During this period of transition, the Veterans Resource Center will be operating with minimum staff and will be performing many of our services remotely (via telecommunication options). Due to this, there may be delays in responses to emails and phone calls.

To alleviate some of these delays, a list of our most Frequently Asked Questions have been listed below. Please refer to this guide prior to communicating with the department during our temporary closure. If you have questions outside of what is covered in this document, please contact us directly via email at veterans@fullerton.edu or by phone at 657-278-8660.

Accessibility Notice: Our department acknowledges that this document may not be accessible for all students due to a variety of factors. If this document does not meet your needs, please contact us.

For ease of navigation, this document has been organized into three main sections that can be clicked to go to the appropriate page:

Current CSUF Students
Fall 2020 Admits
Prospective Students (Spring 2021 and later)

For current students, it has been further organized into subsections specific to each benefit type:

General/All Benefits
Post-9/11 GI Bill (CH33)
Voc Rehab (CH31)
Montgomery GI Bill (CH30/CH1606)
Dependent’s Educational Assistance (CH35)
Cal Vet Fee Waiver (CVFW)
DoD Tuition Assistance (TA)
CURRENT CSUF STUDENTS

I. All Military-Connected Students

1. When can I register for Summer 2020 courses?

Go to your Student Center and click “Enrollment Appointment(s)”. You can register for classes as soon as the earliest enrollment window opens.

2. When can I register for Fall 2020 courses?

Enrollment appointments for Fall 2020 have not been assigned at this time. Student eligible for Priority Registration (Veterans/Current Military and Dependents Using VA Chapter Benefits) will be assigned a Fall enrollment appointment of April, 10th, 2020.
Note: To see your assigned enrollment window for Fall once assigned, please follow the steps listed in the summer registration question above.

3. I am eligible for Priority Registration, but my earliest window is after March 20th for Summer 2020 and/or after April 10th for Fall 2020 registration. What do I do?

Please send your name and CWID to veterans@fullerton.edu explaining that you were not assigned the priority registration window appropriately.

II. VA Chapter Benefits

General (All Chapters)

1. I have not been paid or received an incorrect payment during the current semester (Spring 2020). Who do I contact?

   VA Chapter Benefits (except Voc Rehab): Contact the GI Bill Hotline by phone at 888-442-4551.

   Voc Rehab: Contact your Voc Rehab counselor directly.

2. How many units/credits is considered full-time for Summer 2020 courses?

   The number of units considered for full-time status during the summer will depend on whether you are a graduate/undergraduate student and level of coursework 500-level or above/400-level and below. See below for details.

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3. Where do I submit certification paperwork?

Please submit all paperwork electronically to veterans@fullerton.edu. Forms can be located in the FORMS section of our website.

4. I want to take classes at another school that apply to my degree at CSUF. How can I certify those courses?

Please submit an electronic copy of your course enrollment/schedule from the other institution along with the complete General Request Form to veterans@fullerton.edu.

Post-9/11 GI Bill (Chapter 33)

1. What if I cannot find in-person coursework for Summer 2020?

If registered in exclusively online classes for a particular session, the VA pays “half the national average” monthly housing allowance (approximately $850) for each full month of training.

2. I am an undergraduate student taking 3 units of 400-level coursework (or below) for a 5-week summer session (A or B). What will my monthly housing allowance be?

a. In-person or hybrid class: 3 units = ¾ time for 5-week terms. VA will pay 80% of the monthly housing rate you are entitled to.

b. Online-only class: 3 units = ¾ time for 5-week terms. VA will pay 80% of “half the national average housing allowance”.

Note: If you are rated below 100%, the VA first calculates your entitlement, then prorates based upon the number of units you are taking (full-time, ¾-time, etc.).

3. I am a graduate student taking 3 units of 500-level coursework (or above) for a 5-week summer session (A or B). What will my monthly housing allowance be?

a. In-person or hybrid class: 3 units = full time for 5-week terms. VA will pay 100% of the monthly housing rate you are entitled to.

b. Online-only class: 3 units = full time for 5-week terms. VA will pay 100% of “half the national average housing allowance”.

Note: If you are rated below 100%, the VA first calculates your entitlement, then prorates based upon the number of units you are taking (full-time, ¾-time, etc.).
4. I am receiving course withdrawal notices from Student Business Services due to a remaining balance on my account. What do I do?

Verify that you have submitted the Certification Request Form to veterans@fullerton.edu.

If you have submitted the form, please check the “Holds” section on your Student Center. You should see the “No Enrollment Cancellation” hold.

If the hold is not there, please email us to apply the hold.

5. How do I use my benefits for a specific term?

Please refer to question 3 of the “General (All Chapters)” section.

