The background of the title text is a faded, waving American flag. The stars and stripes are visible but semi-transparent, allowing the text to be clearly legible.

# Field Guide for Military Students

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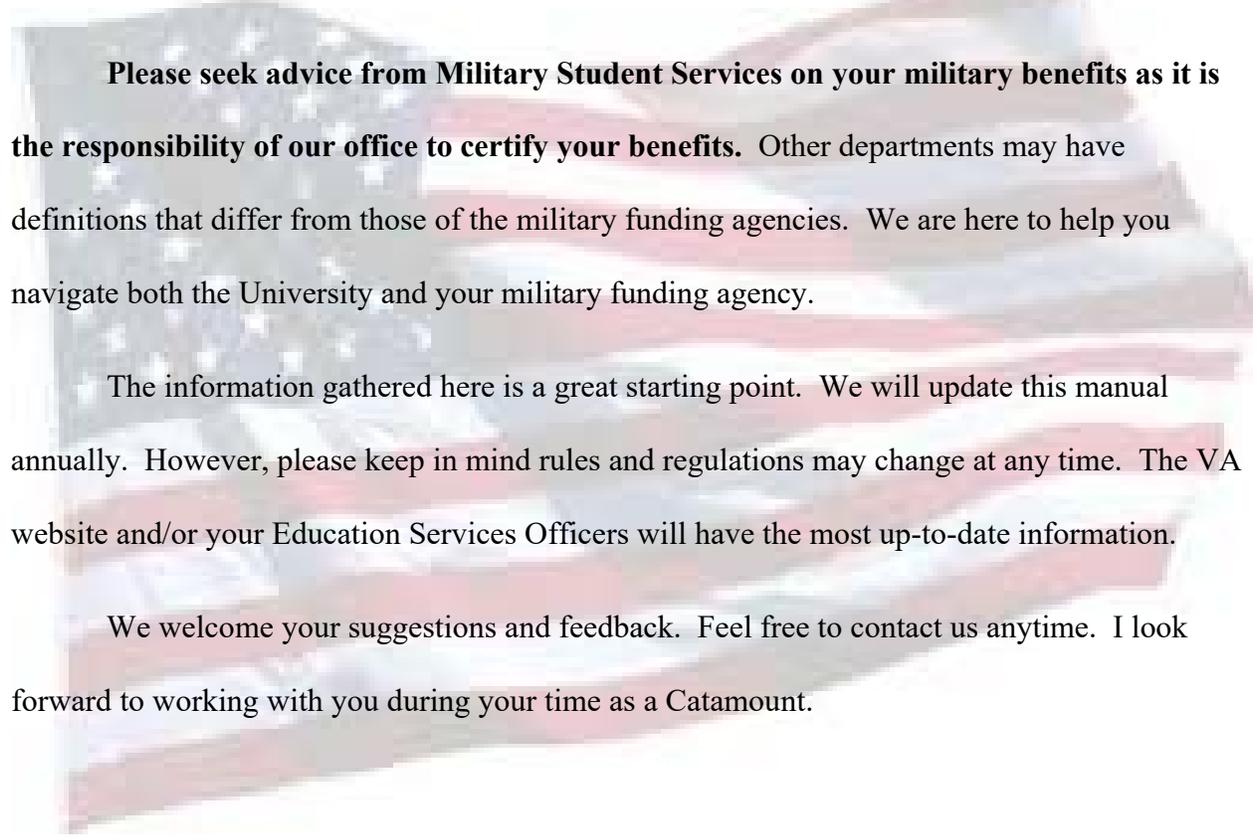
**Hunter Library**

**VA Hospital- Asheville, NC**



Dear Catamount,

Greetings and welcome to Western Carolina University. I wanted to let you know about our office. Military Student Services is here to assist you with any questions or concerns you may have. We will be responsible for processing any military or VA education benefits you plan to use. We can also assist you with balancing your school and military obligations. I encourage you to visit our military website at [military.wcu.edu](http://military.wcu.edu).

A large, semi-transparent image of the American flag is positioned in the background, behind the central text blocks.

**Please seek advice from Military Student Services on your military benefits as it is the responsibility of our office to certify your benefits.** Other departments may have definitions that differ from those of the military funding agencies. We are here to help you navigate both the University and your military funding agency.

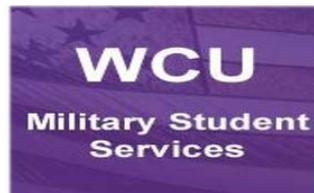
The information gathered here is a great starting point. We will update this manual annually. However, please keep in mind rules and regulations may change at any time. The VA website and/or your Education Services Officers will have the most up-to-date information.

We welcome your suggestions and feedback. Feel free to contact us anytime. I look forward to working with you during your time as a Catamount.

Joining forces to create opportunities,

**Briana Ford** Director, Military Student Services

Military.wcu.edu / P: 828-227-3074/ F: 828-227-7115 Email: [blford@wcu.edu](mailto:blford@wcu.edu)



**Briana Ford, Director**

- Recruitment
- Admissions requirements
- Transcripts
- Student Agreements
- Campus Services
- Veterans' Advocate
- University Withdrawals

**Kasia Podosek, Certifying Official**

- Tuition Assistance
- GI Bill
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- DEA Program
- REAP Program
- Billing & Invoicing
- Reporting Grades



**Military Student Services is located in Educational Outreach in the Cordelia Camp Building**

## BENEFIT TYPES & INFORMATION

Students may qualify for more than one benefit at the same time. However, students are only permitted to use one benefit for classes; no ‘double dipping’ is allowed. For example, you may qualify for Reserve GI Bill & Tuition Assistance, but you can only use one or the other for each class- you may not receive GI Bill and TA for the same course. You can, if you chose, split a semester between the two benefits. This is not recommended.

Western Carolina University does not determine your eligibility for benefits. This decision rests with the VA and/or your branch of service. In general, active duty & reserve service members will qualify for tuition assistance. Also, keep in mind, the VA does not always communicate information to the school. We depend on you to share any changes or updates to your benefits with us.



**DO NOT IGNORE YOUR BILL! IF YOU ARE UNSURE OF THE BALANCE OR FEEL IT IS INCORRECT, CONTACT OUR OFFICE IMMEDIATELY!** Ignoring your bill will cause you to be dropped from all your classes for nonpayment.

