

# FTCC

## STUDENT VETERAN HANDBOOK



Fayetteville Technical Community College  
2201 Hull Road ~ PO Box 35236  
Fayetteville, NC 28303

[Fayetteville Technical Community College website](#)  
[FTCC Veterans Facebook website](#)

# PRESIDENT'S WELCOME



Welcome to Fayetteville Technical Community College!

On behalf of the faculty, staff, and board of trustees, I take pride in welcoming you and in extending thanks to you for choosing Fayetteville Tech to serve your educational needs.

We find the reasons vary for our students' selection of Fayetteville Tech as their college of choice: some are here to prepare for entering the workforce; others use Fayetteville Tech as a firm foundation for obtaining a two-year degree and transfer to a four-year college or university after graduation; some students seek a diploma or certificate program to quickly obtain knowledge and expertise in specialized areas where courses provide transfer credits to other colleges. Whatever your goals are or whatever your personal reasons are for choosing Fayetteville Tech, we want you to know that it is our privilege to serve you.

In addition to offering over 200 programs of study leading to the award of associate degree, certificate, or diploma (with many programs offered 100 percent online), Fayetteville Tech offers extensive support services to help you achieve your academic goals. I encourage you to stay focused, work hard, and take advantage of the many opportunities that await you at Fayetteville Tech.

Fayetteville Tech is honored to serve the men and women who protect our country as service members of our Armed Forces and their families. We invite you to learn more about the unique, flexible learning options available for soldiers by visiting our website and clicking on the heading "Military & Veterans."

A good education is the avenue that leads to new hope and fulfillment of dreams through successful careers in the workforce. Many jobs require an associate degree. Fayetteville Tech will help you be on your way to achieving your goals through educational opportunities that can be obtained conveniently, expeditiously, and affordably.

With fifty years of excellence in serving students, Fayetteville Technical Community College is positioned well to serve you. Thank you for choosing Fayetteville Tech, welcome to our beautiful campus, and always do your best to make the most of your learning journey.

Sincerely,  
J. Larry Keen, Ed.D.  
President

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# FTCC VETERANS SERVICES OFFICE

The FTCC *Veteran Services Office (VSO)* and The *All-American Veteran Center* are located in the General Classroom Building (GCB), Suite 202, on the main campus. Please feel free to use the Veteran Center for study time, to print assignments, or just to relax between classes and enjoy the company of other Veterans.

Our VSO staff are here to assist you. Our School Certifying Officials (SCO) are very knowledgeable in veteran educational benefits and will provide you with a clear understanding of your entitlements. Please be aware that the office will become very busy during the weeks leading up to registrations. Please make optimal use of the FTCC website and your WebAdvisor for information and registration.

The VSO employs several student veterans through the Veterans Work-Study program. Our work-study staff are well trained to assist and answer most questions you may have. We rely on these students to assist us with many aspects of your VSO services experience. Let them know what your questions are; chances are they can answer the question and have you on your way.

## **VSO FULL-TIME STAFF**

Tony Murphy, USAF (Ret)  
Director of Veterans Programs

Robert Henry, USN (Ret)  
Veteran Services Specialist  
School Certifying Official (SCO)

Gerald Page  
Veteran Services Technician  
School Certifying Official (SCO)

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Ann Marie Kallhoff, USA (Ret)  
Assessment Retention Specialist  
School Certifying Official (SCO)

