SOUTHERN UNIVERSITY AT SHREVEPORT
Office of the Records and Registration
Frequently Asked Questions (FAQs)

Veterans, U. S. Service members and their dependents

1. **I'm a U.S. veteran or service member. Where do I go to apply for benefits?**
   Visit the Office of the Registrar in the Leonard C. Barnes building. The VA Certifying Official is the point of contact for all matters relating to educational benefits for veterans, U.S. service members, and their dependents.

   VA-related forms are located on the Registrar's Office webpage and may be accessed by completing the following steps:

   1. Visit www.susla.edu.
   2. Click on *Offices and Services* (on the blue banner above the pictures).
   3. Click on *Registrar's Office*
   4. Click on *Forms* (in the left margin).
   5. Click on *Student Initiated Forms*
   6. Click on *Veterans Certification Request Form*

   For more information, please contact the VA Certifying Official at registraroffice@susla.edu.

2. **Can I receive college credit for my military training?**
   Any military training you received that may qualify for college credit is evaluated by the Registrar's Office. While credits earned for military-related training do not factor into the admissions process, the academic dean for the program you major in may accept some or all of that credit and apply it toward your degree requirements. Provide the Admissions office with your official military transcripts, which may be ordered through this website, along with a copy of your Joint Service Transcript (JST).

3. **What documents do I need to submit to the Registrar's Office to receive my VA educational benefits?**
   Detailed information is available here. Contact the Registrar's Office at registraroffice@susla.edu with any questions.

4. **How many months of VA educational benefits (or entitlement) do I have left?**
   You can access your remaining entitlements by going to the VA eBenefits page and working through these steps:

   1. Login to your existing account or register for an account (be sure to write down your username and password)
   2. When a security warning pops up while navigating through the site, follow these steps:
      a. Choose "*I understand the risk*"
      b. Choose "*Add Exception*"
      c. Confirm security exemption

3. At the "*Create your DS logon today*" section, answer the questions, then begin "*Basic Registration Lev. 1*"
4. Once your registration has been completed, upgrade your account and go through Remote Proofing
5. When proofing has been completed, go to eBenefits and click Manage Benefits, then Education
6. At that point, Chapter 33 Post 9/11 recipients should be able to view and print your Post 9/11 GI Bill Enrollment Info, which will serve as your Certificate of Eligibility (COE).

Should you have trouble completing steps 5-6, try logging out and logging back in.

5. <mark>Do I need to reapply for my VA educational benefits every semester?</mark>
After your initial registration for educational benefits has been completed, you will only need to resubmit a SUSLA Veterans Certification Request Form each semester. However, Chapter 33 (Post 9/11 G.I. Bill) recipients will also need to submit, each semester, an updated Certificate of Eligibility (COE) or a screenshot of the eBenefits webpage that shows remaining entitlements.

6. <mark>Will VA educational benefits cover the cost of remedial or developmental courses?</mark>
Most VA educational benefit programs (or "chapters") cover the cost of remedial or deficiency courses, but only if a placement test indicates that you need to take that type of course, or if the course is required as a prerequisite for another course in your major.

7. <mark>What happens if I change my schedule after I submit my SUSLA Veterans Certification Request Form?</mark>
You must submit another SUSLA Veterans Certification Request Form that reflects the updated schedule for review to (1) ensure the replacement course(s) are applicable to your major (VA educational benefits only cover courses that fulfill the degree requirements for your major), and (2) avoid any overpayment situations.

8. <mark>What is the deadline for submitting my SUSLA Veterans Certification Request Form?</mark>
You have up to one year after the start of a semester to submit your form. However, if you wish to receive federal and state educational benefits, or have the VA pay for your tuition (the latter applies only to those who qualify for Chapter 33 and Chapter 31 educational benefits), the sooner you submit your form the better.

9. <mark>If I fail a class, will I have to pay anything back to the VA?</mark>
No, you do not have to pay the VA back if you do not pass a course. You may repeat a course if it is required for your degree program and the VA will pay for it a second time. However, if you drop or withdraw from a class after the deadline for doing so, you will have to pay the VA back if you received money for that course.

