Salute

Guide to Military and VA Education Benefits at Walden University

Walden University
A higher degree. A higher purpose.
### Important Contact Information for Obtaining Your VA Benefits

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Phone:</th>
<th>Fax:</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walden University Veterans Affairs</td>
<td>800-925-3368, ext. 88846</td>
<td>612-312-1322</td>
<td><a href="mailto:va@waldenu.edu">va@waldenu.edu</a></td>
</tr>
<tr>
<td>Walden University Bursar (Billing)</td>
<td>800-444-6795</td>
<td>410-843-6614</td>
<td></td>
</tr>
<tr>
<td>Department of Veterans Affairs St. Louis Regional Processing Center PO Box 66830 St. Louis, MO 63166-6830</td>
<td>888-GIBILL1, ext. 5052</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Students receiving MGIB-Active Duty (Chapter 30) or Selected Reserve (Chapter 1606) benefits must verify their enrollment each month to receive payment for that month. You can verify your enrollment on the last calendar day of the month by using the Web Automated Verification of Enrollment (WAVE) at https://www.gibill.va.gov/wave or by calling the toll-free Interactive Voice Response (IVR) telephone line: 1-877-823-2378

**Students receiving benefits under DEA (Chapter 35) or under REAP (1607) or VEAP (Chapter 32) do not need to certify attendance in this manner.**

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Walden University practices a policy of nondiscrimination in admission to, access to, and employment in its programs and activities. Walden does not discriminate on the basis of race, color, sex, age, religion or creed, marital status, handicap or disability, national or ethnic origin, socioeconomic status, or sexual orientation.

Walden University is accredited by The Higher Learning Commission and a member of the North Central Association, [www.ncahlc.org](http://www.ncahlc.org); 312-263-0456.

Copyright 2006 Walden University
Walden University “salutes” the service of our armed forces, veterans, and their dependents. Thank you for your tireless commitment to our country and its citizens.

Because of your service, you may be able to take advantage of one or more programs to help you pay for your education. Walden University works closely with the Department of Veterans Affairs (VA) and the State of Minnesota Approval Agency to administer and certify Montgomery GI Bill benefits on behalf of qualified students. Walden is also approved to certify Vocational Rehabilitation benefits and to process tuition assistance from various military branches.

This guide is designed to help you get the educational assistance you are entitled to—and smoothly navigate what may at times seem like a confusing process. The guide is divided into two parts:

I. General Information – Read this entire section.
   A. Your Responsibilities
   B. Student Status

II. Benefits Programs – Read about the program(s) for which you qualify.
   A. Montgomery GI Bill (MGIB) – Veterans, active-duty military, reservists, qualified members of the uniformed services—and their dependents
   B. VA Vocational Rehabilitation – Veterans with a service-related disability
   C. Tuition Assistance and Top-Up – Active-duty military and in some cases, reservists
   D. Active-Duty Tuition Reduction— Active-duty military only
   E. The Hazelwood Act
   F. Your certifying officials

If, after reading this guide, you have questions about applying for VA benefits, please contact your veteran’s affairs officer at Walden. Call 800-925-3368, option 5, option 2, or email va@waldenu.edu.

Veterans Affairs Office
Walden University
155 Fifth Avenue South, Suite 100
Minneapolis, MN 55401
I. GENERAL INFORMATION

A. Your Responsibilities

Pay Your Tuition Promptly

Even though you will be receiving benefits to help defray the cost of your education, it is your responsibility as a student to ensure that your tuition is paid to Walden University according to university policy. Failure to do so may result in your student record being marked as one of the following:

- **Bursar Hold** – You won’t be able to register for the next term until the outstanding balance is paid.
- **Financial Suspension** – You will be “expelled” from Walden for failure to pay your tuition. Financial suspension results in the loss of all academic and student services. If you have been financially suspended and you do not arrange for payment by the last business day of the same term, you must apply for readmission.

Because you may have made a personal financial investment in the Montgomery GI Bill program, the VA is bound by law to send your benefit monies directly to you. Chapter 30, 32, 1606, and 1607 recipients may request direct deposit to a preferred bank account; Chapter 35 recipients receive a check by mail. Since it may be some time before your benefits show up in your bank account, it is strongly advised that you apply for federal financial aid. Federal financial aid is sent directly to the Office of the Bursar (billing) and applied directly toward your tuition. You can then repay the financial aid once your VA benefits arrive.