# Admissions Enrollment Checklist

- 1) **ADMISSIONS APPLICATION:** <http://www.faytechcc.edu/apply-now/>
  - 2) **FINANCIAL AID APPLICATION:** <https://studentaid.ed.gov> (School Code is 007640)
    - a) Visit the Tony Rand Student Center Room 2
  - 3) **SUBMIT OFFICIAL TRANSCRIPTS:**
    - a) Official high school or High School Equivalency (formerly GED) transcript indicating graduation date
    - b) Notarized homeschool student transcript bearing the state homeschool registration ID
    - c) Students using Veterans Educational Benefits must submit official transcripts for all institutions attended
    - d) All transcripts must be official and can be delivered:
      - Hand carried (unopened) to: Tony Rand Student Center Room 3
      - Mailed to:  
Fayetteville Technical Community College Admissions Office  
PO Box 35236 2201 Hull Road  
Fayetteville, NC 28303
      - Electronic Transfer by E-Script: [admissions@faytechcc.edu](mailto:admissions@faytechcc.edu)
      - Joint Service Transcript (JST) may be ordered at: <https://jst.doded.mil/official.html>
  - 4) **SCHEDULE to take the NC DAP Assessment** (waiver exemption if applicable)  
<https://www.faytechcc.edu/entrance-assessment.html>
  - 5) **ORIENTATION:** Tony Rand Student Center - Student Email, WebAdvisor, BlackBoard assistance
  - 6) **REGISTER FOR CLASSES:**
    - a) New students visit the Tony Rand Student Center Information desk to see an Admissions Counselor
    - b) Current students: see your advisor, Tony Rand Student Center, or self-register online via *WebAdvisor* at <https://webadvisor.faytechcc.edu>
    - c) Health students: visit Health Technology Center Room 202
    - d) Cosmetology: visit Cosmetology Services Educational Center Room 2A
  - 7) **VETERANS SERVICES OFFICE:** See page 6 if using VA Educational Benefits for checklist
  - 8) **PAY TUITION:** Pay via WebAdvisor or Thomas R. McLean Administration Building Cashier
    - a) <https://www.faytechcc.edu/business-finance-office/tuition-fees>
  - 9) **STUDENT ID CARD:** General Classroom Building Room 102A
    - a) Required documents: Class schedule and proof of payment for tuition/fees
  - 10) **PARKING DECAL:** General Classroom Building Room 102-F
    - a) Required documents: Vehicle registration, valid FTCC student ID card and handicap registration (if applicable)
  - 11) **JOBS CENTER:** Career Development Center: Center for Business and Industry Room 135
  - 12) **UNIVERSITY OUTREACH:** Horace Sisk Building Room 610F
  - 13) **DISABILITY SUPPORT SERVICES:** Tony Rand Student Center Room 127
- 5 Refer to the FTCC website for the most current information. Go to [www.faytechcc.edu/military-veterans/](http://www.faytechcc.edu/military-veterans/)

# Fayetteville Technical Community College - Veterans Services Enrollment Checklist

## **1) APPLY FOR VA EDUCATIONAL BENEFITS:**

- a) Initial application online at <https://explore.va.gov/education-training>
  - i) Veterans - VA Form 22-1990
  - ii) Dependents – VA Form 22-5490
  - iii) Transfer of Eligibility (ToE) students – VA Form 22-1990e
  - iv) Vocational Rehabilitation & Employment (VocRehab) – VA Form 28-1900
- b) Request for Change of Program or Place of Training
  - i) Veterans and ToE students – VA Form 22-1995
  - ii) Dependents – VA Form 22-5495
  - iii) Students applying for Ch33 in lieu of (or relinquishing) another benefit – VA Form 22-1990

## **2) SUBMIT OFFICIAL TRANSCRIPTS FOR ALL COLLEGES/UNIVERSITIES ATTENDED (REQUIRED):**

- a) Joint Service Transcript (JST) can be requested from [www.jst.dod.mil](http://www.jst.dod.mil)
  - i) *A grace period of two semesters will be given prior to withholding future certifications. Ensure all transcripts have been received and evaluated by the FTCC Admissions office*

## **3) COMPLETE NEW VETERAN STUDENT INTAKE FORM ONLINE:**

- a) <https://www.faytechcc.edu/military-veterans/veterans-services/new-veteran-student-intake-form/>
- b) Paperwork to submit includes
  - i) **Certificate of Eligibility (COE)**
    - (1) Confirmation page of online application can be temporarily accepted until COE is received.
    - ii) **DD-214** (Member 4) or Notice of Basic Eligibility (NOBE)
- c) Dependents using Chapter 35 benefits must have sponsor's social security number to submit intake form.

