



**Welcome to
Austin Peay State University's
Office of Veterans Affairs
Online Orientation**

By now, you should have . . .

- ◆ Submitted an Application for Admissions
- ◆ Requested all required high school and/or college transcripts
- ◆ Submitted all requested military documents (DD Form 214 Member-4 Copy, AARTS transcript, etc..)
- ◆ Contacted the Veterans Affairs Office at APSU



How will my tuition & fees be paid?

- ◆ You will pay all tuition and fees at time of registration and/or fee payment
- ◆ You may be eligible to defer payment of tuition and fees through the APSU's Office of Veterans Affairs
- ◆ VA provides a monthly stipend in the months that follow
- ◆ VA Education Benefits are not based on the University's tuition and fees. It is a flat rate.
- ◆ Authorized CH 31 students will validate through Accounts Receivable in the University's Business Office

Using Tuition Assistance

- ◆ VA will not pay for any portion of a course being paid in part/whole by TA
- ◆ You must provide our office with a copy of the DoD paperwork which identifies which courses are being paid by TA (DA Form 2171)

Other Fee Payment Options

- ◆ Advance Payment (VA)
- ◆ Deferred Payment Plan (University's Business Office)
- ◆ Cash, check, credit card

APSU's VA Deferments

- ◆ The deferments are issued on designated dates that are published on the APSU Office of Veterans Affairs' website.
- ◆ VA eligible beneficiaries may elect, upon formal application, to defer payment of required tuition and fees only. You cannot have an overpayment with VA.
- ◆ The deferment cannot exceed the total monetary benefits you will receive for the term requested.
- ◆ The deferment only delays when you need to pay your tuition and fees. (no previous balances, parking tickets, library fines)
- ◆ The deferment is not a waiver of your tuition and fees. You are responsible to pay your tuition and fees in full.

Advance Payment

What is Advance Payment?

- ◆ The “advancement” of the first two months of entitlement of the term, based on your monthly rate.
- ◆ The first month of entitlement is pro-rated.

Can I apply for Advance Payment?

- ◆ New applicant or Transferring/ continuing student that has experienced a break between terms that **exceeds** thirty (30) days
- ◆ Enrolled at least **1/2 time**
- ◆ Apply within the **deadline** period
- ◆ Complete and submit the Advance Pay Request Form

How does Advance Payment work and will it pay all of my tuition & fees?

- ◆ Checks are **sent directly to the University**. The OVA **cannot** release your advance payment check before you register.
- ◆ **You are responsible** for the monetary difference between what you owe the University and the amount of your check.
- ◆ If the check has **not** arrived, you should contact the OVA **prior** to paying your tuition and fees.
- ◆ You will **not** receive another monthly entitlement until the beginning of the **FOURTH** month of enrollment. This will be the payment for your **THIRD** month of enrollment.

How much and how often will I be paid?

How much & how often?

- ◆ Training time dictates the monthly rate of pay
- ◆ Training time varies in accelerated courses for Fall and Spring semesters (i.e., MS Management, MA Corporate Communications)
- ◆ Training time varies in Summer due to accelerated terms
- ◆ Active duty service members receive tuition and fees reimbursal only
- ◆ Change in training time will affect payment

When does VA pay me?

- ◆ Submit a Certification Request Form (CRF) to the OVA
- ◆ OVA certifies your enrollment to DVA (allow 10 working days)
- ◆ DVA processes certification claims (allow up to 12 weeks)
- ◆ CH 30, 1606 & 1607 students must complete enrollment verification (by touch-tone phone, mail, or internet)
- ◆ DVA releases payments to students (by check or direct deposit)

Verification of Enrollment

- Chapters 30, 1606 & 1607 are required to verify their monthly enrollment through the WAVE or touch-tone phone at the end of every month.
- WAVE is the web automated verification of enrollment that allows you to electronically submit your monthly verification of enrollment through the gibill website (<http://www.gibill.va.gov>)
- Touch-tone phone system is available 24 hours a day. 1-877-823-2378

How do I register?

- ◆ How do I register?
- ◆ When do I register?
- ◆ When do I get an Academic Advisor?
- ◆ How do I know what books to buy?
- ◆ How will I find my classes?
- ◆ How do I know if I've been admitted to the University?
- ◆ How much is tuition and fees for my classes?
- ◆ How many classes can I take?
- ◆ How do I know what classes to take?
- ◆ Office of Admissions will **notify** you of your admissions status and provide you with a list of dates for the various registration and fee payment periods.
- ◆ You will **meet** with an Academic Advisor when you arrive at registration. You **must** see an Academic Advisor in order to complete the registration process.
- ◆ Information regarding tuition and fees, class schedules and locations is listed in the **Schedule of Classes**, which is available at the Office of the Registrar.