## POST 9/11 GI BILL (Chapter 33)

### **ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Apply to use this benefit at vets.gov or complete the paper version VA form 22-1990.
- Provide a copy of your application and/or your certificate of eligibility to the certifying official.
- The VA will pay the school directly for the tuition and fees. Only the instate rate is approved. The VA does NOT pay the out of state tuition and fee rate.
  - There will be an estimate put on the student's account for the amount we expect to receive from the VA for tuition and fees only. This is just an estimate and may be adjusted based on what the VA actually pays the school.
- With the exception of instate tuition and fees, **ALL charges at the school are the responsibility of the student and due at the regular due dates.** This includes housing and meal plans.
- You will be required to pay some fees up front and be reimbursed later. For example, you must pay the tuition deposit (currently \$150) to ensure your place here at the school. This amount will be included in the tuition reported to the VA.
- Chapter 33 does pay a housing allowance. It is paid directly to the student on a monthly basis. The VA pays at the beginning of the month for the previous month.
- Chapter 33 does pay a book stipend. It is paid directly to the full time student once in the fall and once in the spring.

#### PLEASE KEEP IN MIND:

- If this is the first time you are using this benefit, it can take the VA up to 12 weeks to process your certification once it is submitted. You may not receive your housing allowance until mid to late semester. Budget accordingly.
- If you have used this benefits previously at another school, please complete VA from 22-1995 and provide a copy to the certifying official.
- If you are due a refund, please keep in mind we cannot refund you monies we have not yet received. Therefore, all or part of your refund may be delayed until the funds arrive from the VA. You should expect these funds to arrive mid to late semester. Budget accordingly.
- The regulations for chapter 33 are complex and the benefits varies based on many different factors. Contact the VA directly for information on your specific benefits.  
1.888.442.4551

## POST 9/11 GI BILL TRANSFER OF ELIGIBILITY (Chapter 33 TOE)

### **ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Service member transfers all or part of his/her Post 9/11 GI Bill to the dependent.
- The dependent applies to use this benefit at vets.gov or complete the paper version VA form 22-5490.
- Provide a copy of the application and/or student's certificate of eligibility to the certifying official.
- The VA will pay the school directly for the tuition and fees. Only the in-state rate is approved. The VA does NOT pay the out of state tuition and fee rate.
  - There will be an estimate put on the student's account for the amount we expect to receive from the VA for tuition and fees only. This is just an estimate and may be adjusted based on what the VA actually pays the school.
- With the exception of in-state tuition and fees, **ALL charges at the school are the responsibility of the student and due at the regular due dates.** This includes housing and meal plans.
- You will be required to pay some fees up front and be reimbursed later. For example, you must pay the tuition deposit (currently \$150) to ensure your place here at the school. This amount will be included in the tuition reported to the VA.
- Chapter 33 does pay a housing allowance. It is paid directly to the student on a monthly basis. The VA pays at the beginning of the month for the previous month.
- Chapter 33 does pay a book stipend. It is paid directly to the full-time student once in the fall and once in the spring.

#### PLEASE KEEP IN MIND:

- If this is the first time you are using this benefit, it can take the VA up to 12 weeks to process your certification once it is submitted. You may not receive your housing allowance until mid to late semester. Budget accordingly.
- If you have used this benefits previously at another school, please complete VA from 22-1995 and provide a copy to the certifying official.
- If you are due a refund, please keep in mind we cannot refund you monies we have not yet received. Therefore, all or part of your refund may be delayed until the funds arrive from the VA. You should expect these funds to arrive mid to late semester. Budget accordingly.
- The regulations for chapter 33 are complex and the benefits varies based on many different factors. Contact the VA directly for information on your specific benefits.  
1.888.442.4551

## Montgomery GI Bill (Chapter 30)

**ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Apply to use this benefit at [vets.gov](http://vets.gov) or complete the paper version VA form 22-1990.
- Provide a copy of your application and/or your certificate of eligibility to the certifying official.
- This benefits is paid directly to the student on a monthly basis. The VA pays at the beginning of the month for the previous month.
- **All charges at the school are the responsibility of the student and due at the regular due dates.**

PLEASE KEEP IN MIND:

- The student must call 1.877.823.2378 or log in to W.A.VE to verify his/her attendance each month.
- If this is the first time you are using this benefit, it can take the VA up to 12 weeks to process your certification once it is submitted. You may not receive your housing allowance until mid to late semester. Budget accordingly.
- If you have used this benefits previously at another school, please complete VA from 22-1995 and provide a copy to the certifying official.

## DEPENDENT & SURVIVOR EDUCATION ASSISTANCE (DEA) (CHAPTER 35)

**ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Apply to use this benefit at [vets.gov](http://vets.gov) or complete the paper version VA form 22-5490.
- Provide a copy of your application and/or your certificate of eligibility to the certifying official.
- This benefits is paid directly to the student on a monthly basis. The VA pays at the beginning of the month for the previous month.
- **All charges at the school are the responsibility of the student and due at the regular due dates.**
- If this is the first time you are using this benefit, please remember it can take the VA up to 12 weeks to process your certification once it is submitted. Budget accordingly.
- We cannot discuss the student's account, including benefits, unless the student has completed the release of student information form.

## Vocational Rehabilitation (Chapter 31)

**ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

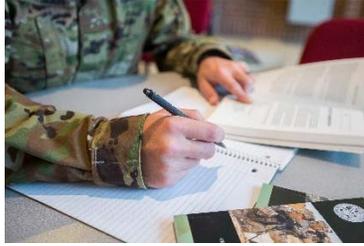
- Once you are approved for this benefit and have been accepted at the university, go to [military.wcu.edu](http://military.wcu.edu) and complete the “Military Education Benefits Notification” form.
- **Always follow the instructions provided by your case manager.**
- There will be an estimate put on the student’s account for the amount we expect to receive from the VA for tuition and fees only. This is just an estimate and may be adjusted based on what the VA actually pays the school.
- You may charge supplies at the book store, if approved. Check with your case manager for details.
- You will be required to pay some fees up front and be reimbursed later. For example, you must pay the tuition deposit (currently \$150) to ensure your place here at the school. This amount will be included in the tuition reported to the VA.
- If this is the first time you are using this benefit, please remember it can take the VA up to 12 weeks to process your certification once it is submitted. Budget accordingly.
- If you are due a refund, please keep in mind we cannot refund you monies we have not yet received. Therefore, all or part of your refund may be delayed until the funds arrive from the VA. You should expect these funds to arrive mid to late semester. Budget accordingly.

