



# **MILITARY-CONNECTED & VETERANS SERVICES GUIDE**

# VETERANS RESOURCE CENTERS



The Veterans Resource Centers (VRC's) at Collin College connect students with resources designed to ensure a smooth transition into college and foster academic success. Veterans are welcomed and encouraged to utilize the study area and computer stations at the centers. Spending time in the VRC also provides students the opportunity to network with other individuals who have served.

The Veterans Resources Centers coordinate college-wide services to connect military-affiliated students, with on-campus and community resources to ensure a smooth transition into college life and foster academic success. Our services range from providing information about admissions, academics, financial aid, and VA education benefits to advocacy and resource referral.

At Collin College, veterans and their families can expect an exceptional experience!

The Collin College Veterans Resource Center can be your first stop for questions and information to assist you with your educational journey!

## **Contact Us:**

972-881-5760 (Option 5)  
VRC@collin.edu

## **Hours of Operation:**

Monday - Friday  
8 A.M. - 5 P.M.  
*Open during on-site academic  
school hours of operation*



# VA EDUCATIONAL BENEFITS REQUEST SUBMISSIONS CHECKLIST

## BEFORE SUBMITTING A COLLIN COLLEGE BENEFITS REQUEST

**Apply for Benefits through VA.gov**



**Apply to Collin College: ApplyTexas.org**



**Send All Official Transcripts to Collin College  
Electronically – transcripts@collin.edu**



**Meet with an Academic Advisor**

## SUBMIT A BENEFITS REQUEST AFTER ALL STEPS ABOVE HAVE BEEN COMPLETED

**Gather All Documentation Required for  
your Specific VA Benefits Request**



**Submit Benefits Request on Workday  
through Financials Hub**



**Check Tasks & Notifications Daily for  
Updates to Request**



# VETERANS SERVICES

Collin College offers comprehensive support to veterans and military-connected students through its Veterans Services Offices and Veterans Resource Centers (VRCs). These services are designed to facilitate a smooth transition into college life and promote academic success.

Located across multiple campuses, VRCs provide study areas, computer stations, and opportunities to connect with fellow veterans.

## Locations

### **Plano Campus**

2nd Floor Room D200

### **Wylie Campus**

Room 214  
Campus Commons

### **McKinney Campus**

2nd Floor Room 204  
Welcome Center

### **Frisco Campus**

Room 141  
Founders Hall

### **Technical Campus**

Room A145

## Collin College Veterans & Military Connected Resources

[College Credit for Heroes](#)

[Financial Aid](#)

[Disability Services](#)

[Career Advising](#)

[Mental Health Counseling](#)

[Anthony Peterson Center – Free Tutoring](#)

[Meals for Vets](#)

*\$8 a day food allowance at  
Collin College Cafes*





# VA BENEFITS REQUESTS

## CHAPTER 1606 SELECTED RESERVES & NATIONAL GUARD

Chapter 1606 provides educational benefits to reservists, including the Army, Navy, Air Force, Marine Corps, Coast Guard, Army National Guard, and Air National Guard.

*Student directly receives a Monthly Stipend from the VA.*

## CHAPTER 31 VR & E

The Chapter 31 program assists veterans with service-connected disabilities in preparing for, obtaining, and maintaining employment, as well as helping transitioning servicemembers. For those unable to work, it also provides services to promote independent living.

*Pay: Tuition to Collin College, Monthly Housing allowance from VA to Student, and Book stipend.*

## CHAPTER 35 DEPENDANT EDUCATION ASSISTANCE (DEA)

The Dependents' Educational Assistance (DEA) program offers benefits to the spouses and children of veterans who died in service or are permanently disabled due to active duty injuries.

*The student directly receives a Monthly Stipend from the VA.*

## CHAPTER 30 MONTGOMERY GI BILL

The Montgomery GI Bill (Chapter 30) provides eligible veterans and services members up to 36 months of full-time education and training payments.

