

The background of the slide features a stylized American flag motif. The top half is a dark blue field with several white, five-pointed stars of varying sizes. The bottom half is a white field with a red diagonal stripe running from the bottom right corner towards the center. The text is centered on the white background.

CCC Veterans Services Student-Veteran Handbook

**Clackamas Community College
Veterans Education and Training Center
Oregon City Campus, Community Center 100**

Welcome Home & Welcome to CCC!

- CCC VET Center is located in Community Center 100
 - We are here to serve you, answer your questions, ease your transition, and assist in your success!
- Fall, Winter, & Spring Hours M-F 8:00AM-5:00PM
- Summer Term Hours M-TH 7:30AM-5:00PM
- Contact Info
 - vetinfo@clackamas.edu
 - 503-594-3438 or 503-594-3442
 - [On Facebook](#)

Mission Statement

- The mission of the VET Center is to assist our Veterans and their family members in gaining access to valuable VA educational (and other) benefits while providing all types of transition assistance.
- We will advocate for all veterans, active duty / reserve service members, and military family members throughout our community, assisting them navigate both College and VA processes.

CCC VET Center Roles & Responsibilities:

- Our Mission is your success! Our role at CCC is to inform, empower, and assist you in achieving your educational goals by connecting you with your hard-earned VA Educational benefits.
- It is our responsibility to ensure timely, and accurate VA Educational Benefits certifications while remaining in strict compliance with Federal Law.
- The CCC VET Center does not determine eligibility. Only the VA can determine eligibility, if you are uncertain whether or not you are eligible, we encourage you to apply at <http://www.gibill.va.gov/>. Once you receive your certificate of eligibility you **MUST** bring a copy into the VET Center (in the Community Center, room 100).
- **NOTE:** It takes approximately 5 or more weeks for the VA Regional Office to process educational benefit claims. You will receive a letter of eligibility from them stating the educational benefits you will receive, the time period awarded, and the months of entitlement remaining.
- VA Educational Benefits are paid based on: attendance, courses applicable to VA objective (YOUR DEGREE or Program of Study), length of courses, and number of credits for each course. ***Please check with us if you have any questions!!***
- **We exist to help you succeed—that includes helping you avoid VA debt!!**

VA Requirements:

- Department of Veterans' Affairs will **NOT** pay educational benefits if one of the following should occur:
 1. The veteran registers for classes not specified in the declared program of study. Deficiency or remedial courses (below 100 level) may be certified for benefits (For substitution of courses, VA student must visit with the Veteran Education Benefit Specialist.)
 2. **The veteran fails to submit all previous college transcripts and request their evaluation towards their degree goal by the end of the first term.**
 3. The veteran fails to attend class for the **full term** VA benefits are received.
 4. The veteran fails to achieve the minimum **GPA of 2.00**
 5. The veteran fails to **complete 50 percent** of the courses registered for (unless officially withdrawn during the first 30 days of the term).
 6. The veteran, like all students at CCC, will be placed on academic alert when a student's term GPA falls below a 2.00. By the end of the alert term, the veteran must attain a term GPA of 2.00 or they will be placed on Academic Probation status. If he/she fails to do so by the end of the third consecutive term VA benefits will be suspended.

Academic Standing

- Refer to the CCC Catalog or Student Handbook for more detailed information
- Students receiving Veterans' Educational benefits are responsible for demonstrating pursuit toward their identified program of study.
 - Standards for Academic Progress (SAP): You must successfully complete 50% of your coursework with a 2.0 term GPA
 - Credits attempted do not include credit hours dropped prior to the sixth week of the term or credit hours changed to audit
- Students will be evaluated for academic standing and notified by the Veterans Services Office at the end of each term if one or more of the aforementioned requirements is not met; the following will take place:
 1. **Academic Alert:** (First term SAP not met) We encourage you to meet with an Academic Advisor to discuss/formulate an academic strategy that will enable you to return to good standing.
 2. **Academic Probation:** (Second consecutive term SAP not met) We require you to meet with an Academic Advisor to discuss/formulate an academic strategy (Education Plan) that will enable you to return to good standing, failure to do so will result in a registration hold for the subsequent term.
 3. **Academic Suspension:** (Third consecutive term SAP not met) Students in this status will be restricted from registering for subsequent terms until the following requirements are accomplished and approved by a Veterans Certifying Official: You must meet with an Academic Advisor to discuss/formulate an academic strategy (Education Plan) that will enable you to return to good standing, and complete a Veterans SAP Appeal Package.
 4. **Termination:** (Fourth consecutive term SAP not met) VA Educational Benefits suspended for a term if SAP standards are not met during the term following Academic Suspension/appeal approval.