## RESERVE EDUCATION ASSISTANCE (RESERVE GI BILL) (CHAPTER 1606)

**ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Procedures for applying for this benefit vary by branch. Please contact your ESO or Commander for details.
- Provide a copy of your application and/or your NOBE to the certifying official.
- This benefits is paid directly to the student on a monthly basis. The VA pays at the beginning of the month for the previous month.
- **All charges at the school are the responsibility of the student and due at the regular due dates.**
- If this is the first time you are using this benefit, please remember it can take the VA up to 12 weeks to process your certification once it is submitted. Budget accordingly.

## MILITARY TUITION ASSISTANCE



### ARMY

**ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Complete the application at [goarmyed.com](http://goarmyed.com)
- Apply and be accepted to the university.
- Notify Kasia Podosek you are using tuition assistance. [kpodosek@wcu.edu](mailto:kpodosek@wcu.edu)
- Register for class in [goarmyed.com](http://goarmyed.com)
- Register for the exact same class at WCU
- There will be an estimate put on the student's account for the amount we expect to receive from the Army for tuition only. This is just an estimate and may be adjusted based on what the Army actually pays the school.
- **Any additional charges are the responsibility of the student and are due at the regular due dates.**
- If you receive a bill you believe to be incorrect, contact Kasia Podosek immediately. Do not ignore the bill.

### Air Force

**ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

- Apply to use TA per your military branch's specific requirements. See your ESO for details.
- Notify Kasia Podosek you are using tuition assistance. [kpodosek@wcu.edu](mailto:kpodosek@wcu.edu)
- Provide the certifying official a copy of your TA authorization form (Air Force form AF 1227).
- There will be an estimate put on the student's account for the amount we expect to receive from the military for tuition and fees only. This is just an estimate and may be adjusted based on what the TA actually pays the school.
- **Any additional charges are the responsibility of the student and are due at the regular due dates.**

- If you receive a bill you believe to be incorrect, contact Kasia Podosek immediately. Do not ignore the bill.

## **Navy, Marines, & Coast Guard**

### **ALL STUDENTS USING THIS BENEFIT MUST CONTACT MILITARY STUDENT SERVICES EACH SEMESTER WHEN YOU REGISTER FOR CLASS TO CONFIRM YOUR BENEFITS.**

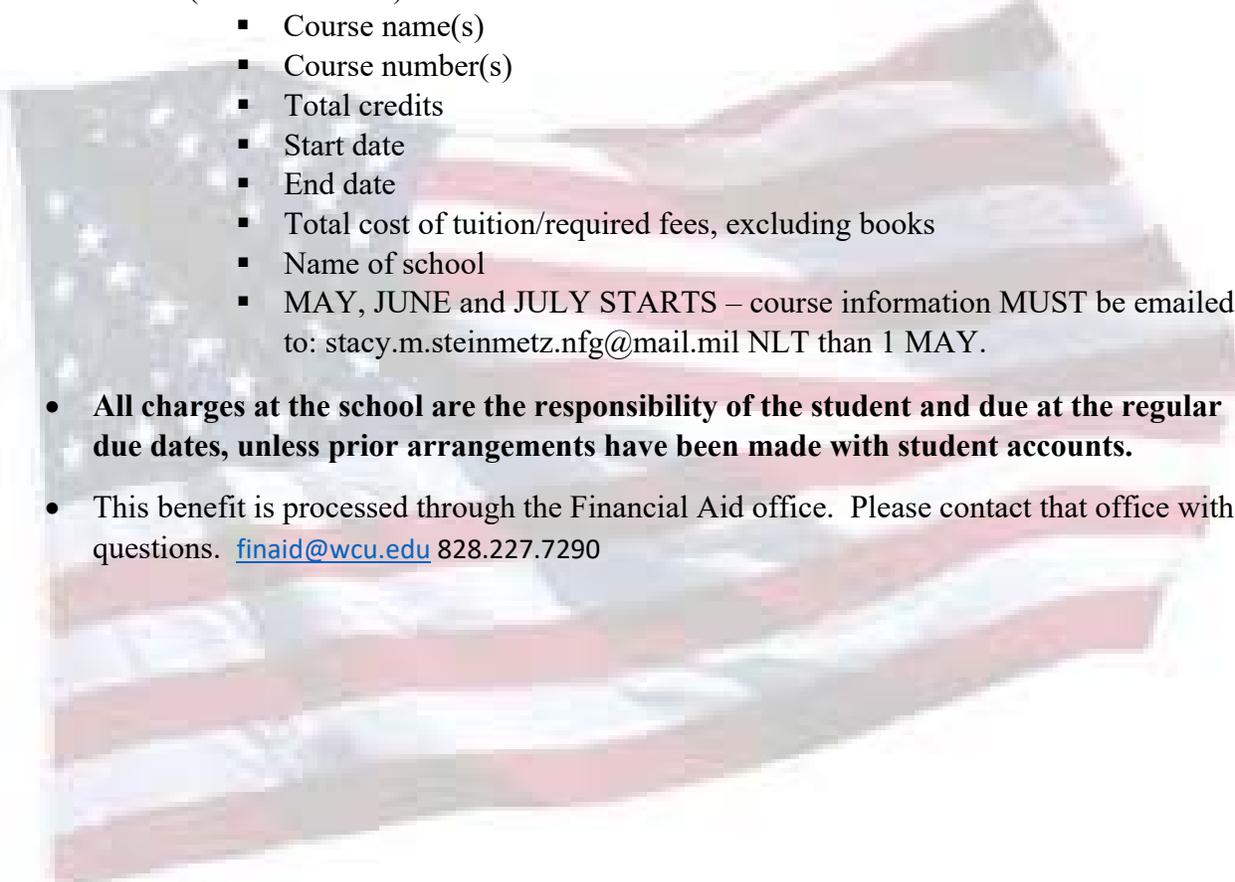
- Apply to use TA per your military branch's specific requirements. See your ESO for details.
- Notify Kasia Podosek you are using tuition assistance. [kpodosek@wcu.edu](mailto:kpodosek@wcu.edu)
- Provide the certifying official a copy of your TA authorization form.
- There will be an estimate put on the student's account for the amount we expect to receive from the military for tuition and fees only. This is just an estimate and may be adjusted based on what the TA actually pays the school.
- **Any additional charges are the responsibility of the student and are due at the regular due dates.**
- If you receive a bill you believe to be incorrect, contact Kasia Podosek immediately. Do not ignore the bill.

