

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](#)

- **Fall:** If all of your paperwork has been turned in **before August 1st**, your first payment will be issued on **October 1st**.
- **Winter Intercession:** If all of your paperwork has been turned in **before December 1st**, your first payment will be issued on **February 1st**.
- **Spring:** If all of your paperwork has been turned in **before December 1st**, your first payment will be issued on **March 1st**.
- **Summer:** If all of your paperwork has been turned in **before May 1st**, your first payment will be issued on **July 1st**.

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 3 units for 4 week courses, 4 units for 6 week courses, and 5 units for 8 week courses**)
 - **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 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?

- A student who has attempted at least 12 semester units of college courses and has a cumulative grade point average of less than 2.0 will be placed on Academic Probation I.
- A student on Academic Probation I who does not raise their cumulative grade point average to 2.0 or higher in the following semester will be placed on Academic Probation II.
 - Veterans lose certification for Veterans Benefits after two semesters of academic probation.
- A student on Academic Probation II who does not raise their cumulative grade point average to 2.0 or higher in the following semester of attendance will be dismissed. The first time a student is dismissed, he or she may apply for readmission