

## Veteran FAQs

### **Do I qualify for education benefits from VA?**

[eBenefits.va.gov](https://www.ebenefits.va.gov)

<https://www.ebenefits.va.gov/ebenefits/apply#education>

is your gateway for GI Bill® information and applying for your benefits.

### **I am a Texas resident and qualify for the Hazel Wood Act, can I use this benefit at Southeastern?**

The Hazel Wood Act is a **State of Texas** benefit that is only offered at **Texas** based Colleges and Universities.

### **My parent is a veteran. Do I qualify for education benefits?**

You may qualify for the Survivors' and Dependents' Educational Assistance (DEA)-also called Chapter 35. Find out if you eligible for this benefit **here**.

<https://www.va.gov/education/survivor-dependent-benefits/dependents-education-assistance/>

### **I have questions regarding my VA benefits. How do I contact VA?**

You may call 1-800-442-4551 between 7 a.m. – 6 p.m. Central Time, Monday through Friday.

### **When can I expect payment from VA?**

Your VA benefits should begin within a month of the School Certifying Official submitting your enrollment certification to VA. To expedite this process, we encourage you to enroll and submit your Confirmation of Enrollment Form before the beginning of the semester.

### **Why is my payment not the usual amount I receive each month?**

The most common reason your payment amount may be less than the monthly rate is that your payments are prorated based on the number of days in the month for which you are enrolled. Other reasons include: an over payment deduction or you have exhausted your benefits.

**Do I need to submit a Confirmation of Enrollment form to the Veteran Services Office each semester?**

*Each* semester, new or current students must complete the **Confirmation of Enrollment** form. This is a quick and easy online form that is sent directly to the School Certifying Official (SCO). This form lets the SCO know you are enrolled and plan to use your GI Bill® benefits for the semester. If the form is not submitted, the SCO does not automatically certify your enrollment. Confirmation of Enrollment Form

<https://www.se.edu/registrar/veterans-confirmation-of-enrollment/>

**What happens if I do not submit a Confirmation of Enrollment form?**

This may cause delays if you are expecting funds for tuition and fees and/or monthly payments from the VA.

**Can I charge my books at the bookstore?**

Only VR&E-Chapter 31 recipients can charge books at the Campus Bookstore.

**Do I need to verify my attendance to VA?**

If you receive the **Montgomery GI Bill®-Chapter 30** or **Select Reserves-Chapter 1606** benefits you will need to verify your attendance every month using the W.A.V.E. portal <https://www.gibill.va.gov/wave/index.do> or call 1(877-VA-ECERT).

**I need to add/drop/withdraw from courses, what do I do?**

Schedule changes, adding/dropping/withdrawing from courses can be processed in Colleague Self-Service or by contacting the Registrar's Office, [registrar1@se.edu](mailto:registrar1@se.edu). According to VA policy any schedule change *must* be reported to the School Certifying Official so adjustments can be made to VA. Non-compliance may limit future enrollments and/or VA payments. Contact the SCO, [veterans@se.edu](mailto:veterans@se.edu).

**I am non-degree seeking will VA pay for my courses?**

VA only pays for courses that are required in the degree plan. If you are an undecided major VA would only pay for courses required to complete General Education.

**I made a “C” in a course, can I retake with VA paying?**

VA does not pay for courses that have been completed with a passing grade. Passing letter grades are A, B, C, and D. Exception: the degree program requires a higher grade than achieved.

**I failed a class can I retake the class with VA paying?**

VA would pay for you to repeat a course if you received a grade of D or F in an attempt to receive credit towards graduation or raise your grade point average.

**I am a graduate student taking leveling courses for my degree plan will VA pay?**

VA does not pay for courses offered through a third party. SE does not keep or accept any credits for these courses.