The staff in the Walden University bursar’s office is highly supportive of veterans, reservists, and active-duty military—and their dependents. Please call the bursar’s office at 800-444-6795 (select option 2 twice) if you experience any financial difficulties pertaining to your tuition or to find out what payment options may be available to you.

NOTE: If you have questions regarding entitlement, eligibility, amount of benefits, or disbursement of benefits, direct those questions to the Department of Veterans Affairs at 888-GBILL1, ext. 5052. During peak processing times, students are encouraged to send a secured email message using the “Questions & Answers” page at www.gibill.va.gov.

Keep Your VA Records Accurate

It is extremely important that you communicate with your Walden veteran’s affairs officer regarding any changes to your benefit status. NOTE: If for any reason you need to take a break from your studies, be it deployment, family matters, moving, etc., if you are receiving VA benefit, you must always request an official leave of absence from the university.

Contact your Walden veterans affairs officer if you

- Drop or add a course
- Need to take a leave of absence
- Are ready to return from a leave of absence
- Withdraw from the university
- Need to take a military leave

Veterans Affairs Officer
Walden University
800-925-3368, option ext. 88846
va@waldenu.edu
• Want to resume your studies after a military leave

Questions about eligibility, payment of benefits, length of time in processing, etc. must be communicated to the VA directly.

### B. Student Status

While the status of graduate students is determined by Walden University, the status of undergraduate students is determined by the federal Department of Education.

#### Enrollment Status

The following table outlines the enrollment status criteria by program type. Please note that students who begin their programs in the middle of Walden’s standard quarter or semester terms will most likely be half time for that initial quarter/semester.

<table>
<thead>
<tr>
<th>Program</th>
<th>Full Time</th>
<th>¾ Time*</th>
<th>Half Time</th>
<th>Less than Half Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course-Based Ph.D.</td>
<td>6+ credits</td>
<td>5 credits</td>
<td>3–5 credits</td>
<td>1–2 credits</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Dissertation</td>
<td>Continuous enrollment (CONT 0000)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Continuing Research</td>
<td>Residency only</td>
</tr>
<tr>
<td>KAM-Based Ph.D.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed-Model Ph.D.</td>
<td>Always considered full time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Master’s</td>
<td>6+ credits</td>
<td>5 credits</td>
<td>3-5- credits</td>
<td>1–2 credits</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Internship</td>
<td>Continuous enrollment (CONT 0000)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Continuing Project</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Thesis, Portfolio (M.S.Ed.)</td>
<td></td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>12+ credits</td>
<td>6–11 credits</td>
<td>6–11 credits</td>
<td>1–5 credits</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Continuous enrollment (CONT 0000)</td>
</tr>
</tbody>
</table>

*Note: The ¾-time status applies to certification of VA benefits only.

The following table is based upon Chapter 30 benefit payments for the fiscal year 2006 and Walden University’s 2006–2007 tuition rates.

**Note:** Students enrolled in KAM-based programs are always considered to be enrolled full time. Effective Sept. 5, 2006, all KAM students are automatically registered in SBSF 7100, Research Forum. This course carries with it six quarter credits; this indicates to the U.S. Department of Education that you are continuously enrolled as a full-time student.
Table 2a. Annual Out-of-Pocket Expenses for a KAM-Based Program

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Tuition Cost Per Quarter</th>
<th>Monthly VA Payments*</th>
<th>Total VA Benefits*</th>
<th>Out-of-Pocket Balance*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Sep 5–30</td>
<td>Oct 1–31</td>
<td>Nov 1–30</td>
</tr>
<tr>
<td>Fall 2006</td>
<td>$4,050</td>
<td>$915.25</td>
<td>$1,074</td>
<td>$1,074</td>
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<tr>
<td>Spring 2007</td>
<td>$4,050</td>
<td>Mar 1–31</td>
<td>Apr 1–30</td>
<td>May 1–31</td>
</tr>
</tbody>
</table>

*Note: These numbers are approximate; payments may vary based upon eligibility.

Table 2b. Annual Out-of-Pocket Expenses for a Master’s Credit-Based Program

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Tuition Cost Per Quarter</th>
<th>Monthly VA Payments*</th>
<th>Total VA Benefits*</th>
<th>Out-of-Pocket Balance*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Sep 5–30</td>
<td>Oct 1–31</td>
<td>Nov 1–26</td>
</tr>
<tr>
<td>Fall 2006</td>
<td>$3,160</td>
<td>$861.67</td>
<td>$1,074</td>
<td>$930.80</td>
</tr>
<tr>
<td>Summer 2007</td>
<td>$3,160</td>
<td>Jun 4–30</td>
<td>Jul 1–31</td>
<td>Aug 1–26</td>
</tr>
</tbody>
</table>

*Note: Because each master’s program reflects a varying tuition cost, these numbers are approximate; payments may vary based upon eligibility.