## **NC Veteran's Commission Scholarship (Dependents)**

North Carolina's Scholarship Program was created to show its appreciation for the services and sacrifices of its war veterans. The scholarship program applies to North Carolina schools. The scholarship is for eight academic semesters and the recipient has eight years to utilize the eight academic semesters. The Scholarship program has been established for the qualifying natural or an adopted child (if adopted before the age of 15) children of certain class categories of deceased, disabled, combat, or POW/MIA veterans. Applicant must be under the age of 25 at the time of application. The veteran's qualifying criteria must have occurred during a period of war. At time of application, applicant must be domiciled and a resident of North Carolina. The deadline to apply is February 14.

- To apply, visit <https://www.milvets.nc.gov/services/scholarships>
- This scholarship is processed through student accounts, not Military Student Services. Please contact Judy Maurer with questions. [jamaurer@email.wcu.edu](mailto:jamaurer@email.wcu.edu) or 828.227.3098
- **All charges at the school are the responsibility of the student and due at the regular due dates, unless prior arrangements have been made with student accounts.**

## NC Tuition Assistance Program (NCTAP)

- All ARMY Guard members are REQUIRED to apply for Federal Tuition Assistance (FTA) through the GoArmyEd portal ([www.goarmyed.com](http://www.goarmyed.com)) Failure to apply for TA through GoArmyEd may result in the denial of your NCTAP application.
  - To be considered for NCTAP do the following:
    - Submit an NCTAP application online through CFNC.org (step-by-step instructions below)
    - Email course information to: [stacy.m.steinmetz.nfg@mail.mil](mailto:stacy.m.steinmetz.nfg@mail.mil) Course information (for EACH start) MUST include:
      - Course name(s)
      - Course number(s)
      - Total credits
      - Start date
      - End date
      - Total cost of tuition/required fees, excluding books
      - Name of school
      - MAY, JUNE and JULY STARTS – course information MUST be emailed to: [stacy.m.steinmetz.nfg@mail.mil](mailto:stacy.m.steinmetz.nfg@mail.mil) NLT than 1 MAY.
  - **All charges at the school are the responsibility of the student and due at the regular due dates, unless prior arrangements have been made with student accounts.**
  - This benefit is processed through the Financial Aid office. Please contact that office with questions. [finaid@wcu.edu](mailto:finaid@wcu.edu) 828.227.7290
- 

## Scholarships

### Military Scholarships

There are many scholarships available to military members and their families. When searching for scholarships it is a good idea to compare the application requirements to the size of the award offered. For example, a scholarship that offers a \$200 award, but wants a 10-page essay is not worth the time. Another thing to be aware of when searching for scholarships is the credibility of the organization awarding the funds. Do you know the company? Does the website show past award recipients? Is there a fee to apply? Here are a list of scholarships we know to be legitimate.

#### WCU Military Gap Scholarship

The Military Gap Fund Scholarship is for unexpected costs not covered by Tuition Assistance or GI Bill benefits. [Apply for this scholarship](#)

#### SECOME Scholarship

The Southeastern Council on Military Education will be awarding three scholarships to qualifying individuals at the annual SECOME Conference. [Visit the SECOME website](#) for more information about available scholarships.

#### CCME Scholarship

CCME offers 10- \$1000 scholarships each year. [Learn more about applying for this scholarship](#)

#### Folds of Honor Scholarship

Since 2007, the Folds of Honor has carried forth this singular, noble mission. To provide educational scholarships to spouses and children of America's fallen and disabled service-members. Our motto says it best: Honor Their Sacrifice. Educate Their Legacy. [For more information, click here](#)

#### Goedeker's Scholarship

Goedeker's is a St. Louis-based, family-oriented company that has been in operation since 1951. We are dedicated to excellence in service, convenience in shopping, and offering quality products at affordable prices. We sell an expansive selection of name brand kitchen appliances, washers and dryers, mattresses, and other home furnishings, both online and at our showroom location. Goedeker's believes in your potential and would love to see you flourish. That is why we are offering a \$500 grand prize scholarship toward costly college textbooks. [Learn more here.](#)

#### VFW Scholarship

The VFW's "**Sport Clips Help A Hero Scholarship**" provides service members and veterans with the financial assistance they need to complete their educational goals without incurring

excessive student loan debt. It's just another way for us to say "thank you" to those who fought for our freedoms. [More information can be found here.](#)

### **WCU Scholarcat**

We have many scholarships available based on a variety of criteria including academic achievement, financial need, county of residency, program of study, and community service. You are welcome to explore our list of scholarship opportunities at any time. [Click here to explore more](#)





**Distance Students ONLY**



We are here for you!

Distance Learning contacts:

Tony Miller 828.27.3072 [agmiller@wcu.edu](mailto:agmiller@wcu.edu) or [distance@wcu.edu](mailto:distance@wcu.edu)

Lee Roddrick 828.227.2737 [lroddrick@wcu.edu](mailto:lroddrick@wcu.edu) or [distance@wcu.edu](mailto:distance@wcu.edu)

- Take advantage of the online orientation
- Online tutoring is available at no costs! Log into brainfuse for assistance
  - <https://www.brainfuse.com/login/index.asp>
- Online students have access to Hunter Library online
  - <https://www.wcu.edu/hunter-library/>

