

Veterans Shared Responsibility Letter

We want to sincerely thank you for your service to our country and welcome you to the University of Phoenix. We realize you have a choice when it comes to your education, so we appreciate that you have 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 our responsibility in serving your needs and your responsibility as a student veteran.

Our Responsibility to You and to the U.S. Department of Veterans Affairs (VA)

University of Phoenix has Enrollment Representatives (ER), Academic Counselors (AC), and Student Financial Services Representatives specifically trained to support military-affiliated students, and an internal veteran's affairs office to assist you. Collectively, our responsibilities include:

- Helping you understand how your benefits will apply to the program you choose
- Providing relevant University information to help you complete required forms
- Certifying your courses to the VA, including any changes to your schedule
- Reporting your academic progress and graduation to the VA
- Providing support as you progress through your academic program

Your Responsibility as a Student Using VA Benefits

- Completing the proper forms to allow the VA to determine your eligibility for benefits- see item 1 below
- Review information about how and when the school certifies your courses and ask questions as necessary - see item 2 below
- Review information about program eligibility for VA benefits and implications of course withdrawal and ask questions as necessary-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 VA. Generally, this can be done by visiting va.gov.
 - a. Correct Address – When completing your application for benefits, please use the following address: 4035 South Riverpoint Parkway Phoenix AZ 85040

- b. Modality – List the appropriate modality in which you are enrolling.
 - i. University of Phoenix – Main Campus
 - ii. University of Phoenix – Online Campus

2. **Certification of Courses:**

- a. In Competency-Based (CB) programs, enrollment certification is submitted once an academic related activity is recorded for ALL concurrent courses.
- b. For all other courses, enrollment certification is submitted for each course once positive attendance is recorded.
- c. If you are in the University's [risk-free period](#), the class will not be certified during the risk-free period (first three weeks of the course). An enrollment certification will be submitted to the VA after an academic related activity is recorded in a subsequent week.
- d. The University submits a request for payment of tuition for a course to the VA after the final grade has been posted.
- e. 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 VA beyond two terms.
- f. University of Phoenix reports instructional time to the VA as follows:
 - i. Online instruction (including Directed Study courses offered at a local campus) - has been defined as the first day of a course through the first day of the last week of a course. Some common examples are submitted, as follows:
 - For a five-week undergraduate course, 29 days are reported.
 - For a six-week graduate course, 36 days are reported.
 - ii. Local Campus instruction - has been defined as the first night of a course through the last night of a course. Some common examples are submitted as follows:
 - For a five-week undergraduate course, 29 days are reported.
 - For a six-week graduate course, 36 days are reported.
 - iii. CB Program Instruction - the first day of the course through the last day of the course (112 days).
- g. The days of instructional time reported to the VA are deducted from your entitlement. During a scheduled University break (i.e., Winter Break) which extends a course, any additional days submitted to the VA will result in payment of MHA (when applicable) to the student. Because you will be paid for days related to a scheduled University break, those days will be deducted from the student's remaining entitlement.

- i. A scheduled break of seven days or more (i.e., Winter Break) which extends a course for undergraduate students is **reported on the enrollment certification**. The VA incorporates the scheduled break reported in their calculation for rate of pursuit.
- ii. A scheduled break of seven days or more (i.e., Winter Break) which extends a course for graduate students is **not reported on the enrollment certification**. The scheduled break does not impact the rate of pursuit for graduate students.

3. **Eligibility for Funding and Course Withdrawal 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 GI Bill® Comparison Tool located on va.gov.
- b. If the 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 pays, 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 an overpayment of benefits received for the dropped course, unless the VA determines the course was dropped due to mitigating circumstances.
- e. If your course withdrawal was due to circumstances beyond your control (mitigating circumstances), please contact VA or the University of Phoenix's Internal Veteran Affairs Office at 1(877) 572-7232. Examples may include illness, injury or death of a family member, unavoidable change in employment, and unanticipated military service. For more information and other examples of mitigating circumstances, please visit the U.S. Department of [Veterans Affairs website](#).
 - i. If the withdrawn course has already been reported to the VA by the University and you are requesting consideration under mitigating circumstances, the University of Phoenix's VA Call Center Representative will direct you back to the regional VA Office to make the request.

“GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.”

- ii. Mitigating circumstances does not apply to a course in which you posted attendance for one week or less. You will be responsible for any balance accrued for that course.

4. **Tuition Assistance and GI Bill® Benefits**

- a. In some instances, students may be able to use VA Education benefits and Military TA concurrently for the same course. Some examples include:
 - 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.
 - 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 prior to starting the course(s) for which the student wants to receive TA/Top-Up. For more information about TA/Top-Up, visit va.gov.
 - iii. Chapter 1606: Selective Reserve Service Members may be eligible to receive 1606 Benefits and Military TA concurrently for the same course.
- b. In the event a student is using Military TA and Chapter 33 benefits on the same courses, TA payments received will be deducted from the total tuition and fees reported to the VA under the student's Chapter 33 benefits.

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

Thank you,

University of Phoenix