About the Bachelor of Science in Business Administration: The Department of Education mandates that students must maintain a minimum of 12 quarter credits each quarter to be considered full-time. The design of Walden University’s BSBA only allows students to be registered for up to 10 credits in their first quarter, therefore during the first quarter students will receive benefits at the ¾ time rate.

After the first quarter, with permission, students may take up to 10 credits per term or 20 credits per total quarter. This will put the student at full-time, but will also double the tuition cost. Students need to communicate with the veteran affairs office regarding their registration prior to being certified.

Military Leave of Absence Policy

Walden stands ready to assist students throughout their deployment or service in the military. If your military responsibilities require you to take a break from your academic studies, you should contact your academic advisor and your Walden veterans affairs officer to make arrangements for a military leave of absence, providing documentation with the appropriate military orders as soon as reasonably possible.
If you are unable to provide orders, please have your commanding officer provide a memorandum supporting the request for a leave and have him or her send or email it directly to Walden’s veteran’s affairs officer.

Your financial obligations to the university will cease immediately upon the approval and confirmation of your leave of absence. The university will credit your account for the tuition remaining for the term; or, if you find it necessary to drop courses and retake them when you return, your account will be credited with the full amount of tuition for the relevant courses.

Students taking a military leave of absence still must follow federal regulations regarding repayment of financial aid. Please refer to Walden’s current catalog to review the Leave of Absence section. The catalog is available at www.WaldenU.edu/catalog.

II. BENEFITS PROGRAMS

A. Montgomery GI Bill (MGIB)

Students who are veterans, active-duty military, reservists, or other qualified members of the uniformed services—or their dependents—may qualify for benefits through the Montgomery GI Bill.

Application for Benefits

If you believe you are eligible for MGIB, apply for benefits by following these instructions:

1. Log on to www.gibill.va.gov and click on “Education Benefits,” then click on “Education Forms.”

2. Select the appropriate Application for VA Education Benefits form:

   Table 3. Choose the Appropriate Application Form
   
   | Chapter 30, 32, 1606, and 1607 | Form 22-1990 |
   | Chapter 32, Survivors and Dependents | Form 22-5490 |

3. Complete the form, either manually or online:

   To manually complete the form: These forms are saved in PDF format. You must have Adobe Acrobat Reader installed on your computer to view, download, and print these forms. If you do not already have Reader installed, you can download the latest version for free at www.adobe.com.

   a. Answer every question on the form. Failure to give complete answers may delay payment of your benefits.

   b. If you have recently separated from the military, be sure to include your most recent DD-214.

   c. When indicating you will attend Walden University, be sure to use the Minneapolis address, where Walden’s academic offices are located (see address below).
d. Sign the form. If you are on active duty, also have the education service officer (on base or post) sign the form.

e. Fax or mail the form to your Walden veterans affairs officer (see address below). Be sure to also send the original signature page to the St. Louis Regional Processing Center.

To complete the form online:

a. Select the VONAPP edition of the form.

b. Follow the step-by-step instructions to complete the form and indicate Walden University in Minneapolis, MN as the school you will attend.

c. Be sure to print out and sign a copy of the completed form before submitting it online.

d. Mail the signed hard copy to your Walden veterans officer (see address above).

e. Be sure to also send the original signature page to the St. Louis Regional Processing Center.

Certificate of Eligibility

Once your application has been processed, you will receive a letter from the Department of Veterans Affairs indicating whether or not you have been approved to receive benefits. This letter is called your Certificate of Eligibility. It provides you with confirmation of your eligibility, the amount of benefits available to you, and the length of time you have to use those benefits.

Note: It may be eight to 15 weeks before you receive your certificate, so remember to arrange for another way to cover your tuition for your first term at Walden. You should work with the bursar’s office to ensure your payment is made on a timely basis.

WHAT ARE YOU ELIGIBLE FOR?

To find out your monthly entitlement, log on to www.gibill.va.gov and click on “Education Benefits,” then “Payment Rates.”

You may be eligible for increased benefits based on the number of dependents you have. If you believe you qualify for additional benefits, complete VA Form 21-686c and VA Form 21-674b for any children who are over 18 and still in school. You can send these forms to Walden’s veteran’s affairs officer or directly to the St. Louis Regional Processing Center. NOTE: This increased benefit does not apply to Chapter 35 survivors and dependents benefits.