*Student directly receives a Monthly Stipend from the VA.*

## CHAPTER 33 POST 9/11 GI BILL

The Post 9/11 GI Bill is for individuals with active-duty services after September 10, 2001. It provides up to 36 months of benefits.

*Pays: Tuition to Collin College, Monthly Housing allowance from VA to student, and Book stipend.*

## HAZLEWOOD ACT

The Hazlewood Act is a Texas state benefit offering qualified veterans, their spouses, and dependent children up to 150 hours of tuition exemption at public colleges and universities in Texas.

*Pays for tuition, but not student record and activity fees. It does NOT cover living expenses, books, or supply fees.*



# VA BENEFITS REQUESTS

## CHAPTER 1606

### SELECTED RESERVES & NATIONAL GUARD

Chapter 1606 provides educational benefits to reservists, including the Army, Navy, Air Force, Marine Corps, Coast Guard, Army National Guard, and Air National Guard.

*The student receives a monthly stipend and must coordinate payment arrangements with Collin College.*

#### WORKDAY DOCUMENTS REQUIRED

- **VA COE (Certificate of Eligibility)** or VA Form 22-1990 confirmation page
- **Request for Degree or Certificate Plan**
- **DD-214** Member 2 or 4 Copy only
- **JST** (Army, Marines, Navy, Coast Guard) or **CCAF** (Air Force) **Transcript**
- **ALL Previous Institution Transcripts** (Or Letter of Non-Attendance)

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## CHAPTER 30

### MONTGOMERY GI BILL

The Montgomery GI Bill (Chapter 30) provides eligible veterans and services members up to 36 months of full-time education and training payments.

*The student receives a monthly stipend and must coordinate payment arrangements with Collin College*

#### WORKDAY DOCUMENTS REQUIRED

- **VA COE (Certificate of Eligibility)** or VA Form 22-1990 confirmation page
- **Request for Degree or Certificate Plan**
- **DD-214** Member 2 or 4 Copy only
- **JST** (Army, Marines, Navy, Coast Guard) or **CCAF** (Air Force) **Transcript**
- **ALL Previous Institution Transcripts** (Or Letter of Non-Attendance)

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## CHAPTER 31

### VETERAN READINESS & EMPLOYMENT

The Chapter 31 program assists veterans with service-connected disabilities in preparing for, obtaining, and maintaining employment, as well as helping transitioning servicemembers. For those unable to work, it also provides services to promote independent living.

*VA Pays Collin College directly for tuition and mandatory fees. Student receives monthly housing and book stipend. The book stipend is coordinated directly with Barnes & Noble.*

#### WORKDAY DOCUMENTS REQUIRED

- **VA COE (Certificate of Eligibility)** or *VA Form 22-1990 confirmation page*
- **Request for Degree or Certificate Plan**
- **DD-214** *Member 2 or 4 Copy only*
- **JST** (*Army, Marines, Navy, Coast Guard*) or **CCAF** (*Air Force*) **Transcript**
- **ALL Previous Institution Transcripts** (*Or Letter of Non-Attendance*)

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*





# VA BENEFITS REQUESTS

## CHAPTER 33

### POST 9/11 GI BILL

The Post 9/11 GI Bill is for individuals with active-duty services after September 11, 2001. It provides up to 36 months of benefits.

*Pays: Collin College directly for tuition and mandatory fees. Does not pay e-materials. Student receives monthly housing and book stipend from VA.*

#### WORKDAY DOCUMENTS REQUIRED

- **VA COE (Certificate of Eligibility)** or VA Form 22-1990 confirmation page
- **Request for Degree or Certificate Plan**
- **DD-214** Member 2 or 4 Copy only
- **JST** (Army, Marines, Navy, Coast Guard) **or CCAF** (Air Force) **Transcript**
- **ALL Previous Institution Transcripts** (Or Letter of Non-Attendance)

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## CHAPTER 33 TRANSFERS

### DEPENDENTS

The Post 9/11 GI Bill Transfers is for individuals who are dependents of active-duty servicemembers who served after September 11, 2001. It provides up to 36 months of benefits if eligible.

