



COLLEGE OF THE
ALBEMARLE

Frequently Asked Questions and Answers





I am about to be honorably discharged. How do I get my VA education benefits started?

- You must apply for educational benefits through the VA online at **gibill.va.gov**.
- You may also call the VA Education Hotline for assistance at 1-888-442-4551.
- GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA).
- More information about education benefits offered by the VA is available at **<http://www.benefits.va.gov/gibill>**.



I have a parent who is a Veteran. How can I receive VA education benefits from their service time?

For information, visit the following sites:

Chapter 35 Survivors' and Dependents' Educational Assistance Program at **<https://www.va.gov/education/transfer-post-9-11-gi-bill-benefits/>**

Chapter 33 Transfer of Eligibility for Dependents and Spouses at **<https://www.va.gov/education/transfer-post-9-11-gi-bill-benefits/>**

How long does it take for me to start receiving money from my VA benefits?

- The Military Liaison certifies students' enrollments to the VA in the order we receive the students' course confirmation forms for each semester.
- After your sheet is in our office, it takes approximately 30-45 days for us to certify it to the VA.
- After we certify your enrollment with the VA, it takes the VA an additional 30-45 days to award your GI Bill money.



I need to make changes to my course schedule. What do I do?

Remember, changing your class schedule may affect your VA benefits.

Frequent schedule changes can often cause a student Veteran an overpayment of benefits which the VA will require you to pay back.

Notify the Military Liaison of all course schedule changes as you work with your admission advisors so the VA can be notified in a timely manner.

I'm about to start classes, how do I apply for military/dod tuition assistance and what steps do I need to take?

It is important that the military service members or DOD civilian employees who wish to apply for DOD tuition assistance to help pay for their classes, take these steps prior to enrolling to ensure there are DOD tuition assistance funds available and to get the application process moving forward to ensure DOD tuition assistance is approved prior to the start date of any class the military service member/DOD civilian employee wishes to use DOD TA towards. The DOD will not approve tuition assistance for any class that has already begun.

Immediately talk with your Education Services Officer at your respective military installation education office, or if a DOD civilian employee, speak with your DOD employer's education liaison. The installation education office/DOD employer education liaison will provide the necessary paperwork, status of funds, and information requirements respective to that military service branch for the service member to start the application process.

The service member/DOD civilian employee, including National Guard/Reserve service members, will then access his/her military service branch's respective education portal to complete and submit his/her application for requesting DOD tuition assistance and receiving DOD approval.

- US Army Service Member: AI portal for Army service members: AI Portal website: <https://aiportal.army.mil> (Edge and Firefox are the preferred browsers). If a user needs assistance, users may contact the BAM Helpdesk Email: army@bamtech.net or BAM Technical Issue Phone: 276-231-0938.
- US Air Force Service Member: Air Force Virtual Education Center at <https://afvec.us.af.mil/afvec/public/welcome>
- US Navy Service Member: Navy College Program at <https://www.navycollege.navy.mil/sailors/tuition-assistance-ncpace.htm>
- US Marine Corps Service Member: Marine Corps Voluntary Education Center at <https://usmc-mccs.org/articles/how-do-i-apply-for-tuition-assistance>
- US Coast Guard Service Member: Education and Training Quota Command Portal at <https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/ETQC/VOLUNTARY-EDUCATION/Tuition-Assistance>



I'm about to start classes, how do I apply for military/dod tuition assistance and what steps do I need to take?

- When applying for DOD tuition assistance through your military service branch education portal, make sure you are providing the correct course numbers (i.e., BIOL-3274, etc.), costs, and class dates for timely processing of the paperwork (for COA professional and graduate studies students, class dates should be listed as per course/module and not by semester).
- Once the service member/DOD civilian employee receives his/her DOD TA approval letter, provide a copy of this approval letter to the following departments at COA for required filing and for proper processing towards the student's COA account:
 - COA Business Office so the DOD TA funds will be applied towards the student's account.
- All DOD tuition assistance requests must be submitted and approved 7 days prior to the start of any class the service member wishes to use DOD tuition assistance funds towards. If the application is not received and approved 7 days prior to a class start date, the service member is at risk for not getting the TA approved by the DOD.

