

# Frequently Asked Questions

## How can I receive a Certificate of Eligibility (COE)?

Visit the **VA Education Benefits** website to complete an application for Educational Benefits. You may also call 888-442-4551 to complete the application over the phone. The VA will mail you your COE in 6 weeks. Your COE will determine your eligibility of Educational Benefits.

## Where can I get a replacement copy of my DD214?

You can replace your DD214 by visiting this [page](#)

## When do I receive my payments?

Please note: You can find the Veterans Certification of Benefits Deadline for new students to ensure VA housing allowance on the [Academic Calendar](#)

- **Spring 2024:** If all of your paperwork has been turned in **before December 1st, 2023**, your first payment will be issued on **March 1st, 2024**.
- **Winter Intercession 2024:** If all of your paperwork has been turned in **before December 1st, 2023**, your first payment will be issued on **February 1st, 2024**.

Failure to meet the deadlines outlined above will **result in a delay of payments**.

## Who do I contact if I have not been paid?

Please contact Payments & Eligibility at 888-442-4551 directly to inquire about payments and other benefit inquiries

## Why did I not receive the full Basic Allowance Housing (BAH)?

There are multiple reasons why you could have not received your full BAH. Please contact the VA Educational Benefits to inquire about your specific situation.

Here are some details to keep in mind for those interested in receiving a full BAH:

- A student must take **at least one in-person course each semester/term** to receive full BAH
  - **Fall/Spring Semesters:** A student must have a full-time status (be enrolled for a **minimum of 12 units**)
  - **Summer Terms:** A student must have a full-time status (be enrolled for a **minimum of 6 units**)
  - **Winter Terms:** A student must have a full-time status (be enrolled for a **minimum of 3 units**)
- The VA determines the **percentage of benefits you are eligible** for on your Certificate of Eligibility (COE)

## Can I use Financial Aid while using my Educational Benefits?

Yes, Veteran and Dependent students are encouraged to apply for Financial Aid. Please contact Dennis Matsumoto at [dennis.matsumoto@evc.edu](mailto:dennis.matsumoto@evc.edu) to inquire about the types of aid you may qualify for.

## If I fail a class, do I need to pay the VA back?

No, if you receive a "F" for one of your courses, the VA will not ask you to pay for the course. If you receive a "FW" (Failed to Withdraw), you will need to pay the VA for that course(s).

## Can I get certified if am placed on Academic Probation?

- There are two levels of Academic Probation (AP) at Evergreen Valley College. AP is calculated for students who held a full-time status during the semester/term.
- If your overall GPA as a full-time student falls below a 2.0, you will be placed on Level 1 Academic Probation.
  - You can still be certified for the following semester/term, however, we encourage you to meet with our VFC Counselor to get assistance with raising your GPA.
- If your overall GPA as a full-time student remains below a 2.0 the consecutive semester and after being placed on Level 1 AP, you will be placed on Level 2 Academic Probation.
  - Once you are placed on Level 2 AP, the Certifying Official can no longer certify your paperwork.