

Okaloosa-Walton Community College

STUDENT VETERAN

HANDBOOK

to Okaloosa-Walton Community College

As a veteran, you are entitled to certain benefits and eligible to participate in certain programs to help further your college education. This Veterans Handbook will help you better understand the policies and procedures that affect your veteran's educational benefits. Its purpose is to clarify rules and policies, answer some of your immediate questions and refer you to those individuals who can best answer other questions you may have. **Remember, however, that this convenient desk reference only supplements the information in the OWCC college catalog. You are encouraged to read your catalog for complete information on all college policies.**

OWCC Veterans Affairs Office

OWCC's Veterans Affairs Office (VAO) is part of the OWCC Office of the Financial Aid, **not** the U.S. Department of Veterans Affairs (DVA). It is located in building C-1 on the Niceville campus and can be reached by calling (850) 729-5375. This office is the main point of contact for students receiving educational assistance from the DVA. It is professionally staffed to assist students with VA educational benefit inquiries. Assistance may also be received at any of OWCC's other locations (Ft. Walton Beach Campus, Eglin A.F.B., Hurlburt Field, DeFuniak Springs and Crestview). The OWCC VA Office also monitors the academic progress of all students receiving educational benefits from the DVA. All students receiving benefits from the DVA must visit this office or one of the other five locations during registration or whenever a change occurs in their class schedule.

The OWCC Veterans Affairs Office provides services to veterans, active duty military, reservists and eligible dependents enrolled at the college. Some of these services include:

- ☑ providing information and guidance for veteran students and dependents about entitlements, filing claims to the DVA, and certifying enrollments at the college,
- ☑ advising veterans concerning the Department of Veterans Affairs requirements for maintaining satisfactory course pursuit, reviewing selected courses for consistency with DVA regulations and direct relation to the requirements specified for a diploma, certificate or degree.
- ☑ providing assistance in resolving problems that may arise in the student's relations with the college and the DVA.



COLLEGE SERVICES

OWCC provides a variety of services to all students including veterans. These include counseling, financial aid, job placement assistance, testing, free tutoring, etc. A counselor, located in building C-1 on the Niceville campus, Student Services works specifically with students who have disabilities and provides a variety of services to eligible students.

DEPARTMENT OF VETERANS AFFAIRS

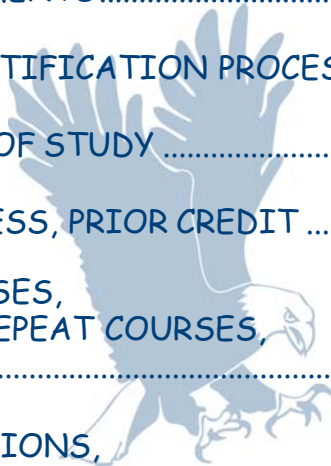
Veterans educational assistance programs are the responsibility of the Federal Department of Veterans Affairs (DVA). The DVA issues regulations, makes eligibility determinations and writes checks to individual beneficiaries. The toll free number to the DVA Regional Processing Office in Atlanta, GA is **1-888-GI-BILL-1** (1-888-442-4551). This number will connect the caller to the VA Education Information Line where counselors should be able to provide additional information concerning benefits eligibility, payment status, etc. However, this booklet contains useful information about DVA Educational Assistance Programs, application procedures and specific guidelines for OWCC students receiving DVA educational benefits.

The following information should serve as an overview of the available programs and benefits, but if you should have any questions, please contact the Veterans Affairs Office on the Niceville Campus at (850) 729-5375.



TABLE OF CONTENTS

HOW TO GET STARTED.....	4
VETERANS BASIC ELIGIBILITY REQUIREMENTS.....	5
APPLICATION PROCEDURES/DOCUMENTS.....	6
CERTIFICATE OF ELIGIBILITY, CERTIFICATION PROCESS	7
VETERAN DEFERMENTS, PROGRAM OF STUDY	8
ACADEMIC STANDARDS OF PROGRESS, PRIOR CREDIT	9
REMEDIAL AND DEFICIENCY COURSES, NON-APPLICABLE, AUDITED AND REPEAT COURSES, DUAL DEGREES.....	10
COURSE LOAD, ACCELERATED SESSIONS, ATTENDANCE POLICIES, CHANGES IN STATUS.....	11
WITHDRAWALS, NON-PUNITIVE GRADES, MITIGATING CIRCUMSTANCES.....	12
VA EDUCATION OVERPAYMENTS, BREAK PAY, VA WORK STUDY.....	13
FINANCIAL AID, MISSING INFORMATION LETTERS, TRANSIENT AND CONCURRENT ENROLLMENT, TEACHER CERTIFICATION....	14
USEFUL ADDRESSES, TELEPHONE NUMBERS, WED ADDRESSES.....	15-16



