

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), Academic Counselor (AC), and Student Financial Services Representatives, 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
- Providing relevant University information 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 first apply to the Federal VA. Generally, this can be done by visiting va.gov.

- a. Correct Address – When completing your application for benefits, please refer to the [Campus Address List](#) to locate the correct campus address. All classes taken must apply towards your declared degree objective.
- b. State Specific Requirements-
 - i. Nevada requires that the University notify Federal VA if students attending at locations in Nevada 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 (MHA), the certification of MHA 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 risk-free period (first three weeks of the course).

- c. The University submits a request for payment of tuition for a course to the Federal VA approximately two 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 less than full time $\frac{3}{4}$ time according to the Federal VA.
 - ii. In instances where the University of Phoenix has an institutionally scheduled break (i.e. Winter Break), for undergraduate students, this time is reported on the enrollment certification and the break in the class will not impact instructional time. In these instances, the additional days will be submitted to the VA and result in payment of MHA (when applicable) to the student and use of those days of benefit entitlement.

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

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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. 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. If your course withdrawal was due to mitigating circumstances, please contact a Finance representative to open a mitigating circumstance ticket or the University of Phoenix's Veteran Affairs Office at 1(877) 572-7232. Our University of Phoenix VA Call Center representatives 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. 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 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.
 - ii. 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.

4. Tuition Assistance and GI Bill® Benefits

- a. In most instances, non-Chapter 33 GI Bill® students are not able to receive tuition assistance (TA) and Chapter 30 benefits for the same term.
 - i. M-Day: Reservists and National Guard who serve part time may be eligible to receive Chapter 30 Benefits and TA, if documentation (Leave Earning Statement) can be provided which indicates the Reserve or Guard status.

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- ii. TA/Top-Up: Students serving on Active Duty Orders and receiving tuition assistance (TA), who are eligible for Chapter 30 Benefits, may apply for the TA/Top-Up program. A copy of the TA/Top-Up voucher must be provided to the university for the course (s) for which the student wants to receive TA/Top-Up prior to starting the course.
- b. TA received as payment for a term for a Chapter 33 student will be deducted from the total tuition and fees reported to the Department of Veteran Affairs. For more information about TA/Top-Up, visit [va.gov](https://www.va.gov).

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

Thank you.

University of Phoenix

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