*Pays: Tuition to Collin College, Monthly Housing allowance from VA to student, and book stipend.*

#### WORKDAY DOCUMENTS REQUIRED

- **VA COE (Certificate of Eligibility)** or VA Form 22-1990 confirmation page
- **Request for Degree or Certificate Plan**
- **VA Form 22-1995** confirmation page if used benefits at a previous institution
- **ALL Previous Institution Transcripts** (Or Letter of Non-Attendance)

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## CHAPTER 35

### ***DEPENDANT EDUCATION ASSISTANCE***

The Dependents' Educational Assistance (DEA) program offers benefits to the spouses and children of veterans who died in service or are permanently disabled due to active duty injuries.

*The student receives a monthly stipend and must coordinate payment arrangement with Collin College.*

#### WORKDAY DOCUMENTS REQUIRED

- **VA COE (Certificate of Eligibility)** or VA Form 22-1990 confirmation page
- **Request for Degree or Certificate Plan**
- **Veteran's Name & Social Security Number** for enrollment certification
- **ALL Previous Institution Transcripts** (Or Letter of Non-Attendance)

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## HAZLEWOOD ACT: VETERANS

The Hazlewood Act is a Texas state benefit offering qualified veterans, their spouses, and dependent children up to 150 hours of tuition exemption at public colleges and universities in Texas.

*Pay: Tuition directly to the school, but not student record fees and activity fees. It does NOT cover living expenses, books or supply fees.*

### WORKDAY DOCUMENTS REQUIRED

- **Hazlewood Hours** Veterans submit printed confirmation page of Hazlewood database registration with hours.
- **DD-214** Member 2 or 4 only
- **VA COE (Certificate of Eligibility)** for GI Bill Benefits; required if the veteran served on or after 9/11/2001

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## HAZLEWOOD ACT: LEGACY

The Hazlewood Act is a Texas state benefit offering qualified veterans, their spouses, and dependent children up to 150 hours of tuition exemption at public colleges and universities in Texas.

*Pay: Tuition directly to the school, but not student record fees and activity fees. It does NOT cover living expenses, books or supply fees.*

### WORKDAY DOCUMENTS REQUIRED

- **Hazlewood Hours** *Student and Veteran submit printed confirmation page of Hazlewood database registration with hours.*
- **DD-214** *Member 2 or 4 only*
- **Proof of Relationship** *Child (Biological, Adopted, Step, etc.) submit a copy of the birth certificate, copy of tax documentation, or other legal document showing proof of relationship*
- **VA COE (Certificate of Eligibility)** *for GI Bill Benefits; required if the veteran served on or after 9/11/2001 and served at least 10 years*

*NOTE: If any documentation is missing or ineligible, request is subject to denial.*



# VA BENEFITS REQUESTS

## HAZLEWOOD ACT: SPOUSE OR CHILD – VETERAN 100% VA RATED, MIA, KIA OR DECEASED (SERVICE-RELATED)

The Hazlewood Act is a Texas state benefit offering qualified veterans, their spouses, and dependent children up to 150 hours of tuition exemption at public colleges and universities in Texas.