## **4) SUBMIT THE REQUIRED FTCC ONLINE ENROLLMENT CERTIFICATION REQUEST FORM:**

- a) Notifies the Veterans Services Office of the student's intention to use VA educational benefits
- b) Authorizes the School Certifying Official (SCO) to certify course enrollment to VA for processing payment of benefits
- c) Must be submitted once per semester, otherwise enrollment will not be certified to VA

## **5) PAY TUITION (IF APPLICABLE):**

- a) See <http://www.faytechcc.edu/business-finance-office/tuition-fees>
- b) Pay through WebAdvisor or TRSC Cashier

## **6) STUDENT ID CARD: General Classroom Building (GCB) Room 102A**

- a) Required documents: Class schedule and proof of payment for tuition/fees

## **7) PARKING DECAL: GCB Room 102-F**

- a) Required documents: Vehicle registration, valid FTCC student ID card and handicap registration (if applicable)

## **8) CAREER DEVELOPMENT CENTER: CBI-135**

## **9) UNIVERSITY OUTREACH: HOS-610H**

## **10) DISABILITY SUPPORT SERVICES: TRSC Room 127**

# PAYMENT INFORMATION

## Direct Deposit

Veterans interested in having benefits deposited into a checking or savings account should call the VA directly at 1-888-442-4551

## Benefit Table

| ENROLLMENT STATUS  |                   |                |
|--------------------|-------------------|----------------|
| Enrollment         | 16 Week Term      | 8 Week Term    |
| Full-Time          | 12 credit hours   | 6 credit hours |
| $\frac{3}{4}$ Time | 9-11 credit hours | 4 credit hours |
| $\frac{1}{2}$ time | 6-8 credit hours  | 3 credit hours |

**\*\*Your benefits will be paid based on your enrollment status.**

**If less than  $\frac{1}{2}$  time, VA will only pay tuition & fees\*\***

**There are only 3 absolute ways a student is considered full-time:**

- 1) 12-credit hours for 16-weeks
- 2) 6-credit hours for 1<sup>st</sup> 8-weeks  
6-credit hours for 2<sup>nd</sup> 8-weeks
- 3) **\*Only applies for CH 33\***  
3-credit hours for 1<sup>st</sup> 8-weeks  
6-credit hours for 16-weeks  
3-credit hours for 2<sup>nd</sup> 8-weeks

Chapter 33 Post 9/11 students must be enrolled in at least one face-to-face course throughout the semester if they desire to maximize BAH benefits. All other benefits do not require a face-to-face course to maximize benefits.

## Chapter 33 Post 9/11 Benefit Scale

| <b>Chapter 33 Post 9/11 BAH Scale / Monthly Benefit</b> |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|
| 16-WEEK COURSES   |                          | 8-WEEK COURSES           |                          |
| <b>Number of Credits</b>                                | <b>Percentage of BAH</b> | <b>Number of Credits</b> | <b>Percentage of BAH</b> |
| 12  | 100%                     | 6                        | 100%                     |
| 11  | 90%                      | 5                        | 80%                      |
| 9-10  | 80%                      | 4                        | 70%                      |
| 8   | 70%                      | 3 or less                | 0%                       |
| 7   | 60%                      |                          |                          |
| 6 or less   | 0%                       |                          |                          |



# ADDITIONAL INFORMATION

## CONTINUATION OF VA BENEFITS

If you are a continuing student, take advantage of our early enrollment.

- The sooner you submit your online certification request, the sooner you will receive your VA benefits.
- Multiple schedule changes will cause a delay in processing your benefits.
- MONTHLY VERIFICATION PROCEDURES

Veterans, Reservists, and National Guardsmen who receive VA educational benefits under Chapter 30 (Montgomery G.I. Bill - Active Duty) or Chapter 1606 (Montgomery GI Bill - Selective Reserve) must verify class attendance on or after the last day of the month. You may verify by phone (1-877-823-2378) or via the WAVE system online at <https://www.gibill.va.gov/wave/index.do>. Failure to verify class attendance could result in non-receipt of VA educational benefits for each month. Benefits may be delayed in months with federal holidays.