How do I continue to receive my benefits?

You must:

- ◆ **Matriculate** within one term of enrollment
- ◆ Submit **Prior Credit (PC)** evaluation within two terms of enrollment
- ◆ Submit **Certification Request Form (CRF)** every semester
- ◆ Provide any and all documentation requested by the OVA to process your claim to DVA

What is Matriculation?

- ◆ All documents required to make you a **degree-seeking** student have been received and evaluated by the Office of Admissions
- ◆ You have been **officially** admitted to the University

What is Prior Credit?

- ◆ The portion of transfer credit, which, when applied to the specific degree program, shortens that program.
- ◆ Prior Credit **must** be reported to DVA.

Prior Credit (PC) Evaluation . . .

To obtain a PC Evaluation:

- ◆ Office of the Registrar will send you a **Transfer Credit Evaluation (TCE)** or you can obtain one through AP Web
- ◆ Call your **academic department** to make an appointment to meet with the designated **VA Academic Advisor** to complete your PC
- ◆ Students who have **not declared** a degree program (major) will be assigned an advisor based upon their Student ID
- ◆ Take the TCE to your appointment
- ◆ **VA Academic Advisor** has the necessary forms and will transfer the information required to your PC
- ◆ Any course substitutions/waivers **must** be documented and attached to the PC
- ◆ **VA Academic Advisor** and **you** sign
- ◆ Graduate Students – PC is the approved Program of Study on file with the Graduate Office

Why do I have to do this?

- ◆ Shows what credits **transfer** into your current program of study
- ◆ Shows what courses you **must** complete to earn your degree
- ◆ Gives DVA an indication of how many hours you have left to earn. DVA is paying for you to get a degree in the **shortest** amount of **time** possible

Remember !!!

- ◆ VA Academic Advisor is **not** necessarily your assigned Academic Advisor
- ◆ Changing majors **requires** submission of a new PC
- ◆ Adding a second major **requires** submission of a new PC
- ◆ Submit PC to the OVA
- ◆ Courses **not listed** as required on the PC will **require** additional **documentation** from your academic department

What is Certification Request Form (CRF)?

What is a CRF?

- ◆ OVA form required every term to verify your enrollment status

When do I submit my CRF?

- ◆ Main Campus Students -- once you have registered
- ◆ Ft Campbell Students -- once the Schedule of Classes is published

What is continual enrollment?

- ◆ Continuous school attendance
- ◆ You **qualify** for break pay if:
 1. Enrolled at least 1/2 time before and after the break between terms;
 2. Break does not exceed thirty (30) days; and
 3. Do not transfer to a new institution

What if I never submit a CRF?

- ◆ You will **not** be certified.
- ◆ You will **not** get paid.

Remember !!!

- ◆ You **must** submit a new CRF **every term** you register/pre-register for
- ◆ **Failure** to submit a CRF will **result** in the **termination** of pre-certification
- ◆ The sooner you submit your CRF, the better. If you enroll in a non-certifiable course, OVA can inform you prior/during the drop/add period
- ◆ Allow the OVA **ten (10) working days** to process your CRF

Changes in Enrollment Status (CIS)

Drop/Add Classes

- ◆ Submit Change in Status form to the OVA within five (5) working days of the change
- ◆ OVA transmits change to DVA
- ◆ DVA processes the change - making necessary pay increases/decreases (allow 60 -90 days)
- ◆ DVA will generate an Overpayment Letter for reductions which affect pay

Withdraw after Drop/Add Period

- ◆ You owe DVA the money you have been paid for the course(s) dropped
- ◆ You may submit mitigating circumstances
- ◆ You are granted a one-time “exclusion”

Failure to Attend Class

- ◆ You receive an FN or FA grade
- ◆ Failure due to absence will be reported to DVA as a reduction in your certified hours and receipt of a punitive grade
- ◆ DVA will generate an Overpayment Letter for reductions which affect pay

Repay an Overpayment

- ◆ Contact DVA within thirty (30) days of the date of the Overpayment Letter
- ◆ DVA has numerous payment options
- ◆ Allow DVA to deduct the overpayment from your future entitlements

What happens if you drop one or more courses?

