**Frequently Asked Questions**

- **I’m a new student to UAA. Where do I start?**
  
  Open the new student checklist on the [UAA Military and Veteran Community Resource Page](http://www.cmua_atn.edu) for a complete list of what you need to do to get stated. Or just stop by! We can help show you what needs to be done.

- **What do I do with the Certificate of Eligibility (COE) letter from the Muskogee Regional Office that I received in the mail?**
  
  Make a copy of the letter and give that copy to the UAA One Stop at the University Center Mall. Make sure to keep the original! You can also scan and email it to [uaa_vetreans@uaa.alaska.edu](mailto:uaa_vetreans@uaa.alaska.edu)

  You can also print the education screen from your eBenefits account in place of the COE. You can access eBenefits at [www.ebenefits.va.gov/ebenefits/homepage](http://www.ebenefits.va.gov/ebenefits/homepage)

- **What if I am not an admitted student?**
  
  We are able to certify a student as non-matriculated pending final admission into the university for 2 terms. The VA defines a term as courses that have different start/stop dates.

- **Can I double major while using VA Education Benefits?**
  
  Students may pursue a dual objective as long as all objectives pursued are generally recognized as being reasonably related to a single career field. To pursue multiple degrees, you must simply apply for that degree program in UA Online and it must appear in DegreeWorks.

- **Can I seek a Minor?**
  
  Yes, you must apply for the minor and it must appear in DegreeWorks.

- **What do I do if I want to add a major or minor to my degree?**
  
  1. First declare your major/minor


❖ **How do I change my major?**

1. Fill out a Change of Major form: [http://www.uaa.alaska.edu/records/upload/New-Change-of-Major_Undergraduate.pdf](http://www.uaa.alaska.edu/records/upload/New-Change-of-Major_Undergraduate.pdf)


   *For both forms: Print, sing and submit form to UAA One Stop at the University Center Mall. Make sure to keep the original! You can also scan and email it to uaa_vetreans@uaa.alaska.edu*


❖ **My advisor told me to take a course to fulfill an elective but it was not certified, why not?**

DegreeWorks lists all applicable coursework and where it fills a niche in the degree plan. If DegreeWorks says the course does not fulfill a degree requirement, it most likely cannot be certified. If your advisor has you take a course in place of another course in your degree plan, have them email [uaa_veterans@uaa.alaska.edu](mailto:uaa_veterans@uaa.alaska.edu) explaining why.
• DegreeWorks says Math A105 does not apply to my degree but I need it for Math 107 which is required. Can I get paid for Math A105?

All coursework, except remedial and prerequisite coursework must apply to the degree program. Math A105 is prerequisite for Math A107, which is a prerequisite for Math A200, which are often degree requirements and so are payable. On a similar note, Math 054, 055 and PRPE English courses are remedial and payable.

• Can I get my full BAH amount if I take only online classes?

For students taking all online classes, the BAH for 100% eligible full-time rate of pursuit drops down to 1/2 of the national average.

However, you can take one on-campus/traditional setting class and be 100% eligible.

• How do I apply for Vocational Rehabilitation?

Make an appointment with our Vet Success on Campus Coordinator, Terry Jackson to talk about eligibility and the application process if you qualify.

Terry Jackson
907.786.6962
terry.jackson@va.gov

• Where are you located at?

We are in the same building as the bookstore. Located in the Student Union 1st floor room 102.

• When do I get paid?

You will get paid at the beginning of the month for the prior months registered enrollment. Note: first and last months will be prorated.
For Chapter 33 recipients, UAA submits two certifications to the VA each term. An initial certification is submitted to notify the VA of term dates and credit hours to kick start your BAH and book stipend benefits and a final certification is submitted after the add/drop deadline to report tuition and fee amounts for certified courses. This is to avoid large overpayments or underpayments made to UAA if changes to students' schedules are done during add/drop period.

Tuition and fees will appear as an outstanding balance on your student account until payment for certified courses is received but most Chapter 33 students' accounts are flagged for deferment so that no late fees are assessed to tuition and fee balances pending VA payment.