*Pay: Tuition directly to the school, but not student record fees and activity fees. It does NOT cover living expenses, books or supply fees.*

### WORKDAY DOCUMENTS REQUIRED

- **Hazlewood Hours** Student only submit printed confirmation page of Hazlewood database registration with hours.
- **DD-214** Member 2 or 4 only
- **Proof of Relationship** Child (Biological, Adopted, Step, etc.) submit a copy of the birth certificate, copy of tax documentation, or other legal document showing proof of relationship. Spouse submit a copy of marriage license.
- **VA COE (Certificate of Eligibility)** for GI Bill Benefits; required if the veteran served on or after 9/11/2001 and served at least 10 years
- **VA Disability Rating Letter** confirming veteran is 100% disabled for reasons of employability

*NOTE: If the Veteran died while in service – D1300 Report of Casualty. If the Veteran died after discharge – a letter from the VA confirming the death was related to service is required to be uploaded to request.*

*If any documentation is missing or ineligible, request is subject to denial.*





# VA BENEFITS REQUESTS

## HAZLEWOOD ACT – ALL APPLICANTS

### ADDITIONAL INFORMATION

- **Statement of Selective Service** *(Required for all male students: <https://www.sss.gov/register/>)*

- **Must have GPA 2.0 or higher** *Not applicable to new students or if veteran was MIA, KIA, or death was service-connected*

- **Hazlewood Signature Sheet** *this is generated after submitting request – This form must be signed in wet ink (not digitally). Once submitted, the request will be officially forwarded to Veterans Services Office department for review and processing.*

- **On all DD-214** *Home of Record or Place of Entry is Texas, discharge must be honorable/General, and Veteran must have also served at least 181 days, excluding training.*

- **If using Chapter 33 benefits** *Hazlewood cannot be utilized. Chapter 33 can be used with Hazlewood if Chapter 33 percentage is less than 100%.*

# FREQUENTLY ASKED QUESTIONS

## How do I update my VA.gov direct deposit information?

To update direct deposit information for VA benefit payments can be done online, by phone, by mail or in person with the VA.

### Online:

- Sign in to VA.gov with verified Login.gov or ID.me account information
- Access Direct Deposit Information through your profile
- Select "Manage your direct deposit information"
- Edit Details by choosing the benefit type to update
- Remember to save all wanted changes

### By Phone:

- Contact the VA at 800-827-1000 (Monday through Friday, 8 A.M. to 9 P.M. EST)

### By Mail:

- Complete the Direct Deposit Sign-Up Form (VA Form SF-1199a) and mail it to your appropriate VA office using the locations available on VA.gov

### In Person:

- Visit your nearest VA regional office to update your information
- Find a location: <https://www.va.gov/find-locations/>

## Can I transfer my VA benefits from my last school?

To transfer VA educational benefits from a previous institution to Collin College, visit the VA's online application portal. Then, complete and submit the application by providing details about your previous and current schools.

After submitting your request, the VA will process the change and send you an updated Certificate of Eligibility (COE).

Once you have received your updated COE, submit a request on Workday to begin using your VA benefits with Collin College.



# FREQUENTLY ASKED QUESTIONS

## **Can I opt out of using my VA benefits (or use only some of the benefits that are available to me)?**

Yes, as a Collin College student, you have the flexibility to manage your use of your VA benefits. To opt out of term or course specific use, submit the "Request to Not Certify" option on Workday in the Veterans Services section of the Financials Hub.

You can choose not to utilize your VA education benefits for any term or course. This allows you to preserve benefits for future use.

## **Do I have to submit another request for every semester?**

If you have already submitted your VA benefits request and it has been approved for Chapter specific benefits, then you do not need to resubmit your request every semester.

Those using Hazlewood benefits, however, must resubmit their requests with updated Hazlewood hours every academic year. Academic years include fall through summer semesters. A new academic year begins during the fall semester term.

## **What VA benefit am I qualified for?**

The VA website offers a step-by-step eligibility checker that can help figure out which education benefits (like the Post 9/11 GI Bill, Montgomery GI Bill, or others) you may qualify for based on your military service, or that of a family member if benefits were transferred to you.

After applying on the VA.gov website for your education benefits, you will receive a COE in the mail (or electronically if you applied online). The COE is used when submitting a education benefits request with Collin College on Workday.

## **When will I receive my stipend from the VA?**

Monthly stipends timing and type of benefit depends on the chapter you are using. Student must speak with the VA to find out which they qualify for.