Grades

- Refer to the CCC Catalog for more information
- **I, F, N, W, X, and Y grades affect VA benefits and usually result in student debt /overpayments**
 - Please contact us ASAP at the VET Center and be on the lookout for letters of indebtedness from the VA. We will assist you with mitigating circumstances and help you with your appeal.
 - "I" (Incompletes) must be completed within 1 calendar year.

Repeat Courses

- VA will NOT pay for repeat courses that were successfully completed. Letter grades of "A", "B", "C" or "D" are considered to be successfully completed for VA purposes.
- **There are EXCEPTIONS:** Some courses require a specific minimum grade for successful completion. Please refer to CCC catalog course description for these requirements.

VA Educational Benefits

- For the most up-to-date information on all VA Educational Benefits programs please visit <http://www.gibill.va.gov/>
- **Chapter 30, Montgomery GI Bill Active Duty**
 - For Veterans that served on Active Duty and have been honorably discharged
- **Chapter 1606, Montgomery GI Bill Selected Reserve**
 - For Current members of the National Guard or Reserve that have not served on active duty (Title 10)
- **Chapter 31, VA Vocational Rehabilitation & Employment Program (VR&E)**
 - For Veterans with a Service Connected Disability (usually above 33%)
- **Chapter 33, Post 9/11 GI Bill**
 - For Veterans that have served at least 90 days of Active Duty since 9/11/2001
- **Chapter 35, Dependents Educational Assistance (DEA)**
 - For Dependents or Spouses of Veterans that were killed in action, died during their service, or are 100% disabled as a result of their service
- **Fry Scholarship**
 - For Children of Active Duty members of the Armed Forces who were killed in the line of duty after 9/10/2001

Department of Defense (DOD)

Educational Programs (tuition assistance)

- **Tuition Assistance**
 - For current members of the National Guard, Reserve, and active duty service members
 - Pays 100% of tuition, up to \$4500 per year, NOT FEES
 - For more information and/or to get started contact your Unit Education Officer or NCO
 - For ORNG, Army, and Army Reserve visit <https://www.goarmyed.com/login.aspx>
- **Military Spouse Career Advancement Accounts (MyCAA)**
 - For spouses of deployed or recently deployed service men and women
 - Provides up to \$6,000 of Financial Assistance for military spouses who are pursuing degree programs, licenses or credentials leading to employment in portable career fields.
 - <http://www.myarmyonesource.com/FamilyProgramsandServices/FamilyPrograms/SurvivorOutreachServices/MyCAAFactSheet.aspx>

State of Oregon Programs

- **Oregon Educational Aid for Veterans (currently suspended!)**
 - For Oregon Veterans not utilizing Federal VA Benefits
 - Veterans are entitled to receive \$150 per month when enrolled for 12 or more credits at CCC. Benefits will be paid for as many months as the veteran spent in active service, up to a maximum of 36 months. One month of entitlement will be charged for each month paid.
 1. Must be a full-time student, **and**
 2. Active duty in the Armed Forces of the US between June 25, 1950 and January 31, 1955 **or** subsequent to (anytime after) June 30, 1958 for not less than 90 days,
 3. Is a resident of Oregon when applying for Educational Aid,
 4. Released from the military under honorable conditions, **and**
 5. A U.S. Citizen
- **Fallen Oregon Service Member Tuition Waiver**
 - For spouses or dependent children ages 17-23 of a Veteran who:
 1. At the time of death served in the Armed Forces during a national emergency, war declared by Congress, or action of the UN or was killed on active duty
 2. Or died of a service-connected disability acquired on active duty after 1990
 3. Or is 100% disabled as a result of military service as certified by US Dept of Veterans Affairs
 4. Student must maintain SAP and be in good academic standing to qualify

Degree and Certificates

- Veterans receiving VA benefits may select any program listed on the following website for approved programs at Clackamas:
<http://inquiry.vba.va.gov/weamspub/> |
 - Veterans may change program of study and continue to receive VA benefits with VA approval; for details, visit the VET Center
 - When changing your program of study a new education plan must be developed and turned in to the Veteran Education Benefit Specialist.
 - Veterans pursuing a Nursing Degree must be accepted into the program before declaring it as a major.
 - Only courses that are required for completion of the degree/certificate you have declared as your major can be certified to VA.
- **Remember this rule: “The VA will only pay for the minimum number of credits needed for you to receive your degree.”**

