pick the right program for his/her educational needs.