If the VA requires additional documentation, please inform us at [VRC@collin.edu](mailto:VRC@collin.edu) and keep all communication records available.



# FREQUENTLY ASKED QUESTIONS

## **Where can I get a copy of my COE (Certificate of Eligibility)?**

Students applying for VA education benefits can obtain a copy of their Certificate of Eligibility online via VA.gov. You can view, download, and print your COE online.

Go to VA.gov Education Benefits, sign in with your Login.gov, ID.me, or DS Logon account, select "Check your GI Bill benefits," and scroll to find your COE PDF download link.

## **How long does it take for transcripts to be reflected onto my student account so my benefits can be processed?**

Depending on volume of student submitted official transcripts, transcript processing can take up to 14 to 20 business days. It is advised to have previous educational institutions submit your official transcript on your behalf to transcripts@collin.edu months ahead of submitting a request to use VA education benefits. This allows any issues or delays to be resolved in a timely manner without disruption of course registration and enrollment.

If there are unexpected delays from a previous institution that is attempting to submit transcripts, please email VRC@collin.edu for assistance.

## **How do I send official transcripts to Collin College in order for my VA education benefits to be processed?**

Electronically:

- Request your previous institution to send your official transcripts directly to Collin College via email at transcripts@collin.edu

Mail:

- Have your previous institution mail official transcripts to the following address:

Collin College  
Admissions & Records  
P.O. Box 8001  
McKinney, TX 75069-8001

For further assistance or guidance, contact Collin College's Admissions & Records office at admissions@collin.edu or call the appropriate campus office.



# FREQUENTLY ASKED QUESTIONS

## **Where can I get a copy of my COE (Certificate of Eligibility)?**

Students applying for VA education benefits can obtain a copy of their Certificate of Eligibility online via VA.gov. You can view, download, and print your COE online.

Go to VA.gov Education Benefits, sign in with your Login.gov, ID.me, or DS Logon account, select "Check your GI Bill benefits," and scroll to find your COE PDF download link.

## **Can I send unofficial transcripts to Collin College so I can use my VA education benefits?**

No. All transcripts submitted to Collin College for VA education benefits must be official and submitted by the institution it is representing. Emailed transcripts from the student to the VRC will not be accepted.

## **How can I find out what official transcripts are required to be submitted for my VA education benefits to be processed?**

To check your transcript records, visit the National Student Clearinghouse website:  
[www.studentclearinghouse.org](http://www.studentclearinghouse.org)

## **What is a Letter of Non-Attendance?**

A letter of non-attendance is an official document issued by a school or educational institution that confirms a student has not attended classes during a specific period, typically a semester or academic term.

This may be required if a student is unable to obtain an official transcript from a previous institution for their VA educational benefits to be processed and used.



# GLOSSARY

## ● ACCESS

ACCESS (or Accommodations at Collin College for Equal Support Services) offers services for qualified students with a disability. For more information: [access@collin.edu](mailto:access@collin.edu) or call 972-881-5898.

## ● Active Duty

Active Duty refers to full-time service in the military. On a DD-214 it is located under Department, Component and Branch.

## ● Active Duty Military Residency Waiver

At Collin College, active duty military personnel and their dependents may be eligible for a waiver that allows them to pay tuition at the resident rate, regardless of current residency status. This waiver is designed to support military families in Texas. For more information, contact Student and Enrollment Services offices.

## ● Anticipated Due

In Workday under Student Financials, anticipated due amount is the established balance a student is expected to pay after all applied financial aid, scholarships, grants, and other credits have been deducted from their total charges. These charges may include tuition fees, housing, meal plans, course materials, lab fees, or any remaining balance after financial aid has been applied. For more details, contact Student Financials.

