

## Veteran Affairs FAQs

The following information is very important to your certification and receipt of pay under your Department of Veterans Affairs educational benefits. **Please Read Carefully!**

1. Reinhardt University does not have a Department of Veterans Affairs office. The Department of Veterans Affairs, or VA, is the federal department responsible for veterans' matters including the dispersal of educational funds. The School Certifying Official at Reinhardt University is a liaison between the VA and each student enrolled in the university using VA educational benefits. The main responsibilities of the School Certifying Official are to certify to the VA that any student using educational benefits is enrolled *and* to report how many hours he/she is taking.
2. All Reinhardt University admission requirements (*i.e.*, application, transcripts, placement tests, etc.) must be completed and students must be registered for class prior to certification by the School Certifying Official.
3. Students using VA benefits at Reinhardt must inform the School Certifying Official of any changes to their schedules. This includes adding or dropping a course, withdrawing from a course, or changing one's major. Failure to follow proper procedure could result in payment problems such as a student debt to the VA or to the university.
4. For an official list of courses covered under VA educational benefits, students should refer to the course curriculum for both general education and major requirements found in Reinhardt University's Academic Catalog. The Academic Catalog can be found online at [www.reinhardt.edu/catalog](http://www.reinhardt.edu/catalog).
5. Students receiving VA benefits are subject to all rules and regulations stated in the Academic Catalog pertaining to their program of study (Undergraduate or Graduate).
6. The School Certifying Official certifies students using the first day of classes through the last day of exams.
7. Once the School Certifying Official certifies a student's enrollment information, the process then depends on the VA. The length of time it takes students to receive funds is totally dependent on VA processing time. If a student has any questions concerning payment of benefits, the student may verify that he/she has been certified for benefits by contacting the School Certifying Official and then contacting the VA at 1-888-442-4551. In most cases, while the School Certifying Official may be able to advise the student receiving educational benefits, money disputes will need to be resolved between the student and the VA.
8. It is the responsibility of any student using VA educational benefits to notify the School Certifying Official *and* the Office of the Registrar in the case of a change of home address. The VA must also be notified of this information at 1-888-442-4551. If students have access to WAVE, this program may be used to notify the VA of certain changes, as well.
9. All VA educational program funds are reported to the Reinhardt University Office of Student Financial Aid and may affect the amount of other financial aid that a student receives. The VA will not pay educational benefits until all other applicable aid is credited to the student's account.
10. Students receiving VA educational benefits are still responsible for all costs associated with attending Reinhardt. These costs include, but are not limited to, tuition, fees, books, and room and board. Also, if the benefit amount to be received from the VA does not satisfy the account balance, the student is responsible for the difference. **Since it can take approximately 30-60 days to start receiving payments, the student must be prepared to pay any and all out-of-pocket expenses by the posted payment deadline each term.** The payment deadlines can be found on the Reinhardt University Academic Calendar ([www.reinhardt.edu/academic-calendar](http://www.reinhardt.edu/academic-calendar)). All payment arrangements must be made through the Reinhardt University Business Office.