HOW TO GET STARTED

Admissions

Fill out an OWCC admission application and residency declaration form and submit the completed application to the Admissions Office. Forms may be picked up at any OWCC campus or downloaded from our website at <http://www.owcc.edu> by selecting 'Admissions.'

Have all previous training records or information, including transcripts from any college, university, high school, or GED results, sent to the OWCC Admissions Office at 100 College Blvd., Niceville, FL 32578.

Placement Testing

Contact the Testing Center at (850) 729-5234 for placement testing, if required. Testing will determine the need for remedial courses.

Counseling

Contact an academic counselor or advisor for assistance in choosing a Program of Study. All students receiving DVA educational benefits must have an **Official Program of Study** on file and be enrolled in a State Approving Agency approved program leading to a certificate or degree.

OWCC Veterans Affairs Office

Contact the Veterans Affairs Office to obtain the proper applications and advisement concerning your particular type of educational benefits. Return the completed VA applications to the Veterans Affairs Office for processing. **Prospective students are encouraged to make their initial inquiries about VA applications at the Veterans Affairs Office on the Niceville campus if possible.**

Registration

Sign up for classes. VA students will only receive payment for courses that apply to their degree as listed on their Program of Study.

All veterans and eligible dependents are urged to consult the Veterans Affairs Office early in the OWCC admissions process.

To maintain eligibility for DVA education benefits, students must adhere to the policies and procedures contained in the OWCC "Student Veteran Handbook" and DVA rules and regulations. A copy of the "Student Veteran Handbook" can be downloaded at <http://www.owcc.edu/financialaid/vets/studentVeteranHandbook.html>

VETERANS BASIC ELIGIBILITY REQUIREMENTS

Veterans Benefits

Veterans Benefits are a form of financial aid that is awarded to eligible persons based on military service. There are currently ten programs that authorize payment of educational benefits to eligible persons.

Chapter 30 & 34/30: Montgomery GI Bill

Establishes a program of educational benefits for essentially two groups or categories of individuals based on their active duty service: individuals entering military service on or after July 1, 1985 and individuals eligible for the Old GI BILL (Chapter 34) as of December 31, 1989, who meet certain eligibility requirements. In most cases, eligibility expires 10 years after release from active duty or 10 years from the date of eligibility (Chapter 34/30 converts).

Full-time **Active Duty** students are encouraged to use Tuition Assistance instead of their Chapter 30 benefits because if veterans benefits are used a student will be paid **only tuition/fees** for the enrollment period and forfeit the equivalent term length in benefit entitlement. Active duty students should consult their Education Services Officer about the Tuition Assistance Program.

Chapter 31: VA Vocational Rehabilitation Program

This program provides educational assistance to disabled veterans who are in need of vocational rehabilitation. To be eligible, a veteran must have a service-connected disability that entitles him/her to disability compensation.

Chapter 32: Veterans Educational Assistance Program VEAP

The veteran must have served on active duty for at least 181 continuous days and enlisted for the first time between January 1, 1977, and June 30, 1985, and signed up prior to April 1, 1987 to make contributions, and can disenroll and later re-enroll while still on active duty. Eligibility ends 10 years from the date of last separation from active duty.

Chapter 1606: Selected Reserve Educational Assistance

This program applies only to members of the Selected Reserve who enlisted on or after July 1, 1985, extended an enlistment, or otherwise extended their obligation for a period totaling six years. Entitlement is not adjusted for the number of dependents. Receipt of an ROTC scholarship or separation from the Selected Reserve terminates eligibility under this chapter.

Chapter 35: Dependents & Survivors Educational Assistance

This program provides educational benefits for the spouse and children of veterans who were permanently and totally disabled or die as a result of a service connected disability.