When do I apply for military/DOD tuition assistance?

- As soon as a military service member decides he/she will want to take college level courses and use DOD tuition assistance to help pay for the course costs, the individual should immediately contact his/her military installation education office to begin the process for applying for DOD TA funds. All DOD tuition assistance requests must be submitted and approved 7 days prior to the start of any class the service member wishes to use DOD tuition assistance funds towards. If the application is not received and approved 7 days prior to a class start date, the service member is at risk for not getting the TA approved by the DOD. The service member will submit his/her DOD TA application through the appropriate military service branch education portal at one of the following:
- US Army Service Member: AI portal for Army service members: AI Portal website: <https://aiportal.army.mil> (Edge and Firefox are the preferred browsers). If a user needs assistance, users may contact the BAM Helpdesk Email: army@bamtech.net or BAM Technical Issue Phone: 276-231-0938.
- US Air Force Service Member: Air Force Virtual Education Center at <https://afvec.us.af.mil/afvec/public/welcome>
- US Navy Service Member: Navy College Program at <https://www.navycollege.navy.mil/sailors/tuition-assistance-ncpa.htm>
- US Marine Corps Service Member: Marine Corps Voluntary Education Center at <https://usmc-mccs.org/articles/how-do-i-apply-for-tuition-assistance>
- US Coast Guard Service Member: Education and Training Quota Command Portal at <https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/ETQC/VOLUNTARY-EDUCATION/Tuition-Assistance>

When do I file for FAFSA?

- For undergraduate students follow these guidelines:
- For students who miss the deadline, or are not from North Carolina, completing the FAFSA about two to three months prior to your enrollment will best allow COA to process your aid for the start of your program. COA generally begins processing aid about one to two months before your classes begin. In months that have several programs starting, usually July, September, January, and March, we may start a little earlier for those whose FAFSA information is clean.
- The financial aid office cannot begin processing your aid until all of your admission requirements have been completed. Transcripts can be the most time consuming, and the least controllable portion of the admissions process, make sure and request them as soon as possible.
- Filing the FAFSA is only the first step in the process. You will need to monitor your COA email address once you have received it for updates and document requests.
- Once your financial aid offer has been completed, you will receive notice via your COA email with instructions on how to log into your my.albemarle.edu portal to view/accept/decline your awards.
- If you plan to use Federal Student Loans:
 - If you have not borrowed in the last five years, you may need to complete a new Loan Agreement/Master Promissory Note. This can be done by logging into studentaid.gov with your FSA (FAFSA) ID, clicking on “Complete Award Process” in the top margin and clicking on Complete a Master Promissory Note.
 - If you have never borrowed a Federal Student Loan, you will also need to complete Loan Entrance Counseling from the same page.
 - All students who have borrowed previously will need to complete an Annual Student Loan Acknowledgement from the same page.

When do I file for FAFSA?

For graduate students follow these guidelines:

- Graduate students should complete the FAFSA about two to three months before your enrollment begins to best allow COA to process your aid in time for the start of your program. COA generally begins processing aid about one to two months before your classes begin. In months that have several programs starting, usually July, September, January, and March, we may start a little earlier for those whose FAFSA information is clean.
- The financial aid office cannot begin processing your financial aid until all of your admission requirements have been completed. Since getting transcripts can be the most time consuming, and the least controllable portion of the admissions process, make sure and request them as soon as possible.
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- Once your financial aid offer has been completed, you will receive notice via your COA email with instructions on how to log into your my.albemarle.edu portal to view/accept/decline your awards.
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 - If you have never borrowed a Federal Student Loan, you will also need to complete Loan Entrance Counseling from the same page.
 - All students who have borrowed previously will need to complete an Annual Student Loan Acknowledgement from the same page.



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<https://www.albemarle.edu/military-veterans/>



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