Veterans Shared Responsibility Letter

We want to sincerely thank you for your service to our country and welcome you to University of Phoenix. We realize that you have a choice when it comes to your education, so we appreciate that you’ve chosen to attend University of Phoenix®. We want you to have an exceptional experience pursuing your education to graduation and beyond. To help achieve that goal, we’ve provided this Shared Responsibility Letter to reflect your responsibility as a veteran student and our responsibility in serving your needs.

Our Responsibility to You and to the Federal VA

In addition to your military certified Enrollment Representative (ER), Finance Advisor (FA), and Academic Counselor (AC), University of Phoenix has a dedicated Veterans Affairs Office to assist you. Collectively, our responsibilities include:

- Educating you on how your benefits will apply to the program you choose
- Answering questions to help you complete required forms
- Certifying your courses including any changes to your schedule
- Communicating and reporting your academic progress and graduation to the Federal VA
- Supporting and assisting you throughout your academic program

Your Responsibility as a Student Using VA Benefits

- Completing the proper forms to allow the Federal VA to determine your eligibility for benefits—see item 1 below
- Understanding how and when the school certifies your courses—see item 2 below
- Understanding program eligibility for VA benefits and implications of course withdrawal—see item 3 below
Using your Veteran Benefits with University of Phoenix

1. **Forms:**
   Students wishing to use VA educational benefits must provide a completed VA Form 22-1990, VA Form 22-1995, or other forms based on your unique situation.
   a. **Correct Address** – Please refer to [WEAMS](#) to locate the correct campus address for your VA application. All classes taken must apply towards your declared degree objective.
   b. **Facility or Non-Progressive Program Change** – if you choose to attend another campus location or switch between online modality or campus attendance, contact a Finance Advisor, so that appropriate paperwork can be completed to prevent delays or disruptions in certifying your courses.
   c. **State Specific Requirements** -
      i. California requires all students attending a California campus to provide a copy of [Student Bill of Rights](#) in addition to GI Bill application paperwork.
      ii. North Carolina requires all students attending campus locations to provide all transcripts from previous schools **prior to certification** of courses and payment from the VA. North Carolina also requires a copy of your HS diploma if transferring less than 24 credits (post-secondary transfer credits only)
      iii. Florida requires all students attending campus locations to provide all transcripts from previous schools. If all transcripts are not received before you complete 6 credit hours the University will be unable to certify payment for additional courses until the transcripts are received.
      iv. Nevada requires that the University notify federal VA if students have not provided transcripts of all previous education prior to the 24th week of instruction. Following this notification, federal VA may choose not to pay for courses until such time as all transcripts are received by the University.

2. **Certification of Courses:**
   a. If your VA educational benefits include a monthly housing allowance (BAH), the certification of BAH in the first course in which you are using your VA benefit, will be submitted by the University School Certifying Official before the end of that first course.
   b. If you are in the University’s **risk-free period**, the class is not eligible for certification during the first three weeks of attendance.
c. The University submits a request for payment of tuition for a course to the Federal VA approximately five weeks after the course ends. Your monthly housing allowance will be certified for your current course at the same time that tuition is certified for your previous course (if applicable).

d. To ensure continuous course certification, you must be admitted into your program. If there is anything holding up your admissions file (such as a missing transcript from another school), University of Phoenix will not be able to certify a course to the Federal VA beyond 6 credits. University of Phoenix reports instructional time to the VA, which has been defined as the first night of a course through the first night of the last week of a course, as follows:
   i. For a five week undergraduate course, 29 days are reported.
   ii. For a six week graduate course, 36 days are reported.
   iii. For a seven week undergraduate course, 43 days are reported.
   iv. For a nine week undergraduate course, 57 days are reported.
   v. For an eight week doctoral course, 49 days are reported.

e. Only the days of instructional time reported to the Federal VA are deducted from your entitlement.
   i. In classes which are six weeks or more in length (for example, GEN/127 and ENG/147), undergraduate students are considered ¾ time according to the Federal VA.
   ii. In instances where the University of Phoenix has an institutionally scheduled break (i.e. Winter Break), this time is reported on the enrollment certification and the break in the class will not impact instructional time.

3. **Eligibility for Funding and Course Withdraw Information:**
   a. Students who intend to use VA Educational Benefits for a specific program at an institution should confirm the program is eligible for VA funding on the WEAMS Institution Search website.
   b. If the Federal VA determines that a student is not eligible for VA benefits or determines that a student’s Certificate of Eligibility indicates that the student’s eligibility is less than 100%, the student is responsible for paying any difference between what the VA provides and the tuition and fees charged by the school.
   c. Withdrawing from a course or changing your schedule may impact your VA education benefits for the current course as well as the availability of VA educational benefits for future courses.
d. Courses where a 'W' grade has been assigned will be reported to the Regional VA office as a withdrawal as of the start date of the course. This may result in the loss of benefits received for the dropped course, unless the Federal VA determines the course was dropped due to mitigating circumstances.

e. Mitigating circumstances are circumstances beyond the student’s control that prevent the student from continuing in school; examples may include illness, injury or death of a family member, unavoidable change in employment, and unanticipated military service. Other examples of mitigating circumstances are available to review at the U.S Department of Veteran Affairs website.
   i. If your course withdrawal was due to mitigating circumstances, please contact University of Phoenix’s Veteran Affairs Office at 1(877) 572-7232. Our University of Phoenix VA call center representative can assist and coordinate with the School Certifying Official (SCO) and initiate submission of your mitigating circumstance on your behalf to the VA Regional Processing Office.
   ii. If the withdrawn course has already been reported to the Federal VA by the SCO and you are requesting mitigating circumstances, the University of Phoenix’s VA Call Center Representative will direct you back to the regional VA Office to process the request.
   iii. Mitigating circumstances do not apply to a course in which you posted attendance for one week or less. You will be responsible for any balance that accrued for that course.

As always we are here to assist you through your educational journey with University of Phoenix.

Thank you.

University of Phoenix