The applicant must have a VA file number (also known as a claim number usually found on veteran's paperwork). **Payments cannot be made to dependents or survivors without the veteran's file number and a VA assigned suffix code.** The spouse and children of POW's and MIA's may also be eligible. Entitlement is not adjusted for the number of dependents.

APPLICATION PROCEDURES/DOCUMENTS

To apply for your VA educational benefits, you must also apply for admission to OWCC. An application for admission must be submitted to the Admissions/Registrar's Office. You may call, write, visit the campus, or go to <http://www.owcc.edu> for the application. The application for VA benefits, which is obtained from the OWCC VA Office, should be submitted to OWCC with the other required documents. **Check the OWCC website at <http://www.owcc.edu/financialaid/vets/veteranAffairsLinks.cfm> for blank VA forms that can be downloaded.**

Previously Received DVA Educational Benefits:

Students who have received DVA educational benefits (except Chapter 31 and 35 recipients) at another institution or who are returning to OWCC after a break of more than one calendar year need only complete the VA Form 22-1995 (Change of Program or Place of Training). If the veteran's entitlement includes increased benefits for dependents, additional paperwork may be required. Chapter 35 recipients must complete VA Form 22-5495. Applicants for Chapter 31 benefits should contact the DVA Vocational Rehabilitation Office in Ft Walton Beach, FL, at (850) 862-2107 and must re-apply using VA Form 22-1900 unless currently enrolled or transferring directly from another school.

First Time Applicant for Benefits:

Chapters 30, 32, 34/30, 1606: Apply using VA Form 22-1990. Applicants on active duty must have section II completed by their Educational Services Officer. Reservists (Chapter 1606) must submit a DD Form 2384 - Notice of Basic Eligibility (NOBE). All others should submit copies of their DD Form(s)214 covering the entire period of service. Although not required, it may speed the application process if a county clerk or an authorized DVA representative (located at the Pensacola DVA Outpatient Clinic) certifies the DD Form 214. For Chapter 34/30, VA Form 21-686c must be completed if dependents are claimed. Copies of birth and marriage certificates must accompany the VA Form 21-686c. Additional forms may be required for dependent parents and/or dependent children over the age of 18 who are still attending school.

Chapter 31: Applicants for Chapter 31 benefits should contact the DVA Vocational Rehabilitation Office in Ft Walton Beach, FL, at (850) 862-2107 or apply directly to the DVA with a VA Form 28-1900. The VA Form 28-1900 is also available at the County Veterans Services Office. The DVA screens applicants and, if determined eligible, assigns a DVA Vocational Rehabilitation Specialist to the individual. Additional forms may be required to

verify the number and status of dependents. The college must receive VA Form 28-1905, signed by the student's DVA Vocational Rehabilitation Specialist, before the last day to pay fees or before books and supplies are purchased.

Chapter 35: Apply using a VA Form 22-5490. This form is available through the OWCC Veterans Affairs Office. Dependent children must also submit a copy of their birth certificate.

CERTIFICATE OF ELIGIBILITY

After the Veterans Administration Regional Processing Office (RPO) has received the application for benefits and the necessary supporting documentation, the claim will be processed and a file (claim) number will be established (usually the veterans social security number; eligible dependents will use their sponsor's file number). Eligible applicants will receive two **Certificates of Eligibility**. These certificates will indicate the claim number; type of benefit, number of months of eligibility remaining and the date the eligibility expires. Students should submit one copy to the OWCC Veterans Affairs Office and keep the second copy for personal records.

CERTIFICATION PROCESS

After the appropriate VA application and supporting documents are returned to the OWCC Veterans Affairs Office, the original documents are mailed to the VA Regional Processing Office (RPO) in Atlanta, GA. A file is established in the OWCC VA Office that contains copies of all documents forwarded to the RPO. All VA students must submit an OWCC VA Enrollment Certification Request each term indicating the courses and hours to be certified. **It is the responsibility of the student to insure that he or she has requested certification for each term attended. It only takes a few minutes to fill out the form.**

No Certification Request = No Certification = No Money!

In most cases students can be **pre-certified** as allowable by DVA regulations. This process allows OWCC to certify a student for an upcoming term, thereby causing minimal delay in pay of benefits between terms. **An OWCC VA Enrollment Certification request must still be submitted every term even if a student is pre-certified. IT IS NOT AUTOMATIC!** An OWCC Certification Request Form can be downloaded from the OWCC website at <http://www.owcc.edu/financialaid/vets/>.

