

The VA did not pay my housing, meal plan or parking, why not?

The VA does not pay for meals, housing, lodging, ebooks, parking, learning communities, fees, fines, or the \$10.00 study abroad fee.

Why haven't I been certified yet?

Certification is the school's way of notifying VA that you are enrolled and wish to be certified. You must let your VA Rep know that you plan to attend the upcoming term. You may make this notification as early as soon as you are able to register for the next semester. Make sure you have your class schedule set before you request to be certified. Changes in enrollment may impact or delay your eligibility. Allow 10 working days to process your paperwork. Allow 4-6 during peak times (beginning of the term). Turn the enrollment form in early to avoid delays.

I have not been paid yet. Where's my money?

Once VA certification takes place it can take anywhere from 4-6 weeks before you receive payments. Its best to check with VA at 1-888-442-4551 to see if payment has been processed. You will also receive a letter in the mail telling you the amount of payment and payment date for each semester of enrollment.

When I do get paid, will I get "back pay"?

If there are delays in payment but you would have been eligible when the semester started then yes, you will receive back pay for the entire semester.

My payment reflects 3/4 time enrollment, but I've added a class. I'm full time. How do I fix this?

Please email our office at utkva@utk.edu and let us know the course name and number that you have added. We will need to recertify you. This will delay your payments for full time enrollment.

What time period does this payment cover?

The VA paid period is starts with the official first day of classes and ends with the official last day of classes according to university policy. Partial months of enrollment are always pro-rated.

I'm no longer active duty, but I'm still being paid tuition and fees only. When will I receive my full benefits?

When did you ETS? Did you provide VA with a copy of your DD214? When you ETS, it is the Department of Defense's responsibility to update your duty status in the Department of Veterans' Affairs database. Updates could take up to 90 days. By providing our office with a copy of your DD214 (Member 4 copy) you can expedite the conversion of your entitlement to "off-duty" pay. In general, allow VA 30 to 60 days to adjust your pay following receipt of the DD214.

I called the 1-888-GI Bill-1, and they said that my school hasn't submitted my 22-1999 (enrollment certification)!

In general, it takes 1-2 weeks for VA to acknowledge receipt of certification documents. Most certifications are submitted to VA electronically. We receive instant verification of receipt of these documents. We can provide you the transaction number or certification number upon request and you

always receive an email when a certification has been submitted. We always use the @vols.utk.edu email address when submitting claims.

I can't get through to the 1-888-GI Bill-1?

The number provided to you is the same number we are given; thus, we experience the same delays. Instead, you may want to set up a "phone appointment" when prompted or you may submit a question through the gibill.va.gov website.

I've been paid too much money. I've received an overpayment letter. What do I do? You will need to make payment arrangements with the VA directly. You can call them at 1-888-442-4551

Why didn't I get my break payment?

Effective 1 August 2011, VA no longer pays for the break periods.

Is UT Knoxville a yellow ribbon school?

Yes, but yellow ribbon funding is only accepted for graduate students in the Haslam College of Business and the College of Social Work. Please see the yellow ribbon link on the left of the home page for more information about yellow ribbon payments and applying for yellow ribbon funding.

I am an online student do I have to pay out of state tuition?

If you currently live outside of Tennessee and study in one of our online degree programs the out of state tuition waiver for veterans and their dependents will not apply to you. You will be considered out of state and charged out of state tuition and fees.

Does the VRC have a textbook loan program?

Yes, please contact Thomas Cruise. If you have used textbooks and would like to donate them to our VRC for other students please drop them off in the VRC.

I am using the TN Strong act do I get charged in state tuition?

No, use of the TN strong act is not a federally funded educational benefit from the Department of Veterans Affairs. Please speak with our residency office for further questions.