

# **Frequently Asked Questions**

## **How do I begin to use my GI Bill benefits?**

To determine what benefits you qualify for you should first contact the VA. Once eligibility is determined you will receive a Certificate of Eligibility (COE) or a Notice of Benefits Eligibility (NOBE); retain a copy for your records and submit a copy to the school. Please review the VA Education Benefits Checklist for further steps.

## **School has started, why hasn't my bill been paid?**

The school only receives tuition and fees directly for Chapter 31 and Chapter 33, all other chapters are paid directly to the student. If you receive benefits under a chapter other than Chapter 31 or Chapter 33 you are responsible for paying your bill by the due date. If you are Chapter 31 or Chapter 33 your actual enrollment, tuition and fees will not be reported until after the add/drop period has ended. This allows you to adjust your schedule without incurring a debt or an overage that will need to be repaid to the VA.

## **I completed a Certification Request last semester; do I need to complete it again for this semester?**

Yes, a Certification Request **must** be completed each semester in order for your enrollment to be certified and for you to receive your benefits.

## **If I receive Chapter 33 benefits will my student account be credited?**

Yes, if you provide current eligibility. This can be provided in one of two ways: submitting your updated eligibility letter that you would receive directly from the VA to include the last term certified or submitting your Education Enrollment Status page from eBenefits to include your enrollment history.

## **Do I need to let my School Certifying Official (SCO) know if I make changes to my enrollment?**

Yes! In order to ensure that you do not incur overages or debts to the VA and/or the school you **must** notify the SCO immediately of any changes to your enrollment.

## **Why wasn't my payment this month the same as last month?**

If you have been getting paid regularly and there is a sudden change in your benefits (not related to end of semester or break periods) you will have to contact the VA directly to find out why. The VA does not give the school access to benefit or payment information.

## **Can I receive benefits if I take courses at UNE and another school in the same semester/term?**

Yes, as long as the courses you plan to take at the "other" school have been approved for transfer in to your degree program at UNE. Please contact the SCO for additional information and processes.

## **How do I find out what benefits I have used and what is remaining?**

You can see benefit eligibility information at [www.ebenefits.va.gov/](http://www.ebenefits.va.gov/).

## **Not all of the courses I registered for are being certified. Why not?**

Only courses that are required for your degree completion can be certified with the VA. You should be looking at your U-OnTrack degree evaluation to see what courses are still needed. As always if you have questions regarding what courses can be certified please make an appointment with the SCO, we are here to help.