## MILITARY TUITION ASSISTANCE (TA)

Active duty service members use TA through <https://www.goarmyed.com/>. Tuition assistance and Montgomery GI Bill or Post-9/11 GI Bill benefits may be utilized at the same time. This process is called “Top-Up”. Contact the Veterans Services Office for more information.

## VISITING SCHOOL LETTER

Visiting school letters are issued to students taking courses simultaneously at more than one school. The school that will grant the degree is the student’s “home” school. All other institutions are “secondary” schools. Classes taken at another institution must be required as part of your degree plan. The “home” school will supply the “secondary” school with a letter stating what classes are authorized. If a student is seeking a degree from another institution and taking classes at FTCC, the student must have prior approval from their home degree granting institution.

## **COURSE REPEAT**

The VA will not pay for repeated courses which were successfully completed. If you did not meet a specific grade requirement for your program, VA may pay for the course repeat pending approval. Please seek assistance from the Veterans Services Office.

## **TUTORING**

The following resources are available to assist our student veterans with tutoring:

- Student Learning Center located in the Harry F. Shaw Virtual College Center Room 232
- VA Tutorial Assistance [https://www.benefits.va.gov/gibill/tutorial\\_assistance.asp](https://www.benefits.va.gov/gibill/tutorial_assistance.asp)

## **ACADEMIC STANDARDS**

Students must adhere to the Standards of Academic Progress. The College requires that students maintain a cumulative and/or grade point average of 2.0 or better in order to meet institutional standards of progress, maintain VA benefits and be eligible for graduation.

- In order to continue receiving your benefits, you must maintain a 2.0 GPA. If your GPA falls below that requirement for 2 consecutive terms, you will be on probation. If you have three consecutive terms with a GPA below 2.0 you will be placed on suspension. Once your VA benefits are suspended you will not be able to utilize your VA benefits and you will have to find an alternate way to pay for your classes. If you are suspended, you will need to bring your GPA up to the requirement to receive your VA benefits again.

## **VA WORK-STUDY PROGRAM**

Visit the Veterans Services Office for the application and more information about the VA Work-Study program. We are always accepting applications. Applicants must meet all VA requirements, undergo a background check, and complete Work-Study orientation.

# VETERANS WITH DISABILITIES

*Disability Support Services (DSS)* serves any student who requires special accommodations based on his or her documented disability.

FTCC is committed to offering equal access to students with disabilities. Support services are provided for all students (day, evening, and online) with physical, psychological, or learning disabilities. It is the responsibility of the student to request accommodations and provide appropriate documentation of the disability.

## **Steps to Request Reasonable Accommodations**

Applying to Fayetteville Technical Community College and registering with the DSS office are two separate processes.

1. Visit the DSS office to pick up an intake packet. Staff will explain how to complete the packet and the requirements for current disability documentation. This office is located in the Tony Rand Student Center.
2. Students may request an electronic copy of the intake packet by calling (910) 678-8349 or by email to Casey Groover (Coordinator) at [grooverc@faytechcc.edu](mailto:grooverc@faytechcc.edu).
3. Students must submit the completed intake packet, current disability documentation, current class schedule and a copy of their student ID.
4. Student will be contacted to schedule an appointment with the DSS Coordinator to discuss their specific needs and requested accommodations.

In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA), the College does not exclude otherwise qualified persons with disabilities, solely by reason of the disability, from participating in College programs and activities; nor are persons with disabilities denied the benefits of these programs or subjected to discrimination.

## STUDENT VETERANS OF AMERICA (SVA)



SVA is a coalition of student veterans groups on college campuses across the globe. These member chapters are the "boots on the ground" that help veterans reintegrate into campus life and succeed academically. Each chapter must be an officially recognized student group by their college or university and provide a peer-to-peer network for veterans who are attending the school. Additionally, chapters often coordinate campus activities, provide pre-professional networking, and in general provide a touchstone for student veterans in higher education.

