

# VETERANS EDUCATIONAL BENEFITS

COM is an approved facility for Veterans Administration (VA) educational training. COM's Office for Veteran Success assists Veteran students and their eligible dependents in securing VA educational benefits by processing GI Bill® and Hazelwood applications, monitoring academic progress, and providing referrals to other agencies. The office also provides advising and counseling to Veterans and their dependents. Students may contact the Office for Veteran Success at 409-933-8455 or email [comvets@com.edu](mailto:comvets@com.edu). Additional information and resources related to Veterans' benefits is available at <https://www.com.edu/veterans/resources.html>.

## Veterans Standards of Academic Progress

VA Education Benefits and the Texas Hazlewood Exemption require students to show progress towards completion of their selected credential. Satisfactory progress toward completion will follow the same guidelines as set forth by the Financial Aid Department for College of the Mainland. [Standards of Progress, CFR 21.4253 (d) (1)(ii)]

Students are certified for educational benefits according to the classes on their approved academic degree plan. Education benefits may be interrupted if any of the following should occur:

- The student registers for classes that are not specified as necessary for the declared program of study. Depending on circumstances, deficiency or remedial courses may be certified for benefits, but must be taken in residence.
- The student registers for a repeated course already completed with a passing grade. The student is responsible for all tuition and fees associated with that course.
- The student fails to submit all previous college transcripts, including military transcripts, for evaluation.
- The student fails to maintain Satisfactory Academic Progress as defined by the college.

## Appeals for Unsatisfactory Academic Progress

If VA or Hazlewood benefits are suspended due to Unsatisfactory Academic Performance, an appeal option is available. For students using VA benefits, the appeal will be handled by the Financial Aid Department. For students using the Hazlewood Exemption, the appeal will be handled by the Office of Veteran Success. Students will be notified when they submit a Request for Certification packet whether their benefits have been suspended, and if so, the steps needed to submit an appeal.

## Requesting Military Transcripts

All service members will have a military transcript. VA requires that this official transcript be on file with the College to verify due diligence to apply credit for prior experience. Below are the links to obtain the transcript. Please have all official transcripts directed to: ATTN: Admissions, 1200 N. Amburn Road, Texas City, Texas 77591.

*U.S. Air Force*

Airmen may request Air University (AU) and Community College of the Air Force (CCAF) transcripts here: <https://www.airuniversity.af.edu/Barnes/CCAF/Display/Article/803247/community-college-of-the-air-force-transcripts/>.

*All other service branches:*

All other branches of the U.S. Armed Forces may request transcripts here: <https://jst.doded.mil/jst/>.

## Payments and Refunds

Students utilizing the Hazlewood Exemption, the Post-9/11 G.I. Bill ® , or VR&E:

Tuition for covered classes and most fees will be covered by the benefit. If the student has submitted a complete Request for Certification Packet and submitted it to the Office for Veterans Success in a timely manner, then the student will not need to establish a payment plan. EXCEPTION: Inclusive book charges are only covered by VR&E. Students not using VR&E will need to pay for those charges out of pocket or with another benefit (such as the Pell Grant or a scholarship).

Students using all other VA benefits:

These benefits pay directly to the student. The student will need to establish a payment plan for their classes.

Any refunds due to a student will be processed according to regular College policy.

## Avoiding Overpayment Difficulties

Students must meet with their Veteran Advisor before withdrawing from any course to minimize an overpayment from the VA. A grade of "W" or "FN" must be reported to the VA Regional Office and may result in repayment of benefits received for the course(s). Repeated courses where a punitive grade of "F" was received must also be reported to the VA Regional Office and may result in a repayment of benefits received for the course(s).

If the College must send payments received from VA back to VA, this may create a student debt to the College. Similarly, a student who has received any stipends from VA will have a debt to the VA.

If a student receiving VA benefits withdraws from a course(s) or receives notification that a course(s) has been canceled, the student must report this information to COM's Office for Veteran Success immediately. Veterans, spouses and dependents can submit an updated copy of their Registration and Fee Statement via [comvets@com.edu](mailto:comvets@com.edu). Prompt reporting may help to minimize overpayment amounts.

## Orders for Active Duty or Training

If a student is called into active military service or required training or is required by the government to move to a new location that prohibits completion of the course work, then the student will have the following option:

- Arrange alternative deadlines within the semester with instructors for the classes missed, OR
- Request a withdraw as of before the first day of the semester, OR
- Drop the class(es) and receive a "W," OR

- Request an Incomplete in the class with the option to return and finish the class after service is completed.

Students should discuss the Incomplete option with their instructor to determine if the option is in their best interest academically.

Students must submit appropriate documentation for review to the Office for Veteran Success *before* leaving on orders if possible. Students should note that a withdrawal dated as of before the first day of class may result in the College returning to VA any tuition paid to the College, and the student returning to VA any book or housing stipend received from VA.

***\*GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <https://www.va.gov/education/about-gi-bill-benefits/>.***