*Note: Payments not made by due payment deadline due dates may result in account holds and/or student being dropped from courses.*

## ● Anticipated Payments

In Workday under Student Financials, anticipated payments are VA tuition payments that are directly paid to the school, not the student. This information can also be found in Workday under the Financials Hub section.





# GLOSSARY

## ● Bookstore eMaterials

Digital course materials, such as eBooks, online textbooks, interactive study guides, and other digital learning resources. These eMaterials are provided through Collin College's Bookstore online. Students are automatically charged for eMaterials ensuring they have the required materials needed for their courses.

## ● CCAF Transcript

A CCAF transcript is an official record of a student's academic history from the Community College of the Air Force. It includes courses taken, credits earned, and degrees awarded through CCAF, which primarily serves enlisted members of the U.S. Air Force, Space Force, and affiliated services.

Transcripts from Air University are also acceptable as a CCAF transcript when submitting benefits requests for Air Force Veterans.

CCAF uses the online application Parchment for electronic transcripts. Some Air Force education offices can assist in requesting transcripts, but availability varies. There may be a small fee for electronic deliveries, while mailed transcripts are often free for military services members.

*Note: All official transcripts must be sent directly from institutions to Collin College in order to be accepted and processed. Unofficial transcripts are not accepted.*

## ● Certificate Plan Request Form

A document used by Collin College students to officially declare an evaluation of their coursework to ensure they are meeting the requirements for their chosen certificate program of study.

## ● COE (Certificate of Eligibility)

An official document from the U.S. Department of Veterans Affairs (VA) that shows qualifications for military educational benefits. This form is required for most Veterans benefits requests submitted to Collin College through Workday.



# GLOSSARY

## ● Continuing Education

Collin College provides a wide array of pathways to achieve your educational and career oriented goals. Continuing education programs explore adult education offerings ranging from professional development, personal enrichment, hobbies, and special skills. For more information, visit the Collin College Continuing Education webpage at <http://www.collin.edu/ce>.

## ● D1300 Report of Casualty

A military form used by the U.S. Department of Defense to officially document the death, duty status-whereabouts unknown (DUSTWUN), or missing status of a service member. This report serves as an official notification and is used for administrative, legal, and benefits related purposes.

## ● DD-214 (Member 2 or 4 Copy)

A DD-214 is the Certificate of Release from Active Duty. It is the official document issued to all service members upon separation from the U.S. military. If a veteran needs a replacement copy of their DD-214, they must request it through the National Archives (eVetRecs system) or their branch's personal records office.

The Member 2 copy is the version given to the service member and is nearly identical to the Member 4 copy, but may not contain all reenlistment codes.

The Member 4 copy contains discharge character (honorable, general, etc), reenlistment codes, and separation codes.

## ● Degree Evaluation

An official review of a student's coursework to determine progress towards completing a degree or certificate program that is approved by the VA for veteran benefits. This evaluation ensures that students meet all graduation requirements, including general core classes, major-specified courses, and elective credits. The degree evaluation also determines course eligibility.

*Note: The VA only allows fund payments for courses that apply directly to a student's approved degree or certificate program.*



# GLOSSARY

- **Degree Plan Request Form**

The document used by Collin College students to officially declare an evaluation of their coursework to ensure they are meeting the requirements for their chosen degree program of study.

- **Disability Rating Letter**

Also known as a VA award letter, the disability rating letter is an official document issued by the U.S. Department of Veteran Affairs (VA) that details a veteran's disability rating and eligibility for VA disability compensation.

- **Dual Credit**

Dual Credit allows high school students to earn both high school and college credit simultaneously by taking college-level courses. These courses are typically taught at the student's high school, a Collin College campus, or online.

- **Enrollment Certification**

An official document from a college or university that verifies a student's enrollment status for a specific semester. Can be requested through Workday or speaking with the Registrar's office.

- **Form 22-1990**

Officially called the Application for VA Education Benefits, VA form 22-1990 is used by the VA to apply for education benefits under the GI Bill and other VA educational programs.

