

Counter Intake Processing Information:

Students Requesting Priority Registration ONLY

Mt. SAC provides priority registration to any member or former member of the Armed Forces of the United States who has received an honorable discharge, a general discharge, or an other than honorable discharge; and to any member or former member of the State Military Reserve. "Armed Forces of the United States" means the Air Force, Army, Coast Guard, Marine Corps, National Guard, Naval Militia, Navy, and the reserve components of each of those forces, including the California National Guard.

Veterans must submit a copy of their DD214, Member-4 or Service-2, which must document character of service. Student must have also completed Orientation, Assessment Testing, and MAP Educational Plan. Student must maintain a 2.0 GPA and Satisfactory Academic Standing.

- If approved, the student should see their updated registration date within 1-2 business days on their student portal
- Write the student's Mt. SAC ID number on the top right hand portion of the DD214
- Place DD214 in tray labeled "DD 214" on desk of Veterans Services Specialist (VSS)

Currently active military members must present a CURRENT military ID.

- Staff member should make a copy (DO NOT ACCEPT COPIES)
- If approved, the student should see their updated registration date within 1-2 business days on their student portal
- Write the student's Mt. SAC ID number on the top right hand portion of the copy of the ID
- Place DD214 in tray labeled "DD 214" on desk of VSS

Students Inquiring about their Eligibility for Benefits

Per the VA, any inquiry regarding **BENEFIT TYPE, ELIGIBILITY and/or PAYMENT** should be referred directly to the VA.

Any student asking about what educational benefits they may be eligible for should be directed to the VA's GI Bill website at <http://www.gibill.va.gov/>. The VA GI Bill website allows students the opportunity to:

1. Review Benefit Options
2. Apply for benefits; and
3. Compare and calculate potential benefits

Please note the following:

- Only the VA can advise on which benefit a student is eligible for
- Only the VA can advise on which type of benefit is more advantageous to the student
- Only the VA can quote benefit amounts and payment details

Students requesting benefits for the first time at Mt. SAC

Students claiming benefits for the first time at Mt. SAC should review the following with a staff member:

- Veterans handbook
- VRC Handout
- Veterans Packet (*the steps to claiming benefits should be the focus*)

When reviewing the Veterans Packet, the student should be reminded that to successfully begin the process of claiming their educational benefits on campus, they should be able to answer “YES” to all of the of the following statements:

- I have completed a Mt. SAC Admissions Application.
- I have applied for VA Benefits via the VONAPP website.
- I have submitted my discharge letter (DD 214) to the Veterans Services.
- I have submitted a “Certificate of Eligibility” letter to the Veterans Services Center (if this is unavailable and the student reports applying for benefits, this requirement can be waived).
- I have submitted a *VA Control Card* and an *Evaluation Request* from, along with my official sealed transcripts, including foreign transcripts, to the office of Admissions and Records for evaluation from all previous institutions I have attended.
- I have attended Mt. SAC’s mandatory orientation for new student Veterans.
- I have taken the required Assessment tests at the Mt. SAC Assessment Center.
- I have completed an Educational Plan and it is on file with the Veterans Services Center.
- I have registered for classes.
- I have submitted the *Statement of Obligation* form to the Veterans Services Center.
- I have submitted a *Request for Active Educational Benefits* form to the Veterans Services Center.
- I have submitted a *Military Credit* form to the Veterans Services Center.

The Veterans Services Center only accepts COMPLETED paperwork. For new students, a completed packet includes the following:

1. DD214 (Vets only)
2. Certificate of Eligibility Letter (can be waived if the student reports having applied for benefits)
3. Current Ed Plan
4. Signed Statement of Obligation
5. Signed Request for Active Educational Benefits
6. Signed Military Credit form (Vets only)
7. Copy of current semester schedule/receipt of classes

Review the documents for completeness, check that currently enrolled courses are listed on the Ed Plan. Initial and date the *Request for Active Educational Benefits* form, make a label for folder and ensure documents are properly placed and secured in folder – then place in bin labeled “Files to be Certified”.

*During peak periods, paper clip documents together and place in bin labeled “Files to be Certified”. After VSS and CSS have completed their processes, make a label for folder and ensure documents are properly placed and secured in folder, then file in cabinets.

Students continuing at Mt. SAC who are requesting benefits

Continuing students at Mt. SAC should review the following with a staff member:

- Veterans handbook (if they have yet to receive one)
- VRC Handout/current semester drop-in hours (if they do not yet have this information)

When reviewing the students paperwork, first ask for a picture I.D. The student should be reminded that to successfully continue the process of claiming their educational benefits on campus, they should be able to answer “YES” to all of the of the following statements:

- I have a current educational plan on file with the Veterans Services Center.
- I have registered for the current semester and my current classes are listed on the educational plan on file with the Veterans Services Center.

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- I have submitted a *Request for Active Educational Benefits* form for the current semester.
- I have submitted a copy my Student Receipt/Schedule for the current semester to the Veterans Services Center.

The Veterans Services Center only accepts COMPLETED paperwork. For continuing students, completed paperwork includes the following:

1. Signed Request for Active Educational Benefits
2. Copy of current semester schedule/receipt of classes

Review the documents for completeness. After pulling the student's folder, check that currently enrolled courses are listed on the Ed Plan. If not, inform the student that we CAN NOT accept the documents until a current Ed Plan is also received. If complete, Initial and date the *Request for Active Educational Benefits* form, place paperwork vertically in the folder, and place in the bin labeled "Files to be Certified."

Reminders:

- Be professional at all times.
- If there is a line, make sure you let those in line know you will be with them as soon as possible.
- Always ask for a picture ID, federal regulations stipulate that information can only be released directly to the student (not friends, parents, spouses, etc.)
- Never tell a student you "can't find their folder" – let the student know their folder is in process, take their paperwork and inform them we will contact them via email if we need further information
- Never advise students on classes to take, benefits to claim, schools to transfer to, etc. Our goal is to refer students to the appropriate office/resource for proper advisement.
- If you do not know the answer to a question, ask for the student's contact information and let them know Jazmin or Desiree will follow up with them.