Veterans, active duty personnel, and their families are encouraged to join our chapter. Some of the support functions of the SVA include: monthly seminar series, tutoring programs, mentorship programs, networking, and SALUTE National Honor Society.

If you would like more information or to join, please e-mail: [sva@faytechcc.edu](mailto:sva@faytechcc.edu)

## FTCC CAMPUS RESOURCES

|  |              |
|--|--------------|
| <b>Veterans Services</b> .....           | 910-678-8580 |
| <b>Admissions</b> .....                  | 910-678-8473 |
| <b>Disability Support Services</b> ..... | 910-678-8559 |
| <b>Financial Aid</b> .....               | 910-678-8242 |
| <b>Military Programs</b> .....           | 910-678-1050 |
| <b>Placement Testing</b> .....           | 910-678-8417 |
| <b>Registration &amp; Records</b> .....  | 910-678-8476 |
| <b>Student Learning Center</b> .....     | 910-678-8417 |
| <b>Work-Based Learning</b> .....         | 910-678-8453 |

# VA EDUCATIONAL BENEFITS CONTACT NUMBERS

|  |   |
|--|---|
| Pay Inquiry  | 1-888-442-4551  |
| MGIB Monthly Enrollment Verification   | 1-877-823-2378  |
| MGIB Web Automated Verification of Enrollment (W.A.V.E)  | <a href="https://www.gibill.va.gov/wave">https://www.gibill.va.gov/wave</a> |
| <i>**Veterans receiving Ch 30 or 1606 benefits MUST verify enrollment at the end of each month. Veterans failing to verify enrollment will not receive their monthly benefits payment.</i> |   |
| Direct Deposit Enrollment (students)   | 1-877-838-2778  |

## OFF CAMPUS RESOURCES

### **Fayetteville VA Medical Center**

2300 Ramsey Street  
Fayetteville, NC 28301  
910-488-2120 | 800-771-6106

### **Department of Veteran Affairs (Official VA website)**

<http://www.va.gov>

Learn how to apply for benefits, view payment rates, find approved education programs and verify school attendance.

### **Free Handbooks on a Variety of Veterans Issues**

[www.militaryhandbooks.com](http://www.militaryhandbooks.com)

### **Fayetteville Vet Center**

2301 Robeson St Suite 103  
Fayetteville, NC 28305  
910-488-6252 | 877-927-8387

### **North Carolina Department of Veteran Affairs**

[www.doa.nc.gov/vets](http://www.doa.nc.gov/vets)

### **Cumberland County Veterans Services**

[www.co.cumberland.nc.us/veterans\\_services/benefits.aspx](http://www.co.cumberland.nc.us/veterans_services/benefits.aspx)

### **Steps & Stages: Women Veterans Resource Agency, Inc.**

[www.stepsnstages.com](http://www.stepsnstages.com)

# FREQUENTLY ASKED QUESTIONS (FAQs)

## ***1. How much will I get paid?***

Your pay is based on the rate of pursuit and chapter for which you are eligible. Benefits are paid monthly, usually at the end of each month. Some chapters require a monthly certification of attendance to release payments.

## ***2. When can I expect my first pay check to arrive from VA?***

Once you have submitted an Online Certification Request located on the FTCC website, the SCO is authorized to submit your enrollment, the VA will process it and begin payment. We are unable to give a specific timeline; however, you are encouraged to apply as soon as possible. Until payment is received, it is the student's responsibility to pay for books and supplies.

## ***3. Will the VA pay for my tuition and books?***

The only VA program that pays for tuition, fees, books and supplies is the Vocational Rehabilitation Program. All other VA educational benefits programs require the Veteran to pay educational costs out of their benefits payments. Chapter 33 pays tuition to school, and BAH and book stipend to student.

## ***4. If I started school before being certified by the VA can I expect to get back pay?***

In some circumstances, the VA can retroactively pay for periods of training up to one year FROM DATE OF APPLICATION. Payments can only be paid for courses required for graduation purposes in the program in which a Veteran is approved.

