



Student Rights and Responsibilities

- To establish VA educational benefits at Central Oregon Community College (COCC) for the first time, students must submit required documents after they are registered for their first term of classes. Documents may be submitted in-person by visiting the Boyle Education Center or electronically to vetsed@cocc.edu.
- Continuing students must also request certification each term they wish to use their VA educational benefits. Certification requests may be submitted electronically, through the student's Bobcat Web Account, or in-person, at the veteran's window in the Boyle Education Center.
- Continuing student instructions for requesting certification each term is found below:
 1. Register for degree-required classes
 2. Submit your request for certification in one of the following ways:
 - Log in to your Bobcat Web Account and submit the "Veterans Request for Certification" form in the Student Requirements section.
 - OR**
 - Visit the Boyle Education Center on the Bend campus and check in with a frontline staff member. Request that your Student Schedule/Bill be printed and ask to speak to a Veteran Certifying Official.
 3. Once your certification request has been received, the status of "R" for required on your Bobcat Web Account will change to an "S" for satisfied.
- If you change your degree program, you must notify the Veteran Certifying Official and complete a "Request for Change of Program" form for your internal file. The Veterans Administration (VA) will be informed of this change.
- It is very important to always follow your degree course outline published in the COCC catalog, and as shown in your GradTracks, and work closely with an advisor to ensure registration in required courses only. It is **your** responsibility to enroll in the proper classes that directly apply toward your degree. If you drop a class or take a class that does not apply to your degree requirements, you will be responsible for any resulting VA overpayment or student debt.
- The VA will not pay for **audits**, **NP** (no-pass) or repeats of successfully completed classes, whether or not you used your benefits for that class.

You are responsible for **ALL** debts resulting from reductions, terminations or any NP grades received. The Debt Management Department of the VA will notify the school of your outstanding student debts. These will be posted as a balance due in your COCC student account and COCC will return the funds to the VA.

- If you have attended any other college or university, you must obtain **official** transcripts which will be evaluated for credits that may apply toward your degree at COCC. Transcripts must be turned in prior to the second term to avoid interruption in VA educational benefits. You are responsible for not repeating any courses that will transfer in and satisfy degree requirements. It is best policy to submit transcripts prior to your first term enrollment to prevent course duplication.
- Students using VA educational benefits are expected to adhere to the Academic Warning Policy for COCC. Students are considered to be in good standing if they earn a minimum 2.0 GPA each term. Students not meeting this requirement receive an academic warning. If a student using VA educational benefits receives a Fourth Academic Warning, their benefits will be terminated at COCC and they will not be eligible for reinstatement for one calendar year, in accordance with the Academic Warning Policy. Please note: Students receiving federal financial aid are also bound by the SAP policy upheld by COCC's Financial Aid office. More information about the Academic Warning and SAP policies can be found in COCC's catalog.
- It is your responsibility to monitor your Bobcat Web Account and COCC email for all communications from the Veteran Certifying Official.
- Students using Chapter 33 Post 9/11 GI Bill® benefits are required to verify their enrollment monthly directly with the VA. This can be completed by text, email or phone call. Text verification is the fastest and easiest option. You will need to opt in to VA text messaging. You can call the VA at 888.442.4551 to ensure your current phone number is on file. If you do not verify your enrollment directly with the VA, after two consecutive months, the VA will withhold your housing payment until you submit your enrollment verification.
- You can apply for or transfer your VA education benefits, update direct deposit information, obtain a Statement of Benefits or view your payment history in the Education box found here <https://www.va.gov>.
- COCC's Veteran Certifying Official is not an employee of the VA. Based on information provided by you and/or college records, we report class registration, changes and final grades to the VA for determination of payment eligibility. Questions or concerns about any VA payments to the student should be directed to the **VA at 888.442.4551**.

I have read and understand the above statements and authorize COCC to certify my VA educational benefits. I authorize COCC to release information about me necessary for the processing of my VA educational benefits. I understand a file will be maintained by the college to meet compliance with VA regulations for reporting and recordkeeping purposes. I understand I am solely responsible for contacting the VA and/or the COCC Veteran Certifying Official with questions regarding my file. College records may be reviewed by authorized VA representatives to ensure compliance with applicable laws and regulations.

Signature _____

Date _____

Printed Name _____

COCC ID _____