Attending Multiple Schools

- You may attend and utilize your VA benefits at more than one school
- The degree-granting institution is the Parent School
 - The Parent School must approve the courses for certification from the secondary school
- It is the student's responsibility to communicate with the School Certifying Official (SCO) at both institutions—please see your SCO for more information

Changing Personal Information

- Changes in veterans' personal information must be reported to the CCC Veteran Services Office. Failure to do so may result in the delay or loss of VA benefits.
 - In addition, please report any and all changes to the Admissions office
 - All official CCC communication is transmitted via your myClackamas and your College email account—check if often!
 - You may utilize ebenefits to manage your personal information with the VA

Request for Certification/Schedule Changes

- Requests for Certification to the VA must be submitted **EVERY** term by turning in a “Veterans Request for Certification” form to the Veterans Services Office
- All schedule changes **must** be reported **immediately** to the CCC VET Center to avoid overpayment / student indebtedness
 - Changes include but are not limited to:
 1. Enrolling every term
 2. Adding/Dropping a class
 3. Withdrawals
 4. Changing a degree or program
 5. Updating personal information
- Students withdrawing from a course after 30 days should provide the CCC Veterans Services Office with a statement indicating any mitigating circumstances involved. This statement will be sent to the Veterans' Administration for consideration in determining any overpayment.

Enrollment Status

- Chapter 33 students are paid by the credit hour but **must take at least 7 credit hours** to receive BAH! Also, at least one credit must be 100% in classroom (not hybrid, distance, web, etc.) in order to receive the full BAH rate for this area
- Chapter 30, 35 students are classified as follows:
 - 12 credit or more = Full time
 - 9-11 Credits = $\frac{3}{4}$ time
 - 6-8 Credits = $\frac{1}{2}$ time
 - 5 or less credits is less than $\frac{1}{2}$ time(BAH is pro-rated based on rate of pursuit; i.e. $\frac{3}{4}$ time = 75% payment, or half-time = 50% payment)

Online/Hybrid Courses:

- Chapter 33, Post 9-11 recipients be advised, **online and hybrid courses can affect payment**
 - If you take all of your courses online/hybrid you will be paid at ½ the national average for BAH
 - You may receive Oregon City BAH if you take at least 1 traditional (in-class) course for the entire term
- All VA Students
 - The VA will not pay for online/hybrid remedial (below 100 level) courses
 - If you would like to utilize benefits for remedial courses, you must first test into that course, and take the traditional (in-class) section

Attendance

- The VA requires veterans receiving benefits to attend all scheduled class meetings.
- If you receive notification of a deployment, bring 2 copies of your orders to the College, one to the VET Center, and one to the Registrar.
- Pre-scheduled medical procedures should also be reported to the Veterans Services Office, we can help!

Payment to CCC

- All Chapters, with the exception of CH-33 (at the 100% rate) and CH-31 are responsible for paying all tuition and fees-- refer to page 6 of the schedule of classes for important term deadlines
- You are responsible for payment of all tuition and fees due to the College if VA does not make payment because of an overpayment situation.
- You should inform the CCC Veterans Services Office immediately if you have an overpayment with the Department of Veteran Affairs.
- Chapter 33 Students must inform the Veterans Service Office of any Tuition Waivers or Tuition Scholarships

Payment to You

- VA Educational benefits are paid in a reimbursement method based on: attendance, courses applicable to VA objective and length of courses.
- VA students should receive their first check within 4 to 6 WEEKS after the first day of class (or later, if the veteran applies for certification after classes begin.)
- Chapters 30, 1606, and 35 students are responsible for verifying enrollment the last day of each month enrolled at CCC @ www.gibill.va.gov WAVE system or 1-877-823-2378
 - *Failure to do so may result in non-payment*
- Pay attention to the “Important Dates to Remember” page located in the Schedule of Classes (page 6!)
- Register as early as possible to ensure maximum class availability
- For questions concerning payment, contact the VA directly at 1-888-442-4551

Direct Deposit

- Direct Deposit is the VA's preferred and most efficient method of payment
- Enter direct deposit information (bank account number and routing number) when applying through VONAPP, or via your ebenefits account
- Call the VA directly @ 1-888-442-4551 to set it up

Break Pay

- The VA no longer pays for breaks between terms—please anticipate and plan for these pay gaps
- Payment is issued only for certified enrollment periods based on #of credits, and training time
 - You are only paid during the time you are in class, based on the start and end dates of each term

Licensing & Certification Test Fee Reimbursement

- You can receive test fee reimbursement for some licensing and certification tests you take on or after March 1, 2001.
- These tests must be specifically approved for the G.I. Bill.
- VA will only pay for the cost of the tests and not other fees connected with obtaining a license or certification.