After a student registers and completes an OWCC VA Enrollment Certification Request a VA Form 22-1999 Enrollment Certification is transmitted electronically to the RPO, a copy is mailed to the student, and a copy is placed in the student's VA file. It can take **at least**

six weeks for the RPO to process enrollment claims. Once entitlement is established the RPO will send the veteran or dependent an **Award Letter**. This letter outlines the amount of money to be received and the entitlement that was reported by the college. Payments are mailed monthly to the address on record with OWCC. Chapter 30 and 1606 students must complete a Monthly Verification to the RPO. **The VA uses a post-payment system and payment will not be made until the Monthly Verification is received and processed by the RPO.**

Chapter 30 and 1606 VA Monthly Verifications Procedures

Chapter 30 and 1606 beneficiaries have **two methods** available for submitting their **VA Monthly Verifications**. Monthly verifications **cannot be accepted** prior to the last day of the month and please submit only once each month.

1. Use **"WAVE"** (Web Automated Verification of Enrollment) to submit VA Form 22-8979 electronically. Access "WAVE" at www.gibill.va.gov.
2. Use **Interactive Voice Response (IVR)** system on the phone. Dial **1-877-823-2378** and follow the instructions.

The IVR is to be used only for "No Change" verifications

VA DEFERMENTS

All students receiving VA educational benefits are eligible to defer their tuition up to 60 days, once per academic year, if they are in good financial standing. VA deferments are offered as a convenience and tuition must be **paid by the deferment deadline** whether or not checks are received from the DVA. Students who are withdrawn from courses for non-payment of VA deferments or OWCC Student Loans have one week to make payment after which their **VA certification will be terminated**.

PROGRAM OF STUDY

All VA students must have an approved Program of Study. **It is the student's responsibility to ensure the OWCC VA Office has an official Program of Study on file.** The Program of Study lists all the courses required to complete the specific academic degree at the college. The Program of Study, signed by the academic advisor, student, and Registrar, **must** be on file in the Veterans Affairs Office **before the end of the first term**. Considerable care should be taken in the development of this plan, as the DVA will consider only courses listed on the Program in making determination of the student's status. Courses not listed are **not** considered when calculating the student's eligibility for benefits. **At the time of registration, make sure courses selected meet the requirements toward your specific degree.**

Note of Caution

OWCC awards only an AA GENERAL DEGREE and, unlike an AS DEGREE, it does not require specific electives for graduation. Therefore, VA students pursuing an AA Degree must take extra care in selecting elective courses because any college credit course can be used as an elective and **will be certified** for VA payment and counted as part of the 24 term hour electives required for graduation.

Students pursuing an AA Degree with a **University Parallel Program of Study (with a specific area of emphasis)**, needed for admission to upper division programs in Florida's public universities, will be certified for only those courses listed on their Official Program of Study.

Veterans are encouraged to make necessary program changes before the start of the term. Academic advisors will not write new Programs of Study during the busy registration period. However, they will make adjustments to a current Program.

Program conflict occurs when the veteran's program of study at OWCC is different than that reported to the DVA on the application for benefits. To resolve the conflict, change the program of study with an OWCC advisor or change the program with the VA by submitting a VA Form 22-1995 or 22-5495 (Chapter 35). Both programs must agree in order to be certified.

ACADEMIC STANDARDS OF PROGRESS

The VA requires that students in receipt of VA benefits maintain satisfactory progress in their chosen program of study. The academic standards of progress for students are listed in the College Catalog. Familiarize yourself with these standards. Veteran students are ineligible for VA benefits beyond two consecutive terms on Academic Warning/Academic Probation. Veteran students will be removed from VA benefits following the second term of their Academic Warning/Academic Probation. If a veteran or dependent is placed on Academic Suspension/Dismissal, DVA benefits will be terminated immediately. Students may be re-certified for veterans' benefits **ONLY** after attaining the minimum required cumulative grade point average and submitting a VA Form 22-1995 or 22-5495 (Chapter 35).

PRIOR CREDIT

DVA regulations require that all-previous education (prior college, CLEP, DANTES, ACT/PEP credits) as well as military training and experience be evaluated by OWCC and, where applicable, be applied to shorten the program of education being pursued. It is the **veteran's responsibility** to ensure that acceptable records are sent to the OWCC Admissions Office for evaluation **no later** than the first term of enrollment. Prior credits received after certification can create an overpayment if the courses apply to the current program of study.