Transferring, Changing or Reactivating VA Benefits

If you have previously used your Montgomery GI Bill benefits and are changing schools or your degree program, you need to complete, sign, and submit a VA Form 22-1995 (5495 for dependents).

1. Log on to www.gibill.va.gov and click on “Education Benefits,” then click on “Education Forms.”

2. Select the appropriate Change of Program or Place of Training form:

Table 3. Choose the Change Form
3. Complete the form manually:

To manually complete the form: These forms are saved in PDF format. You must have Adobe Acrobat Reader installed on your computer to view, download, and print these forms. If you do not already have Reader installed, you can download the latest version for free at www.adobe.com.

a. Answer every question on the form. Failure to give complete answers may delay payment of your benefits.

b. If you have recently separated from the military, be sure to include your most recent DD-214.

c. Indicate Walden University as your “new school” and be sure to use the Minneapolis address.

d. Sign the form. If you are on active duty, also have the education service officer (on base or post) sign the form.

e. Fax or mail the form to your Walden veterans affairs officer (see address above). Be sure to also send the original signature page to the St. Louis Regional Processing Center.

f. Chapter 1607 (REAP) need to send the original of this form to the St. Louis Regional Processing Center located at P.O. Box 66830 St. Louis, MO, 63166-6830 and mail or fax a copy to Walden’s veteran’s affairs officer. This step pertains ONLY to REAP.

Certification Confirmation

Certification occurs when your initial registration appears in the student information system. You will receive an email confirmation of the certification, as shown in the example below. When you receive this certification confirmation, it is evidence that

1. You are certified for your benefits as of the date indicated
2. The certification has been transmitted and received at the St. Louis Regional Processing Center

Should you attempt to verify this information with the VA and be told there is no enrollment to verify or the certification was never received, you can tell the VA that you have a copy of the certification and ask them to check The Image Management System (TIMS) database and do a “master search.” This will allow the education counselor to assist you more efficiently.

If you continue to have problems, please get the name of the person you spoke with at the St. Louis Regional Processing Center and report the situation immediately to your Walden veteran’s affairs officer.
**Figure 1. Confirmation of VA Benefits Certification**

![Enrollment Certification VA-ONCE ver.P017 - Chapter 30](image)

(Under Chapters 30, 32, or 35, Title 38, U.S.C., Chapters 1606 or 1607, Title 10, U.S.C.; and Sections 901 and 903 of Public Law 96-342)

```
VA File No.
xxxxx1111
*****THIS IS AN EXAMPLE*****
```

<table>
<thead>
<tr>
<th>Student Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name, First Name</td>
</tr>
<tr>
<td>Graduate/Undergraduate</td>
</tr>
<tr>
<td>Name of Program</td>
</tr>
<tr>
<td>Example: Masters or PhD in Psychology</td>
</tr>
<tr>
<td>Credit for Prior Training</td>
</tr>
<tr>
<td>NONE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enrollment Dates</th>
<th>Credit</th>
<th>Rem/Def</th>
<th>Clock</th>
<th>Tuition</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin</td>
<td>Ending</td>
<td>Hours</td>
<td>Hours</td>
<td>Hours</td>
<td>Fees</td>
</tr>
<tr>
<td>06/26/2006</td>
<td>08/27/2006</td>
<td>6.00</td>
<td></td>
<td></td>
<td>$4,000.00</td>
</tr>
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Remarks:


<table>
<thead>
<tr>
<th>Date Signed</th>
<th>School Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/12/2006</td>
<td>EC DEMITRA GILBERTSON</td>
</tr>
<tr>
<td></td>
<td>WALDEN UNIVERSITY</td>
</tr>
<tr>
<td></td>
<td>155 FIFTH AVENUE S.</td>
</tr>
<tr>
<td></td>
<td>MINNEAPOLIS, MN 55401</td>
</tr>
<tr>
<td></td>
<td>Facility Code 21013723</td>
</tr>
</tbody>
</table>

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**Enrollment Verification (Chapter 30 and 1606 only)**

To ensure the expedient processing of your benefit claim, log on to [www.gibill.va.gov](http://www.gibill.va.gov) on the last day of each month that you are enrolled. You will not be able to verify your enrollment prior to the start of your program.