- **Form 22-1990e**

Officially called the Application for Family Member to use Transferred Benefits. It is used by dependents (spouse or children) of service members or veterans who have been approved to transfer their Post 9/11 GI Bill benefits.



# GLOSSARY

## ● Form 22-5490

Officially known as the Application for Survivors' and Dependents' Educational Assistance (DEA), VA form 22-5490 is used by the U.S. Department of Veterans Affairs (VA) and allows eligible dependents (spouses and children) of veterans to apply for educational benefits under the DEA (Chapter 35) program.

## ● Form 22-8979

Titled "Student Verification of Enrollment," this document is used to verify monthly enrollment in an educational program to continue receiving VA benefits. This form is used on a case-by-case basis by the VA.

## ● Form 1098-T

Officially called "Tuition Statement," this form is a tax document issued by educational institutions in the United States to students who paid qualified education expenses during the tax year.

## ● Holds

At Collin College, holds on a student account are restrictions placed due to outstanding requirements, unpaid balances, or other administrative issues. Holds can prevent students from registering for classes, requesting transcripts, or receiving financial aid.

How to check and Resolve Holds:

- Log in to [Cougarweb.collin.edu](http://Cougarweb.collin.edu)
- Navigate to Student Records or Account section to view holds
- Follow listed instructions or contact appropriate department to clear holds

If assistance is required, or a student is unsure about a hold, they must reach out to Academic Advising, Financials, or the listed contact on the hold.



# GLOSSARY

## ● Housing Allowance (BHA & MHA)

A housing allowance is a monthly stipend provided to eligible veterans, service members, and their dependents who are using VA education benefits, such as Post 9/11 GI Bill (Chapter 33), or VR&E (Chapter 31). Deposited monthly for the previous month's attendance by the chosen payment method on the VA website.

- BHA (Basic Housing Allowance): a military housing benefit provided to active-duty service members based on their rank, duty station ZIP code, and dependent status.
- MHA (Monthly Housing Allowance): the VA education benefit housing stipend for students using the Post 9/11 GI Bill (Chapter 33) or VR&E (Chapter 31). It is calculated based on the BHA rate of an E-5 with dependents at the school's location.

## ● JST (Joint Services Transcript)

An official academic record that documents military training, education, and experience for Army, Navy, Marine Corps, and Coast Guard service members and veterans. The JST helps evaluate military experience for potential academic credit.

How to submit an Official JST copy to Collin College for VA Benefits:

- Access JST website (<https://jst.doded.mil>)
- Login using CAC, a DS Login, or JST account
- Select "Official Transcript Request"
- Send to Collin College ([transcripts@collin.edu](mailto:transcripts@collin.edu))

*Note: No unofficial transcripts are accepted.*

## ● Payment Plan

Depending on timing of financial aid request submissions, a payment plan may be required if a student is waiting for VA payments to be submitted to Collin College. If a payment deadline has past, all students must speak with Financials on setting up payments or a payment plan in order for classes to not be dropped due to non-payment.



# GLOSSARY

## ● **Place of Entry**

On a DD-214, Place of Entry refers to the location where the service member officially entered active duty. This is important in regards to Hazlewood requirements, where Place of Entry must be Texas.

## ● **Proof of Relationship**

Legal proof of relationship to a veteran. This can include a marriage certificate, birth certificate, adoption decree, or tax documentation proving dependency to the veteran.

## ● **Remedial Courses**

Educational classes designed to help students improve basic college level skills in subjects such as math, reading, and writing before they can succeed in college level coursework. Remedial courses aim to bridge gaps in knowledge and help students improve their proficiency to perform at a college level. Typically are not covered by VA benefits.

## ● **Request to Not Certify**

A formal request made by a veteran or dependent to not certify enrollment for educational benefits for a specific term or class. This means a school will not report the student's enrollment term (or course), and the student will not receive VA educational benefits for that period of time (typically a semester).