## **DISTANCE STUDENT CHECKLIST (new)**

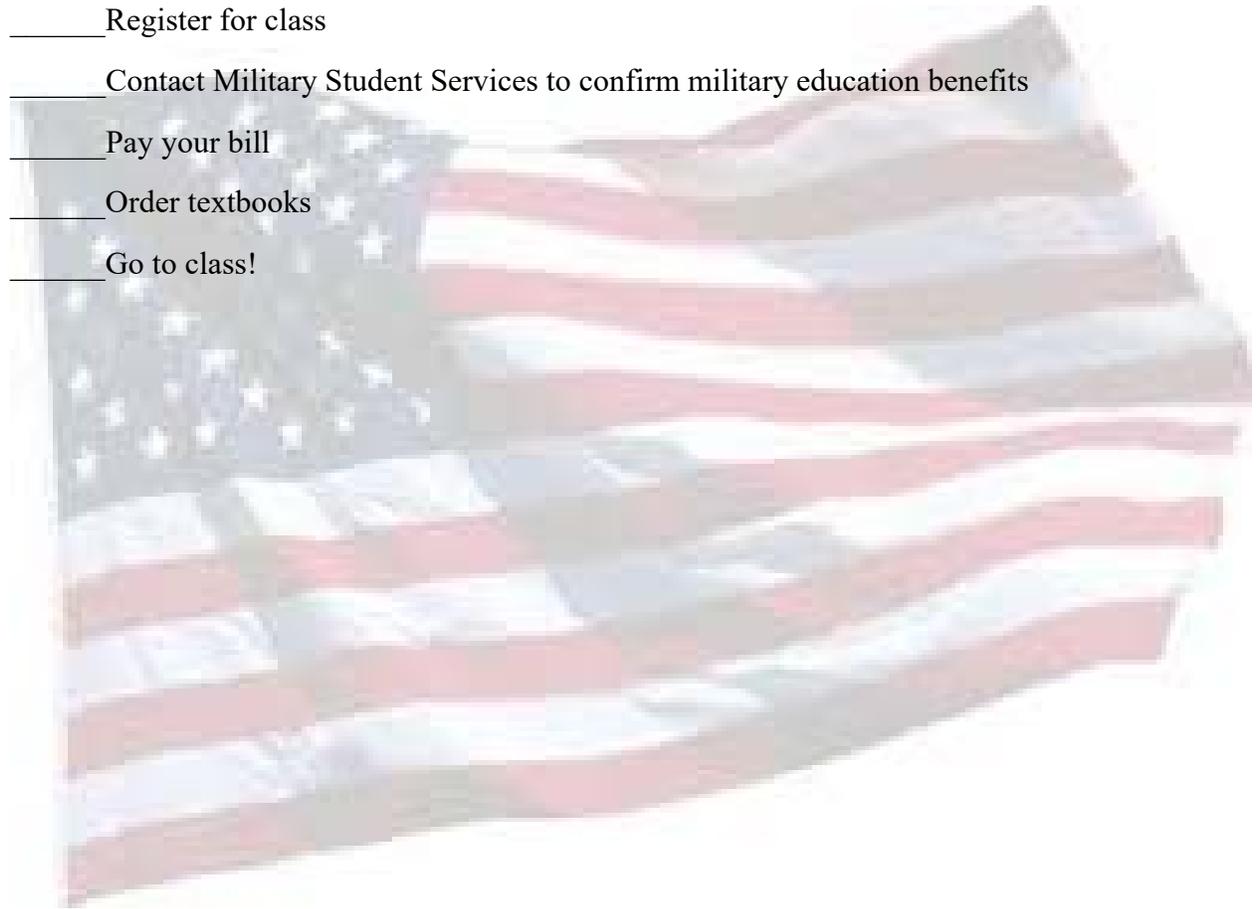
- \_\_\_\_\_ Apply to the university
- \_\_\_\_\_ Complete supplemental Program Application, if applicable
- \_\_\_\_\_ Apply to use TA or VA education benefits
- \_\_\_\_\_ Apply for scholarships
- \_\_\_\_\_ Apply for Financial Aid
- \_\_\_\_\_ Submit additional documents to Admissions, if needed
- \_\_\_\_\_ Set up your MyWCU account when you receive the activation email
- \_\_\_\_\_ Contact Military Student Services

### **Once accepted to WCU**

- \_\_\_\_\_ Follow instructions in your acceptance email
- \_\_\_\_\_ Complete Intent to Enroll form
- \_\_\_\_\_ Check your Catamount email (all correspondence from WCU will be sent to this email)
- \_\_\_\_\_ Log into MyWCU
- \_\_\_\_\_ Contact Military Student Services to ensure all requirements for benefits are done
- \_\_\_\_\_ Run a degree audit & register for classes
- \_\_\_\_\_ Email with advisor, if needed
- \_\_\_\_\_ Pay your bill
- \_\_\_\_\_ Get “catcard” student ID (optional)
- \_\_\_\_\_ Order textbooks
- \_\_\_\_\_ Go to class

## **DISTANCE STUDENT CHECKLIST (Returning)**

- Email with advisor, if needed
- Take care of any holds on your account (Immunizations, etc)
- Apply for scholarships (optional)
- Renew your FAFSA (once a year)
- Register for class
- Contact Military Student Services to confirm military education benefits
- Pay your bill
- Order textbooks
- Go to class!