Voc Rehab (Chapter 31)

1. When can I get my books, supplies, and parking permit?

Books, supplies and parking emails will be sent out to Voc Rehab students who are certified for the applicable term. This email is typically sent out two weeks prior to the first day of in-person classes.

2. I am receiving course withdrawal notices from Student Business Services due to a remaining balance on my account. What do I do?

Verify that you have submitted the Certification Request Form to veterans@fullerton.edu.

If you have submitted the form, please check the “Holds” section on your Student Center. You should see the “No Enrollment Cancellation” hold.

If the hold is not there, please email us to apply the hold.
3. I have submitted a Certification Request Form, but have not been certified. What could have caused this?

If you submitted a cert request for Summer 2020 and have not been certified, it is likely due to not having an authorization from your Voc Rehab counselor.

If you submitted a cert request for Fall 2020, you will be certified as we get closer to the start of the term to remain in compliance with VA submission timelines.

In either case, please contact your Voc Rehab counselor to ensure they submit authorizations to CSUF for your upcoming terms and verify if they need anything from you as the student.

4. How do I use my benefits for a specific term?

Please refer to question 3 of the “General (All Chapters)” section.

Montgomery GI Bill (Chapter 30/Chapter 1606)

1. How do I verify my attendance and start receiving my monthly stipends?

You can verify your attendance by calling 1-877-823-2378 or electronically at https://www.gibill.va.gov/wave. This verification takes place on the first of the month (verifying attendance during the month prior).

2. How do I use my benefits for a specific term?

Please refer to question 3 of the “General (All Chapters)” section.

Dependent’s Education Assistance (Chapter 35)

1. Does Chapter 35 cover summer session courses?

Chapter 35 benefits can be used for summer courses as long as the courses are required on your Titan Degree Audit or graduate-level study plan.

2. Do I qualify for priority registration?

As a family member of a veteran using a VA Chapter Benefit, you will qualify for priority registration for as long as you remain eligible for the benefit (i.e. have remaining months of entitlement and continue to request certification with the VRC).
3. **How do I use my benefits for a specific term?**

   Please refer to question 3 of the “General (All Chapters)” section.

III.  **Cal Vet Fee Waiver (CVFW)**

1. **How do I apply for the CVFW?**

   Applications must be submitted to the California Veterans Services Office in your county of residence (not the Veterans Resource Center on campus). You can download a copy of the application from their website. The second page has instructions for how to apply and supplemental documents you will need.

2. **When can I apply for the CVFW and how long is it valid for?**

   You can apply for the CVFW at any time, but the typical application window is between mid-April and late-May. This allows time to gather IRS/tax documents and sufficient processing time to have the waiver approved by the Cal Vet Office in time to meet tuition and fee deadlines.

   Once approved, the waiver is good for a single academic year (i.e. for Academic Year 2020-2021, the CVFW will be valid for Fall 2020 and Spring 2021).

3. **Does the CVFW cover the summer session?**

   The CVFW does cover courses during the summer session courses except for in programs where summer attendance is mandatory. If your program mandates (not suggests) summer session courses and you are using the Cal Vet Fee Waiver, please send an email to veterans@fullerton.edu for verification.

4. **Do I qualify for priority registration?**

   Unfortunately, priority registration for veteran/military family members is not extended to students receiving CVFW only (not using VA Chapter Benefit – CH33 or CH35). Therefore, you will be assigned your registration window based upon your academic standing.

5. **What is covered by the CVFW?**

   The CVFW covers state-wide tuition, but does not cover mandatory campus-based fees, additional course fees outside of tuition, parking permits, books, or supplies. For the 2019-2020 academic year, the campus-based fees are $592.36.
6. Does the CVFW include a monthly stipend?

No. The CVFW waives the state tuition. There is no monthly stipend involved unless the student also qualifies for the Dependent’s Education Assistance (Chapter 35) through the federal VA.

IV. DoD Tuition Assistance (TA)

1. How do I use Tuition Assistance at CSUF?

   a. Register your account within your branch’s education system (GoArmyEd, AF Virtual Education Center, etc.).
   b. Register for courses at CSUF that fall within your Titan Degree Audit or graduate study plan
   c. Submit request for TA through branch system and download authorization once approved
   d. Complete VRC Tuition Assistance Form and submit electronically along with your branch authorization via email to veterans@fullerton.edu
   e. Pay remaining tuition/fees balance not covered by branch.

2. I am having difficulty with my branch’s education platform/system. Who do I contact?

   You can contact your Educational Liaison (at your unit) or the branch system’s Help Desk (support ticket or phone number).