Tutorial Assistance

- CCC Tutorial Services provides **free** individual and small group tutoring
- Tutors are available by appointment during regular college hours on campus
- Online tutors are also available for Distance Learning Classes
- If additional Tutorial assistance is needed, it may be paid by the VA to students under chapters 30, 33, 35 and 1606.
- VA Tutorial assistance helps the student pay for necessary tutoring and is a supplement to the student's regular education benefit (paid at a rate of \$100 per month)
- **VA Tutorial Assistance Overview**
 - The monthly rate may not exceed the cost of tutoring or \$100. The maximum amount payable is \$1200. There is no entitlement charge for the first \$600 under chapters 30 and 1606. There is no entitlement charge under chapter 35.
 - The student, tutor, and certifying official must complete VA Form 22-1990t, *Application and Enrollment Certification for Individualized Tutorial Assistance*. The application may be submitted at the end of each month or combination of months. The application must be signed and dated on or after the date of the last certified tutoring session.
- **Eligibility (All of the following must be met for a student to be eligible for tutorial assistance):**
 - The student must be in a post-secondary program on a half-time or more basis
 - The student must have a deficiency in a course that is part of his or her approved program
 - The student must be enrolled in a course during the same quarter in which tutoring is received for that course. Tutoring may **not** occur between terms

VA Work Study

- The VA work study program is a TAX FREE work study program offered to eligible students using VA educational benefits
- You are eligible to participate in the Work Study Program if you are using your VA Education Benefits and attending 9+ credit hours (3/4 time)
- The pay is minimum wage and you may work at VA offices, Veteran Outreach services, Veteran Medical facilities, National Cemetery System Offices, etc.
- Contact the Veterans Services Office for further information

Federal Financial Aid (FAFSA)

- If you are an American Citizen, you may be eligible
- This is not VA benefits, and you can utilize both simultaneously
- Go to www.fafsa.ed.gov to get started
- For more information or assistance visit the FAFSA Lab in Roger Rook Hall or call 503-594-6082

Veteran Status Notification

- The following must be advised of your Veteran Status:
 - Financial Aid Department (when applying for a loan).
 - Advisors (when developing an educational plan).
 - Beginning Winter term, 2016, veterans will be eligible for priority registration—please contact the VET Center to ensure you are properly coded for priority registration

Replacement DD-214

- DD-214s can be requested online at the national archives website
 - <http://www.archives.gov/veterans/military-service-records/>

Military Transcripts

- CCC accepts the American Council on Education's Maximum Recommended college credits for Military Training and Education
 - Navy/Marine: SMART <https://smart.navy.mil/>
 - Air Force: CCAF <http://www.au.af.mil/>
 - Army: AARTS <http://aarts.army.mil/>
 - Have your official transcripts sent to:
 - CCC Records Office
19600 Molalla Ave
Oregon City, OR 97045

VA Contacts:

- **Regional Processing Office**
 - Department of Veterans Affairs
RPO
PO Box 8888
Muskogee, OK 74402-8888
1-888-442-4551
- **VA Debt Management**
 - Department of Veterans Affairs
Debt Management Center
PO Box 11930
St Paul, MN 55111-0930
Phone: 1-800-827-0648
Fax: 1-612-970-5688

Resources

- **Your VET Center** in CC100 503-594-3438, vetinfo@clackamas.edu, <https://www.facebook.com/cccvetcenter>
 - Information and Referral Services
 - Computers
 - Study Area
 - Lounge
 - Day Use Lockers
 - Food and Coffee
 - Peer Support
 - Pay-it-Forward Grants
 - Text book Grants
 - Veterans Club
- **Returning National Guard and Reservists**
 - <http://www.org-vet.org/>
- **State of Oregon Dept of Veterans' Affairs**
 - <http://www.oregon.gov/ODVA/BENEFITS/>
- **Combat Veterans**
 - Portland Veterans Outreach Center
<http://www.vetcenter.va.gov>
8383 NE Sandy Blvd Suite 110
Portland, OR 97220-4948
(503) 273-5370
- **Returning Veterans Project**
 - 833 SE Main St
Portland, OR 97214
(503) 933-4996
www.returningveterans.com
E-mail: mail@returningveterans.com

Questions/Contact Info

RB Green / Eboni Frederic-Pettway

Clackamas Community College Veterans Services Team

Veterans Education and Training (VET) Center

Oregon City Campus, Community Center 100

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