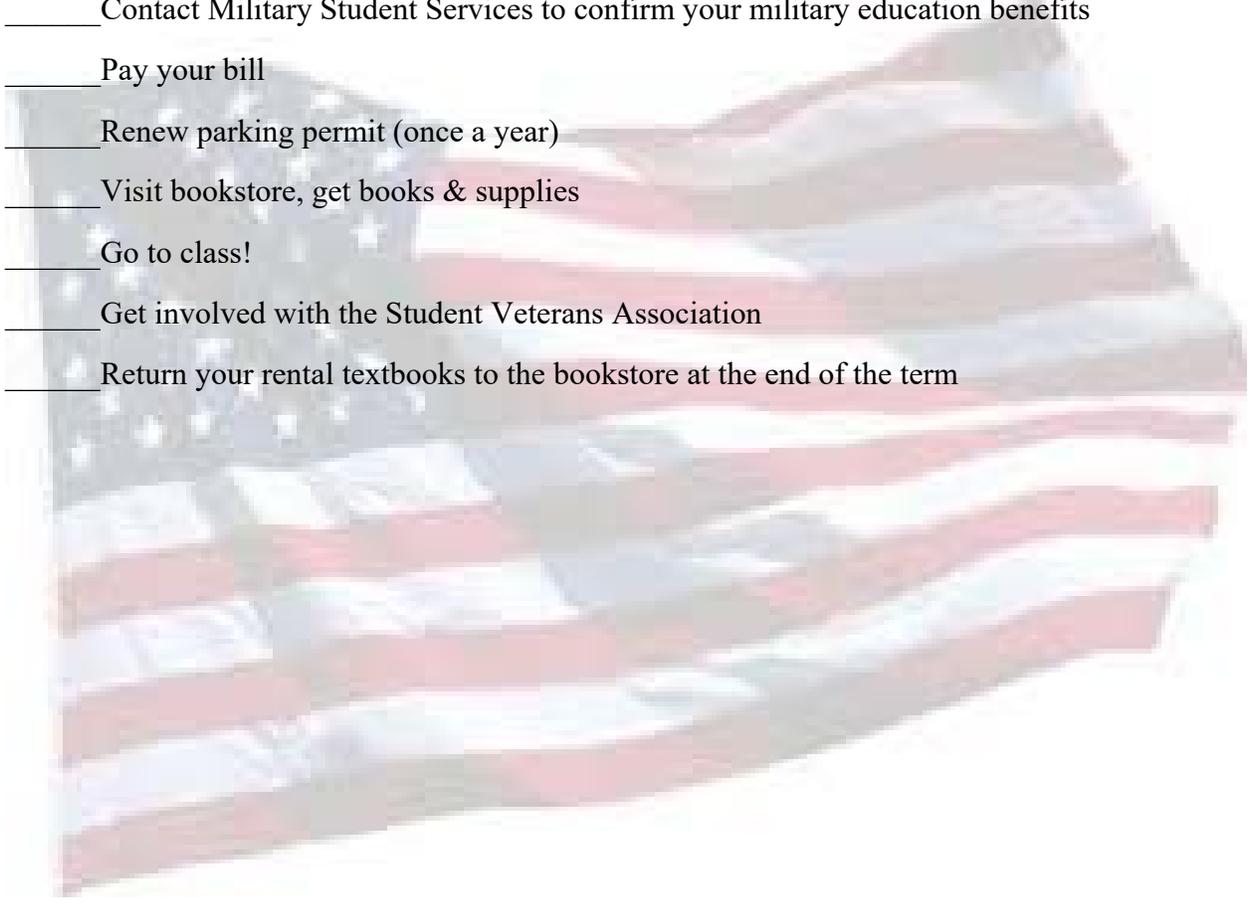
## **NEW STUDENT CHECKLIST (Residential- First time & Transfer)**

- \_\_\_\_\_ Apply to the university
- \_\_\_\_\_ Apply to use TA or VA education benefits
- \_\_\_\_\_ Apply for scholarships
- \_\_\_\_\_ Apply for Financial Aid
- \_\_\_\_\_ Submit additional documents to Admissions, if needed
- \_\_\_\_\_ Contact Military Student Services

### **Once accepted to WCU**

- \_\_\_\_\_ Set up Catamount email
- \_\_\_\_\_ Take care of any holds on your account (Immunizations, etc)
- \_\_\_\_\_ Log into MyWCU
- \_\_\_\_\_ Pay tuition deposit
- \_\_\_\_\_ Pay housing deposit (if living on campus)
- \_\_\_\_\_ Register for orientation
- \_\_\_\_\_ Complete pre-registration questionnaire
- \_\_\_\_\_ Contact Military Student Services to ensure all requirements for benefits are done
- \_\_\_\_\_ Complete Residential living preferences questionnaire (if living on campus)
- \_\_\_\_\_ Attend orientation
- \_\_\_\_\_ Pay your bill
- \_\_\_\_\_ Meet with advisor, if needed (may be done at orientation)
- \_\_\_\_\_ Get parking permit (may be done at orientation)
- \_\_\_\_\_ Get "catcard" student ID (may be done at orientation)
- \_\_\_\_\_ Chose your meal plan (optional, if commuting)
- \_\_\_\_\_ Visit bookstore, get books & supplies
- \_\_\_\_\_ Go to class!
- \_\_\_\_\_ Transfer students- check your degree audit for your transfer credits

## **RETURNING STUDENT CHECKLIST (Residential)**

- Take care of any holds on your account (Immunizations, etc)
  - Apply for scholarships (optional)
  - Renew your FAFSA (once a year)
  - Meet with your advisor on Advising Day
  - Register for classes
  - Contact Military Student Services to confirm your military education benefits
  - Pay your bill
  - Renew parking permit (once a year)
  - Visit bookstore, get books & supplies
  - Go to class!
  - Get involved with the Student Veterans Association
  - Return your rental textbooks to the bookstore at the end of the term
- 
- A large, semi-transparent image of the United States flag is overlaid on the bottom half of the page, behind the checklist items.

## GUEST STUDENT CHECKLIST

Each year, particularly in the summer sessions, WCU welcomes numerous students who attend other colleges and universities who desire to take courses at WCU with the intent of transferring those courses back to their home institutions.

Because transient students are only visiting WCU for a brief period and are not seeking to complete a degree at WCU, some policies and procedures differ for transient students as compared with transfer students. (All non-degree students who wish to be considered for degree-seeking status must submit the appropriate new application for admission as well as all required supporting documentation.)