REMEDIAL AND DEFICIENCY COURSES

Remedial and deficiency courses are intended to assist individuals in overcoming weaknesses in particular areas of study such as English composition, mathematics and reading. These courses are approved for VA payment only when the need for training is **established by placement testing**.

NON-APPLICABLE, AUDITED AND REPEAT COURSES (Not required by degree program)

No benefits will be paid for courses that do not meet school requirements for graduation! The following list reflects types of courses that will not be certified for payment, however, this list is not all-inclusive:

- (1) Courses that have been previously completed with a grade of "D" or higher, unless the student's program requires a higher grade. This includes courses transferred from other colleges.
- (2) Courses taken to fulfill requirements at another institution unless a transient authorization is received.
- (3) Courses taken as an audit status or non-credit basis, or courses in which the permanent grade is "non-punitive," e.g., "w".

A degree requirement course in which an unsatisfactory grade is earned can be repeated and will be allowed for payment until successfully completed.

Only during the last term before graduation may a student register for non-applicable courses in order to have enough hours to be full-time. This can be done only once per program and those non-applicable courses may not have been previously successfully completed. For example, if a student needs only 6 hours to graduate in the current term, but wishes to receive full-time benefits, he or she can register for 6 additional hours (or more) of courses that do not have to apply to the intended degree program. This policy **does not** apply to students in the Vocational Rehabilitation Program. The student's case manager must approve any additional courses. Additionally, non-applicable courses may be approved for VA benefits only if they are taken to remove a deficiency in the student's grade point average, and this deficiency is preventing the student from graduating.

DUAL DEGREES

Students are not allowed to receive VA payment for more than one program of study at a particular time. Benefit payments will not be authorized for courses taken to fulfill requirements outside your enrolled program of study.

COURSE LOAD

For the purposes of paying educational benefits, the DVA, not the college, determines what constitutes full, three-quarter, half, and less than half-time training.

Determination of training time for **College Credit courses** for standard length Session 1 Fall and Spring classes is based on **Credit Hours** of enrollment as follows:

Full Time = 12+ credit hours

3/4 Time = 9-11 credit hours

1/2 Time = 6-8 credit hours

Less than 1/2 Time = 5 or less credit hours (payment is for tuition and fees only)

ACCELERATED SESSIONS

Non-standard terms are those with beginning or ending dates other than the regular term dates (Session 2,3,24,37,etc.) and benefits are based on "equivalent" credit hours. Veterans who enroll in nonstandard term courses such as **Mini-Terms and the Summer Terms** should be aware that the DVA determines benefits on a term basis, **not by adding the total credit hours for the term**. For example, a three term hour course during an eight week Fall or Spring Mini-Term is the equivalent of "half-time" for VA payment and "three quarter-time" during a six week Summer Mini-Term.

ATTENDANCE POLICIES

Regular class attendance is required for students receiving DVA benefits. It is the student's responsibility to inform the instructor of an absence prior to or as soon as possible after the absence. It is also the student's responsibility to notify the instructor and the Veterans Affairs Office if he/she is unable to attend class for an extended period of time. Students receiving benefits are identified on the instructor's roster and are reported to the OWCC VA Office if the attendance in a class becomes unsatisfactory. Students who violate OWCC and the VA attendance policies will be withdrawn from classes. The DVA will be notified of the student's failure to adhere to attendance policies and **benefits will be reduced or terminated accordingly**.

CHANGES IN STATUS

All students receiving DVA educational benefits **are required by law** to keep the Veterans Affairs Office notified of the following:

- Change in Program of Study
- Withdrawal from a course
- Enrollment in courses not counted toward degree requirements
- Change of address
- Course substitutions
- Concurrent enrollment at OWCC and another institution
- Change in status of dependents (Vietnam Era veterans only)



VA students must report **in writing** any additions, drops, withdrawals or other interruptions to the OWCC Niceville VA Office.

A separate change of address must be filed with the DVA and the College. Notify the DVA by using the "WAVE" at <https://www.gibill.va.gov> if you are currently receiving VA education benefits, by e-mailing the DVA at atlrpo@vba.va.gov, or by calling (888) 442-4551. In addition, notify **both** the OWCC VA Office and the Registrar's Office in Student Services of any address change.