On the [www.gibill.va.gov](http://www.gibill.va.gov) home page, click on “Information for Benefit Recipients.” Next, click on “Certify your Attendance (WAVE).” Follow the instructions on the WAVE page to set up your secured account, and verify your enrollment. Should you experience any difficulties in verifying your enrollment or if you have questions regarding your monthly payments, call the St. Louis Regional Processing Center at 888-GIBILL1, ext. 5052 or send a secured message at Questions & Answers located at the GI Bill website.
Because of the time it takes the VA to process benefit claims (eight to 15 weeks), you may receive the following message when you attempt to verify your enrollment: “There are no awards to certify.” This usually means simply that your certification has not been processed and uploaded to WAVE yet and you should check back in a few days. (Please refer to the certification confirmation section for more information).

**Payment of Benefits**

Once verified, MGIB benefits are paid out in approximately seven to 10 business days.

MGIB benefit checks are sent directly to you. Chapter 30, 32, 1606, and 1607 recipients may request direct deposit to a preferred bank account; Chapter 35 recipients receive a check by mail. Remember to make sure your tuition is paid to Walden on a timely basis, arranging for other methods of payment as needed.

**NOTE:** The VA pays benefits based on the actual number of days that you are attending class; therefore, you are certified from the first day of the course to the last day of the course. The VA does not pay for any breaks between terms or courses. As a result, for example, if a new term starts on Jan. 5, the VA will pay only 26 days for January.

The exception to the rule: KAM students are certified continuously. If a quarter begins on say, March 5, the KAM student is certified as of March 1. KAM students are considered to be continuously enrolled 365 days a year.

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**B. VA Vocational Rehabilitation**

Veterans of the armed forces who sustained a service-related disability may be eligible for VA vocational rehabilitation benefits under Chapter 31.

If you believe you may qualify for these benefits, log on to www.gibill.va.gov and click on the link for “Vocational Rehabilitation and Employment,” or visit www.vba.va.gov/bln/vre.

**Application for Benefits**

To apply for vocational rehabilitation benefits, go to vabenefits.vba.va.gov/vonapp.

If you are approved for VA vocational rehabilitation, you will be notified directly by the VA and assigned a case manager. Be sure to tell your case manager that Walden University’s academic offices are located in Minneapolis, Minn., so that he or she can find the school in the VA’s database of approved colleges and universities. Your Walden veterans affairs officer stands ready to provide your case manager with information regarding your program and Walden’s accreditation information.

**Certification Process and Payment of Benefits**

1. Have your case manager send a Form 28-1905 to Walden’s veteran’s affairs officer.
2. Walden’s veteran’s affairs officer will complete, sign, date, and send the form to
   - Walden University’s billing office (bursar)
   - Your case manager
3. The Walden billing office (bursar) will send the bill to your case manager.

4. Your case manager will approve the tuition costs and pay Walden directly.

NOTE: So that you don’t receive billing notices, you must provide a letter to Walden University granting permission for the billing office (bursar) to work directly with your case manager on any and all financial processes pertaining to your tuition and financial account at Walden. You may address and send this letter to Walden’s veteran’s affairs officer, who will in turn submit it to the billing office (bursar) on your behalf.

You will, however, still receive account statements. This information is provided as a courtesy to you, so you know when and how your tuition is being paid.

C. Tuition Assistance and Top-Up

Active-duty members of the armed forces may be eligible for tuition assistance (TA) from their military branch of service. To find out if you are eligible, call or visit the education center on your base or post.

Active-duty members of the armed forces who are eligible for both tuition assistance and the Montgomery GI Bill may utilize a combination of benefits known as Tuition Assistance with Top-Up. The MGIB benefit can be used to pay the balance of tuition costs not covered by the tuition assistance benefit.

TA and the U.S. Army

Effective May 1, 2006, the U.S. Army initiated a new Web-based process to apply for tuition assistance. GoArmyEd is located at www.earmyu.com. (The site is called GoArmyEd, but the Web site is eARMYu.) Once you reach the GoArmyEd site, click on the tuition assistance link. Scroll down to eARMYu and click on that link. You will need to select Walden University as your school. Walden University is listed under schools that have no LOI (letter of intent).

The Army has instituted a new regulation indicating that a minimum number of active-duty soldiers must be enrolled at a college or university in order to pay TA directly to the school. Currently, Walden does not meet the minimum enrollment requirement. Therefore, tuition needs to be paid upfront by the soldier, and TA will be paid as a form of reimbursement upon successful completion of the course(s). If the soldier also wishes to use Top-Up, copies of the approved TA authorization can be printed from the GoArmyEd Web site (www.earmyu.com) and sent directly to the St. Louis Regional Processing Center and to Walden’s veteran’s affairs officer.