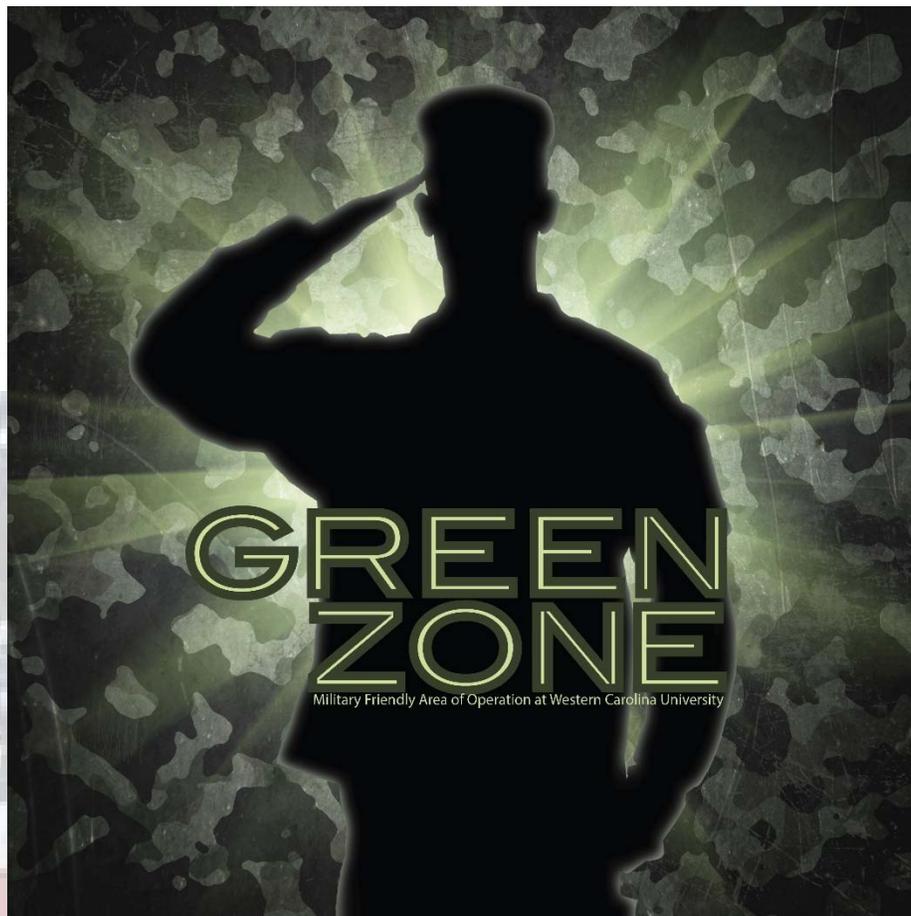
For details visit <https://www.wcu.edu/apply/non-degree-undergraduate/transient.aspx>

- Apply to the university
- Apply to use TA or VA education benefits
- Apply for Financial Aid at the guest school
- Submit additional documents to Admissions, if needed
- Contact Military Student Services

### Once accepted to WCU

- Set up Catamount email
- Take care of any holds on your account (Immunizations, etc)
- Complete the transient requirement for you parent school
- Contact Military Student Services to ensure all requirements for benefits are done
- Pay your bill
- Get books & supplies
- Go to class!
- Follow parent school's process to transfer WCU credit back to them

## GREEN ZONE TRAINING



WCU offers Green Zone Training to all faculty & staff once a semester. Participation is voluntary. Participants that complete the training get a sticker (see above) for their office so that military students can recognize the area as a safe place. If you need assistance, you can go to any of the safe places on campus and receive help. Or have a quiet place for a few moments.

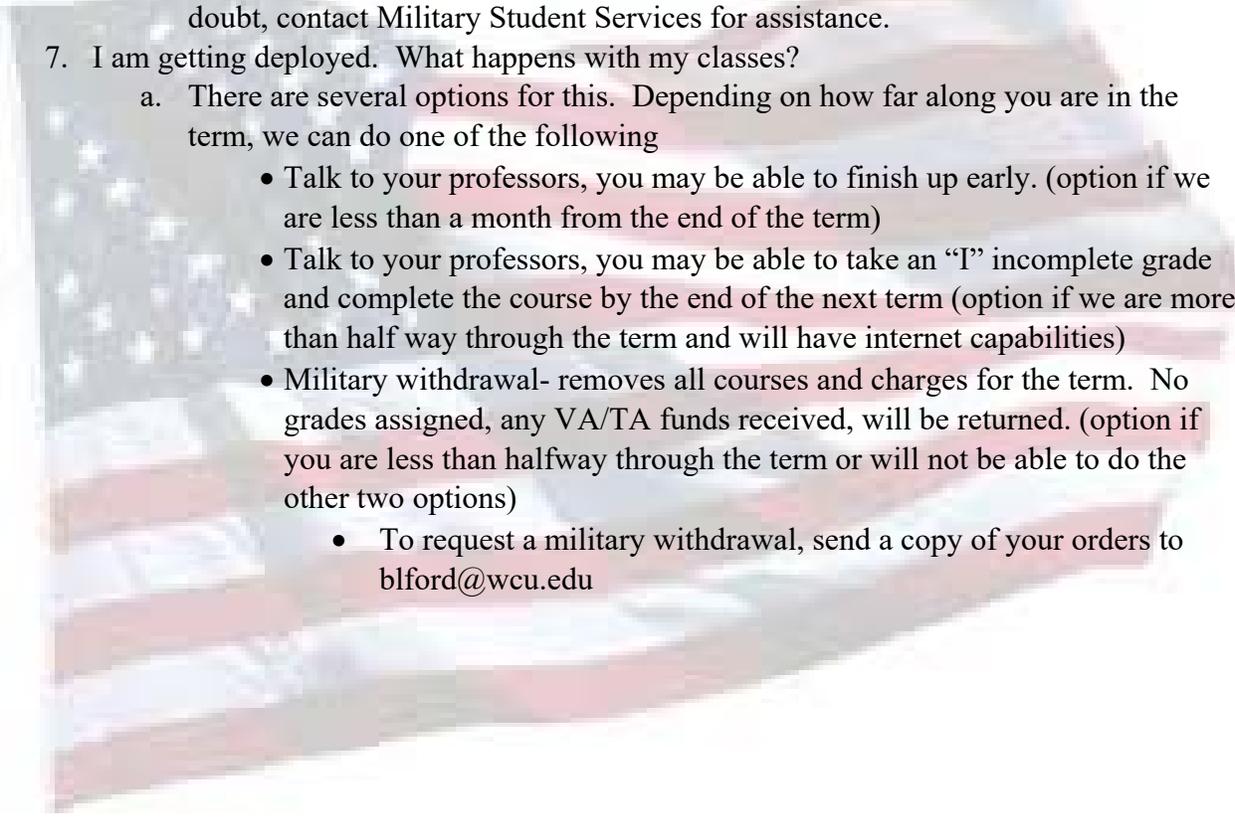
### HOW YOU CAN HELP-

Green Zone Training only works if you- the military student- participates. At each training, we ask for volunteers who have served in the military to host a table. By hosting a table, you are given the opportunity to tell faculty and staff about your military experience and, in turn, they have the opportunity to ask questions. To volunteer, contact Military Student Services.