- ◆ Notify the APSU's Office of Veterans Affairs immediately
- ◆ If the change is due to mitigating circumstances, you must notify our office
- ◆ VA has the right to reduce or stop your benefits from the first day of the term which may result in an overpayment

Mitigating Circumstances

- ◆ Unavoidable and unexpected events that directly interfere with your pursuit of a course and are beyond your control
- ◆ Examples:
 - Serious illness or injury to yourself or family member
 - Unscheduled changes in employment
 - Problems with daycare
 - Call up to active duty service
- ◆ Furnish evidence to VA

Transient Enrollment Form (TEF)

- ◆ For US Department of Veterans Affairs' purposes, APSU's Main Campus and the Ft. Campbell Center are considered two (2) different institutions.
- ◆ Your **Primary Institution** is the institution that will grant your degree. The **Primary Institution** must validate the course(s) that you will enroll or are currently enrolled in at the Secondary Institution are acceptable in your declared degree program of study.
- ◆ You **must** complete the Transient Enrollment Form (TEF) once you register/pre-register for the course(s) and **submit** the TEF to your **Primary Institution's OVA** for approval.
- ◆ After the **Primary Institution's OVA** reviews the TEF, the **Primary Institution's OVA** notifies the Secondary Institution's OVA of course(s) approval. If the course(s) are not acceptable in your declared degree program of study, the **Primary Institution's OVA** will notify you.
- ◆ Upon TEF approval, the Secondary Institution's OVA will process your enrollment certification to DVA. This will generate or continue your monthly entitlement.
- ◆ If your transient enrollment is for an institution other than APSU, there is additional paperwork that must be completed and signed by your Academic Advisor.

Will all my classes be certified?

OVA cannot certify . . .

- ◆ **Repeat courses:** you have already received a passing grade, even if you're using the CARE/FRESH Start policy
- ◆ **Excessive Courses:** you do not need to graduate; or courses taken to fulfill requirements which you have already completed
- ◆ **Developmental Studies (DSP) on-line**
- ◆ **Audited Courses:** you do not receive credit for the course (refer to the current undergraduate bulletin for more details)
- ◆ Have an **undeclared major** and the courses are not core requirements

Military Science (MS)

- ◆ Provided OVA with a copy of your contract, OVA will certify MS courses
- ◆ Not contracted yet and have declared an MS minor, OVA will certify MS courses
- ◆ **MS 1000** will **not** be certified by OVA (it is **not** a requirement for either the two or four-year programs)

OVA can . . .

- ◆ Assist you in certification for courses taken at other institution (**Transient/Concurrent** enrollment)
- ◆ Process **tutorial** claims
- ◆ Certify **DSP** courses that are **not** on-line
- ◆ Certify **High School deficiency** courses
- ◆ Assist in resolving payment problems
- ◆ Report mitigating circumstances

DSP and Remedial Courses

Remedial/developmental studies courses cover the basic skills in reading, writing, and mathematics. Once enrolled in a remedial/developmental studies course, you must successfully complete the course with a grade of C or better.

Remedial/developmental studies courses taught online may NOT be certified for VA education benefits. Remedial/developmental studies courses must be taught as conventional resident courses (in the classroom) in order to be certified for VA education benefits.

Nashville State Community College (NSCC) will offer DSPR 0700, DSPR 0800, DSPW 0700, and DSPM 0700 on the APSU campus. However, you will have to apply for admissions to NSCC as a non-degree seeking student. You will also complete an agreement between APSU and NSCC.

For VA purposes, you have to provide APSU's Office of Veterans Affairs with copies of the APSU/NSCC agreement as well as complete the NSCC certification request form and deferment form by 1 (one) business day prior to the deadline date on the agreement.

Active Duty Service Members

Using Tuition Assistance or AMED

- ◆ DVA will not pay for any portion of a course being paid in part/whole by TA
- ◆ You must provide OVA with a copy of the DOD paperwork which identifies which courses are being paid by TA (DA Form 2171)

Monthly Entitlement

- ◆ Active duty service members receive tuition and fees reimbursement only

Impending ETS

- ◆ Complete section 13 of VA Form 22-1990, if you are a new applicant
- ◆ Complete section 14 of VA Form 22-1995, if you are a transfer student
- ◆ Upon discharge, you **must** submit DD Form 214, Member's 4-copy, to the OVA

Education Services Officer (ESO)

- ◆ VA Form 22-1990/VA Form 22-1995 must be signed by an ESO
- ◆ Located at the SSG Glenn H. English, Jr. Army Education Center at Fort Campbell, KY
- ◆ Your paperwork will **not** be processed by the OVA without the ESO's signature!

