

Welcome Veterans & Dependents of Veterans

Welcome to the [Office of Veterans Services](#) at Coconino Community College. Thank you for your sacrifice and service to our country. CCC provides services to Veterans and dependents of Veterans who may be eligible for educational assistance from the U.S. Department of Veterans Affairs. Services include Veterans educational benefits, tutorial assistance and services for disabled veterans. If you have any questions about your Veterans education benefits please do not hesitate to contact CCC Veterans Services located in the Veterans Center, room 129 at the Lone Tree Campus 928.226.4309. Please visit [Veterans Services](#) to learn about resources available for your education.

A college education is one of the most important investments you can make in your future. CCC is committed to helping you bridge the gap between your personal resources and the cost of attending college. Many resources in addition to your Veterans Benefits are available, including grants, scholarships and loans. Visit [Financial Aid](#) for more information regarding these options.

Benefit Chapters

[Chapter 33 Post 9/11 GI Bill®](#): The Post-9/11 GI Bill® is an education benefit program for individuals who served on active duty for at least 90 days of aggregate service on or after September 11, 2001 or were discharged with a service-related disability after 30 continuous days. Under this chapter, eligible participants (veterans, service members, and dependents) pursuing a VA approved training program may receive the following benefits at a percentage based on the length of active duty service:

- Cost of tuition and fees, not to exceed the most expensive in-state undergraduate tuition at a public institution of higher education (paid directly to the school);
- Monthly housing allowance, based on rate of pursuit, (paid directly to the student). The rate is determined by the Veterans Administration and increases annually;
- Yearly books and supplies stipend of up to \$1000 per year (paid directly to the student).

[Chapter 31 Vocational Readiness and Employments \(VR&E\)](#): Veterans Administration

VR&E is available to service members who have a minimum of 10% Service Connected Disability Rating. Eligible participants pursuing a VA approved training program may receive the following benefits:

- Cost of tuition and fees, not to exceed the most expensive in-state undergraduate tuition at a public institution of higher education (paid directly to the school);
- Monthly housing allowance, based on rate of pursuit, (paid directly to the student). The rate is determined by the Veterans Administration and increases annually;
- Books and supplies from the CCC Follett Bookstore at a rate determined by the student's VR&E Counselor for each term and paid directly to the bookstore.

[Chapter 30 Montgomery GI Bill®](#), [Chapter 1606 Montgomery GI Bill® Select Reserve](#), and [Chapter 35 Survivor's and Dependent's Educational Assistance Information](#):

- Receive a monthly housing allowance based on their rate of pursuit as determined by the Veterans Administration and paid directly to the student.

Military Tuition Assistance (TA) Program Information

- Cost of tuition for approved courses not to exceed \$250 per credit with an annual ceiling of \$4,500.
- TA funds are earned by the student on a proportional basis through the 60 percent point of attendance of the period for which the funds were provided. For example, if the student has attended 35.5% of the semester, they have earned 35.5% of their TA funds. If the student has attended 60.1% of the semester they have earned 100% of their TA funds.

Specific questions about eligibility for VA benefits should be addressed to the VA at <https://www.va.gov/education/>

Apply for Veteran Educational Benefits at <https://www.va.gov/education/how-to-apply/>

If you are eligible for the GI Bill® benefit, or any other VA Education Benefits, you are also encouraged to complete the Free Application for Federal Student Aid (FAFSA) form each academic year.

CCC Veteran students may submit completed paperwork to Coconino Community College Veterans Services by [Secure Upload](#); in person at the Lone Tree Campus; or by mail:

CCC Veterans Center
2800 S Lone Tree Rd
Flagstaff, AZ 86005

If you are a first time user of VA Education Benefits, you must first apply for benefits on the [CCC's Veteran Forms page](#) or the [Veterans On-Line Application](#). If you have not yet applied to CCC, you may do so by completing the [CCC Admissions Application](#).

Required Paperwork

First time user:

- Copy of DD 214 (Member 4 copy Ch 33, 30)
- DD 2384 Form Notice of Basic Eligibility (NOBE) (Ch 1606 Reserve/Guard Unit this form can be picked up from their units Educational Officer or at [ARNG-National Guard Benefits Online](#))
- VA Certificate of Eligibility (required for all chapters)
- [Request for Certification of Educational Benefits](#) (required for all chapters)
- [Veterans Promissory Note](#) (required for Ch 30, 35, & 1606)

The **Request for Certification of Educational Benefits** and **Veteran Promissory Note** forms are needed in order for a “hold” to be placed on the student’s account that will prevent courses from being dropped for non-payment. They also serve the purpose of notifying the SCO of the intent to use VA benefits for the term. These forms may be located at [Veteran Forms](#).