## Frequently Asked Questions



1. Does WCU have ROTC?
  - a. No, WCU has not had ROTC since the mi- 90's. We are looking into bringing it back to campus
2. I want to join the military. Do you recruit for them?
  - a. No, we work for WCU and are here to support military affiliated students. We do not recruit for the military. If you are interested in joining the Armed Forces, we can give you the contact information for the local recruiting office and connect you with veterans who can speak to you about military life.
3. Do you accept military training for college credits?
  - a. Yes, we follow the A.C.E. recommendations for credit. All branches, except the Air Force, should send an official copy of your Joint Services Transcript to WCU for evaluation. Air Force members should send an official copy of the CCAF transcript.
4. I have Post 9/11 GI Bill. Will have any out of pocket costs?
  - a. Yes, while the Post 9/11 covers most of your costs, there will still be out of pocket expenses. If you are unsure about your bill, contact Military Student Services for assistance. Here is a breakdown of typical out of pocket costs for Post 9/11 users
    - Tuition Deposit- \$150- holds your space at WCU
    - Parking Permit-\$varied- required to park on campus
    - Housing deposit- \$150- reserves your dorm room until you arrive
    - Housing- \$varied- billed per semester. Post 9/11 does not pay the school. Student received a monthly stipend for housing/living expenses
    - Meal Plan- \$varied- used to purchase food/snacks on campus. Post 9/11 does not pay the school. Student received a monthly stipend for housing/living expenses
    - Books- \$varied- depending on your program and student type, you may be required to purchase text books. Post 9/11 does not cover this directly. Student will receive a book stipend from the VA on or before the start of classes
5. When should I expect my money from the VA?

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- a. The VA pays education benefit stipends at the end of the month for that month. However, if it is your first semester using the benefit, it will be late. First time users should expect their first stipend payment mid-to-late semester.
6. I am due a refund, but I didn't receive it on the financial aid release date. Where's my refund?
    - a. VA/TA funds are not financial aid funds and have different pay schedules. As money comes in from various sources, it is applied to your account until all charges are covered. Additional funds received once all charges are paid, will be refunded to the student. NOTE: financial aid money will arrive first and be applied to your account. VA/TA funds will arrive later in the term. If you are due a refund, you may not receive it until the VA funds arrive OR you may receive a partial refund and then a second one when VA funds arrive. When in doubt, contact Military Student Services for assistance.
  7. I am getting deployed. What happens with my classes?
    - a. There are several options for this. Depending on how far along you are in the term, we can do one of the following
      - Talk to your professors, you may be able to finish up early. (option if we are less than a month from the end of the term)
      - Talk to your professors, you may be able to take an "I" incomplete grade and complete the course by the end of the next term (option if we are more than half way through the term and will have internet capabilities)
      - Military withdrawal- removes all courses and charges for the term. No grades assigned, any VA/TA funds received, will be returned. (option if you are less than halfway through the term or will not be able to do the other two options)
        - To request a military withdrawal, send a copy of your orders to [blford@wcu.edu](mailto:blford@wcu.edu)

## Other Resources

### Student Veterans Association

A WCU recognized student organization, the Student Veterans Association strives to provide support and assistance through community service, camaraderie, and outreach. The SVA hosts a variety of events throughout the year. Learn more at <https://www.yammer.com/wcu.edu/#/home?%2Fthreads=>



### Veterans Resource Center

Located on the 2<sup>nd</sup> floor of the UC, the Veterans Resource Center is a place for military affiliated students to study, relax, meet other military affiliated students, or get information about resources on and off campus. Open Monday-Friday 7AM-7PM. Other hours by request

### Financial Aid

Financial Aid resources can be used in addition to any VA or Tuition Assistance benefits used. To apply for financial aid, you must complete a FAFSA (Free Application for Federal Student Aid). The application can be found at <https://fafsa.ed.gov/> It is recommended that you accept any grants you are offered, but use student loans with caution. Loans must be repaid once you stop attending school.

### CAPS- Counseling & Psychological Services

CAPS is available to all WCU students. Staff have been trained on military PTSD and other unique issues for military students. Information shared with CAPS is confidential and is not released to the public or the military unless legally required to do so (subpoenaed) CAPS is located in the Bird Health Building, 2<sup>nd</sup> floor.

### Tutoring

Distance students- free online tutoring. Log into brainfuse with your WCU credentials.

Residential students- free tutoring at the Writing & Learning Commons and the Math Tutoring Center. Make an appointment through your MyWCU account.

BECOME A TUTOR- WALC is always seeking motivated students to be tutors. Contact the WALC for details. This is a paid position.

## IT Commons

The Technology Commons, located on the ground floor of Hunter Library, is a place for students to enjoy a relaxing collaborative atmosphere while having access to expert technology assistance and an open access computer lab with specialty software. We also provide Technology Support (see list of services below), [Equipment for Checkout](#), [Software & Technology Training](#), and [Apple & Dell](#) Computer Purchasing.

## Hunter Library

Whether you are on campus or online, Hunter Library has the resources you need. Access the online database at <https://www.wcu.edu/hunter-library/> Contact the library at

**(828) 227-7307 or Toll-free (866) 928-5424 | 176 Central Drive, Cullowhee, NC 28723**

- **Circulation Desk:** (828) 227-7485 (for questions about borrowing, renewing, reserves, study spaces, and your account)
- **Reference Desk:** (828) 227-7465 (for assistance with research and finding and evaluating information)
- **Office of the Dean:** (828) 227-7307
- **Special and Digital Collections:** (828) 227-7474

## VA Hospital- Asheville, NC

The Charles George VA Medical Center is located about an hour from campus. It is consistently ranked on of the best VA hospitals in the country. If you need transportation, contact us. There are community resources available to assist you.

1100 Tunnel Rd, Asheville, NC 28805 | (828) 298-7911

## Important Contacts



Admissions	828.227.7317
Advising Center	828.227.7753
Biltmore Park Campus	828.654.6498
Bookstore	828.227.7346
Distance Learning	828.227.7397
Financial Aid	828.227.7291
Graduate School	828.227.7398
Health Services	828.227.7640
Hunter Library	828.227.7307
I.T. Helpdesk	828.227.7487
Military Student Services	828.227.3074
Registrar's Office	828.227.7216
Student Accounts	828.227.7324
<b>VA Customer Service</b>	<b>1.888.442.4551</b>
WCU Police	828.227.7301
<b>On campus Emergency</b>	<b>828.227.8911</b>