WITHDRAWALS/NONPUNITIVE GRADES

The law prohibits payment of DVA educational benefits for a course from which the student withdraws or completes and receives a grade that is not used in computing the grade point average (a nonpunitive grade, i.e. "W"). Withdrawals must be reported to the OWCC Veterans Affairs Office. Payment may be allowed if the student submits evidence of mitigating circumstances that is acceptable by the DVA.

MITIGATING CIRCUMSTANCES

Mitigating circumstances are unanticipated and unavoidable **documented** events that interfere with the pursuit of a course and result in the student's receipt of a non-punitive grade. Mitigating circumstances may be claimed by submitting documented evidence when a student withdraws or otherwise incurs an overpayment. Claims may be submitted on a VA Form 21-4138 with an explanation of the circumstances. The DVA considers mitigating circumstances to exist without explanation by the veteran in the first instance of withdrawal from a course or courses totaling not more than six (6) term hours. The decision to accept mitigating circumstances is made by the DVA.

The following are some general categories of mitigating circumstances:

- ☑ Serious illness of the veteran or dependent.
- ☑ Serious illness or death in the eligible veteran's or dependent's immediate family.
- ☑ Immediate family or financial obligations that require a change in terms, hours or place of employment which precludes pursuit of course.
- ☑ Discontinuance of a course by a school.
- ☑ **Unanticipated** active duty military service, including active duty for training.
- ☑ Unanticipated difficulties with child care arrangements.

Examples of unacceptable mitigating circumstances include, but are not limited to, withdrawal to avoid a failing grade, disliking an instructor, too many courses attempted, or a call to active duty that was anticipated before the term began.

VA EDUCATIONAL OVERPAYMENTS

Occasionally, VA students may be overpaid. Overpayments may result from students receiving grades (I, W, X etc) that are not used in computing requirements for graduation. Another major cause may be due to the student's failure to report course changes immediately to the OWCC VA Office or when an instructor reports poor attendance by a VA student. **To avoid overpayment of benefits, students MUST report in writing any changes in credit hours (drop/add), withdrawal, or termination to the OWCC VA Office.** All overpayments must be repaid to the DVA. Interest and administrative fees may be assessed and added to the original amount of the debt until it is cleared. Failure to repay an overpayment will result in adverse credit rating. Debt collection may be turned over to the IRS or a collection agency.

BREAK PAY

This is a benefit paid to DVA students for periods between two consecutive terms provided VA training time is rated half time or more each term. The pay rate is identical to the rate paid on the last day of the term preceding the break. This benefit counts against total DVA entitlement and is automatically awarded unless specifically **denied in writing** when the Enrollment Certification Request is submitted during registration. Break pay cannot be paid if the following conditions exist:

- ☑ The interval exceeds a 56 days.
- ☑ The interval exceeds 30 days and the student is transferring from one school to another but remains in the same program.
- ☑ The student is transferring from one school to another and is changing programs also.
- ☑ The student is on active duty.
- ☑ The student was attending at less than half-time the previous term.
- ☑ The student's entitlement will expire during the break. (It is more advantageous to use it during the subsequent term for chapters 30, 34/30, and 1606 beneficiaries.)

VA WORK STUDY

Veterans and dependents that are enrolled at least three-quarter time are eligible to apply for the DVA Work Study Program. The DVA will pay a non-taxable allowance equal to the federal minimum wage for up to the total number of hours the contract allows, usually 25 hours of work per week. The hours are to be worked during or between enrollment periods.

Possible DVA Work Study employment sites:

Jobs Plus One Stop Career Center (850) 833-7587
409 NE Racetrack Rd • Ft Walton Beach, FL 32547

VA Voc Rehab & Employment (850) 862-2107
411 Racetrack Road • Ft Walton Beach, FL 32547

Eglin AFB Family Support Center (850) 882-9060

Hurlburt Field Family Support Center (850) 884-5442

There are a very limited number of OWCC workstudy positions available at the Niceville Campus, Fort Walton Beach Campus, Hurlburt Field and Eglin Air Force Base Centers. **All applications for work-study positions at OWCC must be made at the Veterans Affairs Office at the Niceville campus.**