## ● **Request to Round Out**

The request made by a student to enroll in a smaller number of credits in their final term of study in order to complete their program, while still receiving full-time student benefits, such as housing allowance and stipends.

## ● **Request for Issuance of PIL**

For VA benefits, a PIL confirms that the courses taken at a secondary institution apply toward a student's degree at a parent institution. This allows the student to receive their VA education benefits for these courses. The request is asking Collin College to send this letter to another institution or the VA office so benefits can be properly processed.





# GLOSSARY

## ● **Stipend**

A VA educational benefit stipend is a monthly payment provided by the VA to eligible veterans, service members, and (on approved occasions) their dependents to help cover the cost of education and living expenses while they are enrolled in an approved degree or certificate program.

*Note: The exact amount and type of stipend depends on the specific VA educational benefit program. To find out more information, students must reach out to the VA. Also see COE in this glossary.*

## ● **Student Activity Fee**

A student activity fee on a student's invoice is a mandatory fee charged to help fund a variety of non-academic, student-focused programs and services. It is separate from tuition and is usually used to enhance student experiences outside of the classroom.

The fee varies by school, but often includes student clubs & organizations, campus events, fitness & recreation, student government, career services, health & wellness programs, and discounted transportation.

## ● **Student Record Fee**

Covers the maintenance and management of a student's official academic records. This includes transcripts, enrollment verification, graduation processing, record maintenance, and access to online portals. It is a way to

## ● **Tuition Assistance Waiver**

A waiver for eligible students who qualify for in-state tuition rates or receive reduced tuition costs. Some waivers are automatically applied, but most require action and authorization from the student.



# GLOSSARY

## ● **Veteran Residency Waiver**

A waiver that allows a non-resident or out-of-state veteran (and their dependents) pay in-state tuition rates if they meet certain criteria.

Who is eligible:

- Honorably discharged from active duty military service
- Uses federal VA education benefits
- Currently resides in Texas while attending school
- Some dependents (spouses or children) of veterans may also qualify under specific GI Bill benefits like Chapter 33 Transfer of Entitlement or Chapter 35 DEA

*Note: This waiver is separate from the Hazlewood Act, which is a state benefit for Texas veterans and their dependents. Some may qualify for both, depending on status.*

## ● **VR& E Counselor**

A Veterans Readiness and Employment (VR&E) Counselor is a professional within the Department of Veteran Affairs (VA) who assists veterans with service-connected disabilities in preparing for, finding, and maintaining suitable employment. Their primary role is to support veterans in overcoming barriers to employment and achieving greater independence in daily living.

For more information visit: [www.va.gov/careers-employment/vocational-rehabilitation](http://www.va.gov/careers-employment/vocational-rehabilitation)



# CONTACTS

- **General Information**

<https://www.collin.edu>  
[info@collin.edu](mailto:info@collin.edu)

- **Admissions**

<https://www.collin.edu/admissions/connectwithus>  
[admissions@collin.edu](mailto:admissions@collin.edu)

- **Academic Advising**

<https://www.collin.edu/advising>  
[academicadvising@collin.edu](mailto:academicadvising@collin.edu)

- **Emergency Services**

[https://www.collin.edu/aboutus/emergency\\_numbers](https://www.collin.edu/aboutus/emergency_numbers)  
972-578-5555

- **Financial Aid**

<https://www.collin.edu/financialaid/aboutus>  
[financialaid@collin.edu](mailto:financialaid@collin.edu)

- **Technology Help Desk**

<https://www.collin.edu/aboutus/helpdesk>  
972-377-1777  
[studenthelpdesk@collin.edu](mailto:studenthelpdesk@collin.edu)







# CONTACT US



VRC@collin.edu



972-881-5760 (Option 5)



[collin.edu/studentresources/  
veteransresources/](http://collin.edu/studentresources/veteransresources/)