   If your concerns are not resolved by the options above, send an email to veterans@fullerton.edu and we will assist with troubleshooting.
FALL 2020 ADMITS

1. I was offered admission for the Fall 2020 term and I am a veteran or currently serving in the military. What do I do next?

Your next steps will depend on what type of educational benefits you are using (if any). See below for details relating to your specific situation:

a. Using Post-9/11 GI Bill (Chapter 33 – 100% eligible):
   i. Submit VA Certificate of Eligibility (from va.gov or letter received in mail) to veterans@fullerton.edu
   ii. VRC will request waiver for $250 enrollment deposit and contact student once it is applied. Applicable “Intake Packet” will be sent via email to student to be completed electronically.
   iii. Student accepts admission and works to clear all remaining holds in the “Holds” and “To Do” sections on student portal. Instructions for each hold can be found by clicking the “details” button for each individual item.
   iv. Students submits assigned intake packet to veterans@fullerton.edu.
   v. VRC will guide student on next steps regarding course registration.

b. Using Voc Rehab (Chapter 31):
   i. Send Voc Rehab counselor Name and Email Address to veterans@fullerton.edu
   ii. VRC will request waiver for $250 enrollment deposit and contact student once it is applied. Applicable “Intake Packet” will be sent via email to student to be completed electronically.
   iii. Student accepts admission and works to clear all remaining holds in the “Holds” and “To Do” sections on student portal. Instructions for each hold can be found by clicking the “details” button for each individual item.
   iv. Students submits assigned intake packet to veterans@fullerton.edu.
   v. VRC will guide student on next steps regarding course registration.

c. Using other VA Chapter Benefit (Chapter 30, 1606, or 35):
   i. VRC will send applicable “Intake Packet” via email to student to be completed electronically.
   ii. Student accepts admission and works to clear all remaining holds in the “Holds” and “To Do” sections on student portal. Instructions for each hold can be found by clicking the “details” button for each individual item.
   iii. Students submits assigned intake packet to veterans@fullerton.edu.
   iv. VRC will guide student on next steps regarding course registration.

d. Using DoD/Branch Tuition Assistance:
   i. Student accepts admission and works to clear all remaining holds in the “Holds” and “To Do” sections on student portal. Instructions for each hold can be found by clicking the “details” button for each individual item.
e. If Cal Vet Fee Waiver only:
   i. Student accepts admission and works to clear all remaining holds in the “Holds” and “To Do” sections on student portal. Instructions for each hold can be found by clicking the “details” button for each individual item.
   ii. $250 deposit is applied toward the campus-based fees not covered by the waiver.

2. What if I already paid my $250 enrollment deposit and accepted my admission offer?

   If you already paid your $250 deposit, your next steps will be to clear any remaining holds/to-do list items noted on the right-hand side of your “Student Center”.

   If you are eligible for the Post-9/11 GI Bill (Chapter 33 – 100%) or Voc Rehab (Chapter 31), you will be refunded the deposit once the VA pays the school for your first term.

3. What if I missed a document submission deadline or other deadline?

   At this time, we are not aware of any extensions to deadlines as a result of COVID-19 closures. However, if you missed a deadline and feel like it was outside of your control, please send an email with a detailed description of your situation to Alex Ortega via email at alortega@fullerton.edu.

   Information regarding your specific deadlines can be found by clicking the following link and selecting the appropriate category (Freshman, Transfer, etc.):

   http://admissions.fullerton.edu/apps/deadlines.aspx

4. What if I was denied admission for the Fall 2020 term?

   If you are a veteran or current service-member, please email our Educational Access Coordinator at alortega@fullerton.edu. In your email, be sure to include the following:

   a. Electronic copies of your Unofficial Transcripts for ALL educational institutions (college, university, CCAF, JSTs)
   b. Electronic copy of your CSUF Denied Admission Letter/Email
   c. Campus-Wide ID (CWID)

5. How do I submit my Joint Service Transcripts or CCAF transcripts to CSUF?

   Please refer to our Military Credit Information Sheet for instructions.
PROSPECTIVE STUDENTS (*Spring 2021 or later*)

1. How do I apply to CSUF for a future term?

   The next application window for Transfer Students will open on August 1st, 2020 for admission in Spring 2021. The next application window for First-Time Freshman will open October 1st, 2020 for admission in Fall 2021.

   *Due to limited staffing, we strongly encourage utilizing our [WEBSITE](https://www.fullerton.edu) for more information, but if you need immediate assistance, please reach out to Alex Ortega via email at alortega@fullerton.edu.*

2. I cannot wait until Spring 2021 to start school and I meet all of the CSUF transfer requirements. What can I do?

   At this point in time, we are beyond the late application extension for military and veterans for the Fall 2020 term. The next opportunity to transfer will be Spring 2021.