TUITION ASSISTANCE REIMBURSEMENT FORM

Please be sure to print out and sign the TA Reimbursement Form from GoArmyEd and forward to your veteran’s affairs officer at Walden. This form grants permission for release of your grade to your education service officer on post so that reimbursement can be processed. NOTE: As of 01/08/07, it was confirmed with the VA that grades do not need to be submitted in order for top-up to be paid. Therefore grades will no longer be submitted to the VA on behalf of the student.
Application for TA—All Branches Except U.S. Army

Complete an application for tuition assistance. If approved, your education service officer on base will provide you with a signed Tuition Assistance Authorization. NOTE: To be official, the TA authorization must have both your signature and the signature of your education service officer.

Certification Process and Payment of Benefits

TUITION ASSISTANCE ONLY

Effective November 1, 2006:

1. Fax or send the signed TA authorization to
   a. Walden’s Office of the Bursar (Fax: 410-843-6614)
   b. Walden’s veterans affairs officer

2. Once the TA authorization is billed, it will appear on your Walden Personal Start Page within 24 hours.

3. Walden will bill your military branch of service.

4. The military will pay Walden directly.

5. Upon completion of your course(s), your veteran’s affairs officer will release your grade to your military education center.

TUITION ASSISTANCE WITH TOP-UP

1. Write “TOP-UP” at the top of your TA authorization or check the Top-Up box provided on the TA authorization form if applicable.

2. Fax or send the TA authorization to
   a. Walden’s Office of the Bursar (Fax: 410-843-6614)
   b. Walden’s veterans affairs officer

NOTE: If you have been using top-up and receiving monies from a regional processing center OTHER than St. Louis – and you do not intend to use MGIB when TA runs out -- send your TA authorization to your area RPO. If you have been receiving top-up from St. Louis or if you intend to use MGIB when TA runs out, you must send the TA authorization to the St. Louis Regional Processing Center, PO Box 66830, St. Louis MO 63166-6830.

3. Walden will bill your military branch of service.

4. The military will pay the amount covered by Tuition Assistance directly to Walden.

5. Upon completion of your course(s), your veteran’s affairs officer will release your grade to your military education center.

6. You will receive a check (or direct deposit, if you selected that option) for the amount covered by the Top-Up benefit. NOTE: It will take eight to 15 weeks for the VA to process the Top-Up portion.

NOTE: Even though you may be receiving tuition assistance that will pay a portion of your tuition, you are responsible for paying any balance on your account; if this balance goes unpaid, your record will be placed on hold or you may be financially suspended from the university for failure to pay. It is strongly advised that you work with Walden’s billing office (bursar) to ensure payment is made on a timely basis.
D. Tuition Reduction—Active Duty and Honorable Veterans

Walden University offers students currently on active duty a 10 percent reduction in tuition (not valid for Tennessee residents.) In addition, this reduction is also extended to all students who received an honorable discharge from the U.S. armed forces.

To receive the tuition reduction, a signed TA authorization, current leave and earnings statement (LES) memo from your commanding officer (CO) or other proof of active-duty military status must be sent or faxed to Walden’s veteran’s affairs officer. Veterans need to submit their most recent DD214 as evidence of their veteran status.

Walden’s veteran’s affairs officer will then request the reduction on your behalf and forward supporting documentation to our billing office (bursar). You will receive a confirmation via email when the process is complete.

E. The Hazelwood Act

The Hazelwood Act does not apply to students attending Walden University. To obtain the 100 percent free tuition offered by Hazelwood, a student must

- Be a resident of the State of Texas
- Be attending a state funded college or university such as the University of Texas-Dallas

For more information, please visit
- www.tvc.state.tx.us/Hazlewood_Act.htm

F. Your Certifying Officials

Demitra “Demi” Gilbertson grew up in a military family and spent 22 years as a military wife and advocate for military and veteran families. She served as an administrative officer at the American Embassy in Oslo, Norway, and continues to support America’s troops and veterans as Walden’s senior VA certifying official and your veteran’s affairs officer.

Diane Krusemark is the newest member of the veteran affairs office. She has served as an academic advisor for the past several years in both the School of Public Health and the NTU School of Engineering. Diane just recently re-joined the Registrar’s Office as Assistant Registrar for Academic Programs and obtained her VA certifying official credentials in November of 2006.