## ***5. Do I have to be a full time student before I will receive my veteran educational benefits?***

No, but the amount of benefits you receive is directly proportional to the number of credits you take. With the exception of Chapter 33 Post 9/11 GI Bill, the VA will pay students who are attending full time (12 hours or more), three quarter time (9 to 11 hours), and half time (6 to 8 hours) and less than half time (1-5).

## ***6. Where do I apply for the VA Work Study program?***

Visit the VSO for the application needed to apply for a work study job. You can fill out at application at:

<https://www.vba.va.gov/pubs/forms/vba-22-8691-are.pdf>

## ***7. Are my VA Educational benefits taxable?***

No. Benefits received from the VA (including VA Work Study), are not taxable income.

## ***8. While using VA benefits am I eligible to receive other financial aid?***

Yes! Veterans can apply for financial aid at <https://studentaid.ed.gov>. Each form of aid has criteria which will determine receipt of any award.

## ***9. Are there academic standards I must maintain to keep my VA educational benefits?***

Yes, students must adhere to the Standards of Academic Progress. The College requires that students maintain a cumulative grade point average of 2.0 or better in order to meet institutional standards of progress and be eligible for graduation.

## ***10. How do I verify my monthly enrollment for educational benefits?***

Everyone receiving Chapter 30 or 1606 benefits must verify their enrollment each month to receive payment. Your enrollment can be verified on the last calendar day of the month by using <https://www.gibill.va.gov/wave>.

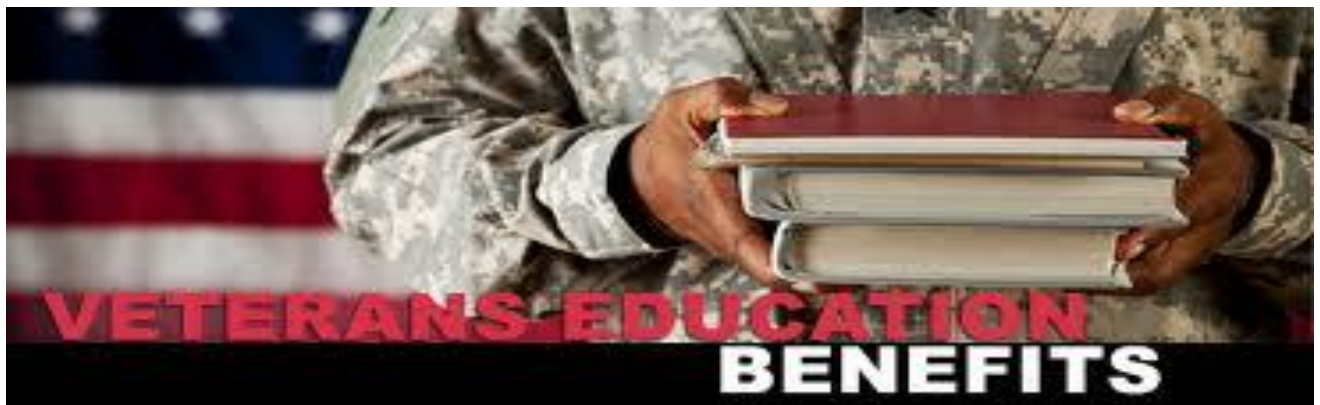
## ***11. How do I find out if I have any benefits left and who do I contact if I have questions regarding my veteran benefit payments?***

Contact the Department of Veterans Affairs at 1-888-442-4551 or visit <https://gibill.va.gov>

## ***12. Can I use my VA Education Benefits to pay for Continuing Education (ConEd) courses?***

No. Generally, FTCC ConEd courses/programs are not approved. However, please consult with an SCO for clarification on specific programs.

# *Fayetteville Technical Community College*



FTCC Veterans Services Office (VSO)

General Classroom Building – Room 202

Phone: 910-678-8580 Fax: 910-486-3636

[vso@faytechcc.edu](mailto:vso@faytechcc.edu)

[www.facebook.com/FTCCvets](http://www.facebook.com/FTCCvets)