FINANCIAL AID

The major categories of financial assistance include grants, loans, scholarships and student employment. Many of these benefits can be used in conjunction with DVA educational benefits. All veterans are encouraged to submit the **Free Application for Federal Student Aid (PELL GRANT)** as soon as the required tax information is available and well in advance of registration. See the college catalog for **priority deadlines to avoid lengthy delays in receiving financial aid.**

MISSING INFORMATION LETTERS

The OWCC Veterans Affairs Office has a review process to notify veterans of problems with their VA educational files. When a problem is noted, our office will generate a letter informing a veteran of missing information or documentation. The most common items in question are the Program of Study and the OWCC Enrollment Certification Request. Please submit the requested documents as soon as possible to continue the certification process and avoid delay of VA benefit payments. Please contact the OWCC Veterans Affairs Office if you have any questions regarding the letters. **DO NOT IGNORE THE LETTERS!**

TRANSIENT AND CONCURRENT ENROLLMENT

Transient or concurrent enrollment exists when a student's approved program includes training at more than one institution. This usually occurs when a student is enrolled in prerequisite courses for transfer to another institution.

To be considered for transient or concurrent enrollment, a student must first be enrolled at OWCC as a "non-degree seeking" student and enrolled in an approved program at their primary institution. To begin certification at OWCC a "**Transient Student Letter**", listing the courses needed at OWCC that will be accepted towards the veteran's degree program at their primary institution, must be on file in the OWCC Veterans Affairs Office. Since cross-enrollment requires both institutions to certify the student, a delay will usually occur before paperwork is processed and benefits paid.



TEACHER CERTIFICATION

Veteran benefits can be paid for a teacher's certificate if the student has never had a certificate or has a certificate in one subject or discipline and now needs a certificate in a **different subject or discipline**. VA benefits cannot be paid for a certificate renewal.

VA students applying for a certificate should write to:

Florida Department of Education
Teacher Certification Section
2325 W. Gaines St., Tallahassee, FL 32399

The applicant will receive a letter specifying what course work is needed for the particular teacher's certificate. The student must submit the teacher's certificate letter to the OWCC Veterans Affairs Office to be certified for the courses listed in the letter.

USEFUL ADDRESSES AND TELEPHONE NUMBERS

OWCC:

Okaloosa-Walton Community College	Veterans Affairs Office.....729-5375
100 College Boulevard	Registrar/Admissions.....729-5373/5374
Niceville, FL 32578	Financial Aid729-5370

UWF:

University of West Florida	Veterans Affairs(850) 474-2262
11000 University Parkway	Admissions(850) 474-2230
Pensacola, FL 32514	Financial Aid(850) 474-2400

Department of Veterans Affairs Regional Processing Office
Post Office Box 100022
Decatur, GA 30031-7022

Toll Free Direct Education Information
1-(888)-GI-BILL-1 (1-888-442-4551)

Department of Veterans Affairs Regional Office
Post Office Box 1437 • St. Petersburg, FL 33731
Toll Free Nationwide 1-(800) 827-1000

WEB ADDRESSES

"WAVE" (Web Automated Verification of Enrollment)
<http://www.gibill.va.gov>

VA Education Homepage
<http://www.gibill.va.gov>

VA Homepage
<http://www.va.gov>



USEFUL ADDRESSES AND TELEPHONE NUMBERS

- Pensacola DVA Outpatient Clinic (850) 476-1100
312 Kenmore Road, Pensacola, FL 32503
Located to the East of US 29 (Pensacola Blvd) behind Groovin Noovins and
Burger King just South of I-10.
- VA Vocational Rehabilitation & Employment Office (850) 862-2107
411 Racetrack Road, Ft Walton Beach, FL 32547
- VA Vocational Rehabilitation & Employment Office (850) 432-0740
1009 North 12th Ave., Pensacola, FL 32501
- DVA Veterans Center (850) 435-8761
202 West Jackson Street, Pensacola, FL 32501
- Veterans Services Office (850) 651-7258
Okaloosa County
Shalimar Courthouse Annex, Shalimar, FL 32579
- Veterans Services Office (850) 892-8140
Walton County
- Eglin AFB Family Support Center (850) 884-9060
- Hurlburt Field Family Support Center (850) 882-5442
- Jobs Plus One Stop Career Center (850) 833-7587
409 NE Racetrack Rd, Ft Walton Beach, FL 32547



An Equal Access/Equal Opportunity Institution