Required Paperwork

Continuing Students:

Students, who have received Veterans benefits at CCC previously, must complete the Request for Certification of Educational Benefits form (required for all chapters) **each semester** in order for certification of courses with the VA. For Chapters 30, 35 and 1606 the Veteran Promissory Note is also required. All Veteran Forms can be located on [Veteran Forms](#).

Required Paperwork

Transfer Students:

This process is for transferring students from another college or university where they have already used VA educational benefits. Students may submit completed paperwork to Coconino Community College Veterans Services by [Secure Upload](#); in person at the Lone Tree Campus; or by mail:

CCC Veterans Center
2800 S Lone Tree Rd Flagstaff,
AZ 86005

- [CCC Admissions Application](#) (If you attended CCC previously check with Registration and Enrollment Services to determine if a new Admissions Application is necessary)
- [VA Form 22-1995](#) (Ch 33, 30, 1606)
- [VA Form 22-5495](#) (Ch 35)
- [Request for Certification of Educational Benefits](#) (Required for all chapters)
- [CCC Veteran Promissory Note](#) (Ch 30, 35 and 1606)
- Official academic transcripts from **all** previously attended colleges, universities, and trade/vocational schools regardless of whether Veteran's educational benefits were used at the institution. Joint Services Transcripts from military training are required as well. Prior to any certification, all official transcripts must be received and evaluated by CCC's Registration and Enrollment Services. Please allow two weeks from the receipt of the official academic transcript(s) to be evaluated. All applicable credit hours for your degree/program will be transferred.

General information: New applicants please allow 6 to 8 weeks for your paperwork to process through the Department of Veterans Administration once it leaves our office.

Changes: As required by law, changes must be reported to our office immediately. This includes name, address, telephone number, degree changes, and class schedule changes (class additions and withdrawals) and National Guard/Reservists mobilizations. Please contact CCC's Veteran Services for procedures in case of military activation.

Concurrent Enrollments: A student may take courses at more than one school that apply to his or her degree plan. The school that will grant the degree is the student's "primary" school. All other schools are "secondary" schools. The primary school will send a Concurrent Enrollment Letter (a Parent Letter) to the secondary school to certify his or her VA benefits for courses taken at the secondary school. Students must request an official transcript be sent to the primary institution once grades have posted for the term.

Class time frame: Please be advised of classes that have different start and end dates. For example, our "Fast Track" classes might be 8 weeks or just a weekend long. The VA treats each course you are enrolled in as a separate unit and pays your benefits accordingly. When the course ends, it is no longer counted by the VA as part of your enrollment. See chart below to determine Rate of Pursuit.

Undergraduate Credit Hour Equivalency Table

Hours by Semester	WEEKS PER SEMESTER														
	15 to 19	14	13	12	11	10	9	8	7	6	5	4	3	2	1
12+	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
11	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
10	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
9	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
8	1/2	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
7	1/2	3/4	3/4	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT	FT
6	1/2	1/2	1/2	3/4	3/4	3/4	FT	FT	FT	FT	FT	FT	FT	FT	FT
5	<1/2	1/2	1/2	1/2	1/2	3/4	3/4	3/4	FT	FT	FT	FT	FT	FT	FT
4	<1/2	<1/2	<1/2	1/2	1/2	1/2	1/2	3/4	3/4	FT	FT	FT	FT	FT	FT
3	1/4	1/4	<1/2	<1/2	<1/2	<1/2	<1/2	<1/2	<1/2	3/4	3/4	FT	FT	FT	FT
2	1/4	1/4	1/4	1/4	1/4	1/4	<1/2	<1/2	<1/2	<1/2	<1/2	3/4	FT	FT	FT
1	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	1/4	<1/2	1/2	3/4	FT

Dropping classes: CCC must report any changes in enrollment to the VA. This has an impact on your benefits. Please contact the Veterans Center before you drop a class. If you have an extenuating reason to drop a class, we need to report that to the VA. Otherwise, they may require you to return all the money that was received for that class from the first day of school. Please be aware if you drop a course, or courses, the VA will calculate the amount of tuition that you earned prior to the withdrawal. The VA will then access a debt to the school for the unearned amount of tuition paid to CCC. CCC will then bill you for that amount.