Note: Chapter 33 recipients who have been rated at less than 100% eligibility, who are taking course work inapplicable to degree plan, or who have charges on their accounts that will not be paid by the VA (book store charges, parking permits, housing and meal plans, etc.) are required to make payment by the payment deadline to avoid a late fee.

Students who receive federal financial aid may receive multiple refunds each semester. Students whose federal financial aid exceed their bill may receive a refund prior to the add/drop deadline. After the add/drop deadline, when we submit your final certification, accounting services will refund financial aid based on the anticipated amount we expect from the VA. UAA will use your federal aid refunds for charges that will not be paid by the VA, to the extent allowable under law. As a result of the refund, a balance due will appear on your student account equal to the pending VA payment.

❖ How do I track my payments or view and change my bank account information?

Check your eBenefits account to see when they are processing the payment to you. You can also view and change your bank information on eBenefits. If you do not have an eBenefits account I would highly recommend signing up for one so you can see when payments are coming. To sign up go to www.ebenefits.va.gov/ebenefits/homepage.

❖ I didn’t get paid or get the correct amount for this month what’s going on?

FIRST, did you complete the certification request form for this term?

IF YES, It may take the certifying officials 5-10 business days to process your request. If it has been longer than that you may need to contact our office. Call 907.786.6962

IF NO, you may need to do one of the following:

• If you are a new student:
Complete the Request to Start Using VA Educational Benefits at UAA form
http://www.uaa.alaska.edu/financialaid/Veterans/beginbenefits.cfm

- If you are a continuing student:

  Complete the Request to Certify VA Educational Benefits for Continuing Students form
  http://www.uaa.alaska.edu/financialaid/Veterans/contstudents.cfm -complete #2

  (IMPORTANT!!! This needs to be done every semester)

- Did you change your classes after you submitted your Request to Certify?

  If so make sure you fill out the Report of Change Form:
  https://www.uaa.alaska.edu/financialaid/Veterans/va-report-of-change-form.cfm

  Why would I need to do the VA report of change?

  If you add/drop a class, change your major, or add a minor. You can find the form at:
  https://www.uaa.alaska.edu/financialaid/Veterans/va-report-of-change-form.cfm

  Where do I go to see how many months of VA Education Benefits I have left?

  Your eBenefits account will have that information. Make sure you have one! Sign up here if you
don’t: https://www.ebenefits.va.gov/ebenefits/homepage

  If I withdraw from my classes do I have to pay the VA back?

  A debt will be created between the student and VA. A letter will be sent to the student to pay
  the balance. If the balance is not paid, then they will collect by Treasury Offset Payment and the
  next payment due to the student will be shorted the amount of the debt.

  How do I get more involved with veterans?

  Join the Student Veterans of UAA Club!

  They are a chapter of the Student Veterans of America. SVA’s mission is to provide military
  veterans with the resources, support, and advocacy needed to succeed in higher education and
  following graduation.

  SVA is a 501(c) (3) coalition of student veterans groups on college campuses across the globe.
  These member chapters are the “boots on the ground” that help veterans reintegrate into
  campus life and succeed academically. Each chapter must be an officially recognized student
  group by their university or college and provide a peer-to-peer network for veterans who are
  attending the school. Additionally, chapters often coordinate campus activities, provide pre-
professional networking, and generally provide a touchstone for student veterans in higher education. For more information about SVA visit: http://www.studentveterans.org/

Our local chapter, the Student Veterans of UAA is dedicated to improving the college experience of student veterans. Their goal is to make our current and prior military members successful in their collegiate endeavors and future careers.

They can provide mentors and resources including counseling services as well as job opportunities. Membership is free and open to anyone who would like to help give back to those who have served.

https://uaa.collegiatelink.net/organization/veterans_of_UAA

https://www.facebook.com/StudentVeteransofUAA

https://twitter.com/VeteransofUAA

Still have questions? Contact us!

Military and Veterans Community Resource Center
http://www.uaa.alaska.edu/veterans/
Email: uaa_mvcrc@uaa.alaska.edu
Student Union, Room 102
907.786.6962
Open Monday-Friday, 0830-1630
https://www.facebook.com/UAAMVCRC
https://twitter.com/UAAMVCRC