10. <mark>How do I drop or withdraw from a class, and will doing so affect my VA educational benefits?</mark>
If you need to drop or withdraw from a course, consult the Academic Calendar for deadline dates. Note that there are two types of grades you can get from dropping a course – punitive and non-punitive. If you drop a class or withdraw from all classes before the official census

date (14th class day for Fall and Spring; 7th class day for Summer), you are assigned a non-punitive grade, which will not affect your GPA and that the VA treats as having a neutral affect on your transcript. If dropping a class changes your attendance status (for example, if you are then classified as a non-fulltime student), the VA will require repayment of any money you received for attendance in that class unless you have mitigating circumstances. If you feel you have a valid reason for dropping the class or withdrawing from a class, you can write to the VA and ask that you be allowed to maintain your prevailing rate of pay, up to the last date of attendance in the course(s).

To initiate the course drop process or to officially withdraw from the university, complete the steps outlined below:

1. Visit www.susla.edu.
2. Click on *Offices and Services* (on the blue banner above the pictures).
3. Click on *Registrar's Office* (in the left margin).
4. Click on *Registrar's Office Forms* (in the left margin).
5. Click on *Student Initiated Forms*
6. Click on *Course Drop Form* (to drop one or more courses) *or Request to Officially Withdraw from the University* (to drop all courses)

11. **How do I get a copy of my DD214?**
Request a copy through this website and note that the Member 4 copy, which shows the character of your discharge, is preferred for most educational purposes. **After obtaining your DD214, be sure to keep this document in a safe place.** Also note that it is not advisable to register for your DD214 through a county courthouse since doing so makes the process a public record, which could then lead to identity theft.

12. **When do I start to receive my VA educational benefits?**
The VA will process your benefits as quickly as possible but this can take several weeks from the first time you apply. Once you are in the VA system, though – and if you submit your SUSLA Veterans Certification Request Form before the start of each semester – your benefits should be provided to you continuously (with any monthly stipends paid at the end of each month during a semester).

13. **What if I'm called to active duty?**
SUSLA recognizes and appreciates the important contributions made by active duty, Reserve, and National Guard members. In order to accommodate these students and their dependents, University Policy provides direction to faculty and staff on offering these students the following options to accommodate unexpected training/drill, deployment, or change-of-station orders.

Any student called to active military duty that has completed at least ¾ of the semester and is in good academic standing with the institution has the following options:
- Receive course grades for the current semester for each enrolled course with the grade earned at the date he or she was called into active duty.
- Receive incompletes for all courses if approved by instructors.
- Withdraw from all current semester courses.

Steps to follow when leaving the University for Active Military Duty

- Provide a copy of military orders to the Registrar's Office. If one chooses to complete the semester courses via an incomplete and if time permits, please follow the appropriate procedures for course completion. If the professor approves an incomplete grade, the student and professor should complete a *Request for an Incomplete Grade* form, located under Student Initiated Forms at https://www.susla.edu/page/registrars-forms. The incomplete grade form must be initiated by the student, and the reason stated for the incomplete grade(s), as follows: ―called to Active Military Duty.
- In the event that the military obligation does not permit adequate time to finalize grades or withdrawal, please contact the Registrar's Office. They will act on the student's behalf to inform the appropriate persons and/or departments of call to active military duty, and assist to finalize grades or withdrawal. Any grading options and planning for course completion, as agreed upon by instructors, will be documented. The student will be asked to advise the Registrar's Office whether he wishes to accept the grading option available.
- If administrative drops or a withdrawal are to be processed, the Academic Advisor should initiate them. Reasons for withdrawal/administrative drop should clearly state ―called to Active Military Duty.

Departments to contact in the event of call to Active Military Duty.

- Registrar's Office - to communicate military call up, overall assistance, and issues related to VA benefits.
- Academic Advisor – inform Advisor of military call up.
- Financial Aid Office - if receiving financial aid.

The selected option may depend on the student's individual situation, the time remaining in the academic semester, and the course completion agreements. Contact the Registrar's Office to discuss military call up status and to answer any questions regarding the above procedures/options.