Monthly Certification: Chapters 30, 33, and 1606 students must verify their enrollment monthly by **Web Automated Verification of Enrollment (WAVE)** or by **Interactive Voice Response (IVR)**. The preferred method is WAVE, which includes features not in IVR. **WAVE** allows students to verify their enrollment on the Internet. [WAVE](#) is the Education Service web site.

Students can verify their enrollment on, or after, the **last** calendar day of each month. You must have a current or active benefit award in order to verify enrollment. Active records are those with activity in the last 12 months.

Housing benefits are always paid one month in arrears. Your housing allowance payment is for the previous month of enrollment.

The [WAVE](#) system permits students to perform a multitude of functions. For instance, students may:

- Verify that their enrollment has not changed
- Report a change in their enrollment
- Change their mailing address
- Initiate or change their direct deposit information
- View their enrollment period and monthly benefit amount
- View their remaining entitlement
- Sign up for a monthly e-mail reminder

IVR allows students to “phone in” (1-877-823-2378) their monthly verification if there are no changes to the enrollment during the previous month. If there were, changes in the enrollment the student must use the WAVE system or speak with an Education Case Manager at 1-888-442-4551. The monthly verification of enrollment procedure has not been adopted for chapters 31 and 35.

Tutorial Assistance: This is for students who are using educational benefits and need tutoring during the semester. Students can receive additional VA assistance to defer the expenses incurred for tutoring services. To utilize this, the student must obtain a letter from the instructor indicating the exact tutoring needed, select a tutor and submit the VA Tutorial Assistance form, 22-1990t, to the Veteran Services Office, Coconino Community College, at the Lone Tree campus. The amount paid is at the rate of the monthly tutoring cost not to exceed \$100.00 per calendar month. The maximum amount payable is \$1200.00 with the first \$600 coming from the VA and the last \$600 being deducted from the student's remaining entitlement. Dependent students, Chapter 35, receive up to \$1200 without entitlement being charged.

Tuition Postponement

Per Title 38 United States Code Section 3679(e), CCC will not impose any penalty, including assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, because of the individual's inability to meet the financial obligations to the institution due to the delayed disbursement of eligible funds from VA under Chapter 31 or 33. A covered individual is any individual who is entitled to educational assistance under Chapter 31, Vocational Readiness and Employment, or Chapter 33, Post-9/11 GI Bill® benefits. Covered individuals must have a Certificate of Eligibility on file and have requested to use entitlement by submitting a Request for Certification of Education Benefits form.

Individuals utilizing benefits under **Chapter 30 Montgomery GI Bill®** or **Chapter 35 Survivor's and Dependent's Educational Assistance** program benefits, must also have a Certificate of Eligibility on file and have requested to use entitlement by submitting a Request for Certification of Education Benefits form. In addition, a [CCC Veteran Promissory Note](#) must be submitted.

Individuals utilizing **Chapter 1606 Montgomery GI Bill® Select Reserve**, must provide a DD2384 Notice of Basic Eligibility, complete the Request for Certification of Education Benefits form, and the Veteran Promissory Note.

Those using **Military Tuition Assistance Program**, active duty from any military branch, National Guard and Reserve Component service members, must have an approved education plan in place with their specific service

branch. They will also need to complete the Request for Certification of Education Benefits form and the Veteran Promissory Note.

Veterans Satisfactory Academic Progress Policy

This [Satisfactory Academic Progress Policy](#) applies to all students utilizing VA Education Benefits. The terms "Veterans" and "Veteran students" refers to students eligible for and receiving VA Education Benefits.

- Grades are published at the end of each semester.
- Students are placed on academic probation when their cumulative grade point average is less than 2.00. Veterans on academic probation maintain eligibility for Veteran benefits.
- Students on academic probation have two regular (fall and spring) semesters to raise their cumulative grade point average to 2.00, or they will be placed on academic suspension.
- Veterans on suspension are not eligible for Veteran educational benefits.
- Students on academic probation or suspension must meet with an academic advisor.
- Students may appeal academic probation or suspension, by submitting a letter to the Office of Registration and Enrollment.