Your benefits will be terminated, if you

- ◆ Fail to submit a **CRF**
- ◆ Fail to **matriculate** within one term of enrollment
- ◆ Fail to submit **Prior Credit** within two terms of enrollment
- ◆ Fail to submit any **documentation** requested by the OVA
- ◆ Failure due to absence (**FA/FN**)
- ◆ **Withdraw** from the University



VA Overpayment

- ◆ VA will send a letter advising you of the debt and your rights
- ◆ You will have 30 days to make payment arrangements with VA



Who do I contact for overpayments?

VA's Debt Management Center

- ◆ 7:30 – 4:00, CST
- ◆ 1-800-827-0648
- ◆ dmc.ops@vba.va.gov

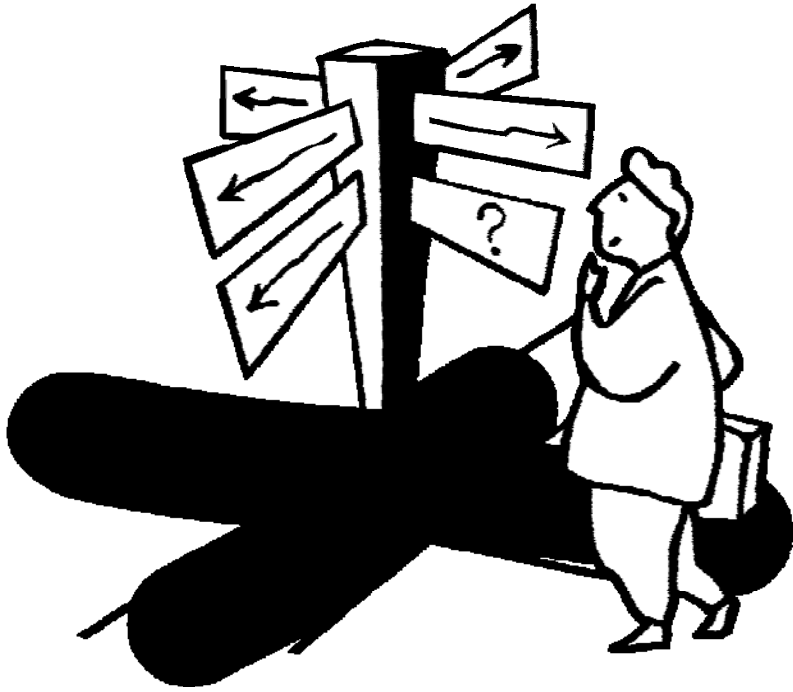
VA/DMC
P.O. Box 11930
St. Paul, MN 55111

APSU Billing

Keep in mind that when you drop one or more courses, receive grades of FA or FN, or withdraw from the University that you may also owe the University.



When do I need to visit the OVA?



- ◆ To submit a CRF after you register/ pre-register for classes
- ◆ To report course adjustments (drop/add classes)
- ◆ To report changes and/or adjustments in your program of study (major), including minors, concentrations, and cognates
- ◆ To submit a Prior Credit (PC) Evaluation
- ◆ To report a change in your address, phone #, etc.
- ◆ To request a VA Inquiry and/or have questions concerning your VA Education Benefits

How do I contact US Dept of VA?

Telephone	1-888-GIBILL-1 (1-888-442-4551)
DVA Website	http://www.gibill.va.gov/
Mail	Department of Veterans Affairs St Louis Regional Office P.O. Box 66830 St Louis, MO 63166-6830
Need a question answered or want to check on the status of your VA claim	http://www.gibill.va.gov/ Click on “Ask a Question & Find Answers”

APSU Email

- ◆ APSU Live Mail is the official and primary correspondence method.
- ◆ Once enrolled at APSU, you will be assigned an APSU Live Mail account.
- ◆ In order to logon, browse to the APSU home page and click on the Quick Links.

How do I contact the APSU's VA?

Telephone	(931) 221-7907 Main Campus (931) 221-1462 Ft. Campbell Center
OVA Website	http://www.apsu.edu/vaoffice
Mail	Office of Student Financial Aid & Veterans Affairs Austin Peay State University P.O. Box 4546 Clarksville, TN 37044
In Person:	Office of Student Financial Aid & Veterans Affairs Austin Peay State University
Main Campus	601 College Street Ellington Bldg., Room 216 Clarksville, TN
Ft. Campbell Center	SSG Glenn H. English, Jr. Army Education Center Bldg. 202, Room 137 Ft. Campbell, KY

Congratulations!
You have successfully completed the
OVA online orientation!

In order to exit the online orientation, you **must** complete the confirmation page. Please click on the following website to complete the confirmation page:

<http://www.apsu.edu/vaoffice/Confirmation.aspx>