Military Activation

To assist students attending Coconino Community College (CCC) who are members of the Reserve or National Guard (both US citizens and foreign nationals) when called for military active duty students can complete the [Military Activation Form](#) (MAF). The student would contact the School Certifying Official (SCO) in the Veteran Services Office, indicating activation for military duty and provide a copy of their Military Duty Activation orders. The student would then complete the MAF and choose from one of the options below based on the point in the semester the student is called to military active duty.

- **Remain Enrolled in Courses:**
Students who wish to remain in their courses while activated may contact their instructors prior to departure to see if it is possible to complete the course requirements remotely. It is at the instructor's discretion to approve the student remaining in the course. It is the student's responsibility to complete the course during the normal timeframe of the course if an agreement is made with the instructor. A written agreement between the instructor and student must be provided to the Veterans Services Office to be placed in the student's file.
- **Administrative Incomplete:**
Each instructor will submit a Student Incomplete Contract to the Registrar. The Registrar will administratively assign a grade of Incomplete to the transcript for each course. Appropriate documentation will be placed in the student's educational record. Requesting a grade of "I" (Incomplete) must adhere to the rules of Procedure 303-05 Grading.
- **Administrative Drop with Refund:**
Completion of the MAF will initiate the refund request, and the student will not be required to complete the Refund Request Form through Student Accounts. Student will receive a 100% refund of all tuition and fees. This refund will be applied toward the original payer of the tuition and fees, which may include Federal Financial Aid, Department of Veterans Affairs, or the student. Federal Financial Aid will be

adjusted or refunded in accordance with existing College and Federal policies. Requesting an administrative withdrawal must adhere to the rules of Procedure 501-11 Student Withdrawal. The College will work with the student to re-enroll in courses upon return from Military Active Duty without penalty.

Reservists who are fulfilling their annual two-week active duty drill training do not complete a MAF and are not covered by the above procedure. Reservists are encouraged to schedule their drill time during periods when classes are not in session. When this is not possible, and the student's drill time lands within the semester, the instructor and student are encouraged to work together to meet the requirements of the course during the student's absence. Students may not be penalized for military responsibilities, including drill training if they satisfy all work required for the class as agreed upon by the student and the instructor.

In some instances, reservists may be called to duty or scheduled for drill training during finals week. If this occurs, the student should work with the instructor to adjust their finals schedule prior to the deployment without the use of a MAF.

Principles of Excellence

Executive Order 13607, Principles of Excellence was enacted by President Obama on April 27, 2012 to ensure "...that Federal military and veteran's educational benefits programs are providing service members, veterans, spouses, and other family members with the information, support, and protection they deserve..." (Executive, 2012, para. 1).

Under the Principles of Excellence, Coconino Community College agrees to:

- Provide students with a personalized form covering the total cost of an education program
- Provide educational plans for military and veteran education beneficiaries
- End fraudulent and aggressive recruiting techniques and misrepresentations
- Accommodate service members and reservists absent due to service requirements
- Designate a point of contact to provide academic and financial advice
- Ensure accreditation of all new programs prior to enrolling students
- Align institutional refund policies with those under Title IV, which governs the administration of federal financial aid programs.

General information regarding each military branch and service

- [Department of Defense](#)
- [US Air Force](#)
- [US Army](#)
- [US Coast Guard](#)
- [US Marine Corps](#)
- [US Navy](#)
- [House Committee on Veteran Affairs](#)
This site provides up-to-date news and information on legislation and legislators working for veterans and veteran's benefits issues.
- [National Archives and Records Administration](#)
This site can assist students looking for past military service records.
- [Lost DD214](#)

Obtaining misplaced DD214 (Military Discharge) records.

- [The Vet Center - Phoenix](#)
The Vet Center in Phoenix, provides a variety of counseling services to veterans and their families, including post-war adjustment assistance. Vet Center (602) 379-4769.

Important Phone Numbers

Educational Benefit Inquiries	1.888.442.4551
Automated Monthly Verification	1.887.823.2378
Direct Deposit and Address Changes	1.877.838.2778
Debt Management Center	1.800.827.0648
Compensation and Pension	1.800.827.1000
Vocational Rehabilitation and Employment	1.800.827.1000 (Press 1, then 0)
Headstone and Markers	1.800.697.6947
Life Insurance	1.800.669.8477
Gulf War Vets Help Line	1.800.749.8387
Loan Guarantee	1.888.232.2571
Veterans' Health Care	1.877.222.8387
Mammography Help Line	1.888.492.7844
CHAMP/VA Spina Bifida	1.800-733-8387