



# Frequently Asked Questions

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## Introduction to Monthly Enrollment Verification

### 1. What is monthly enrollment verification?

Enrollment verification is a new requirement for Post-9/11 GI Bill® (Chapter 33) students to verify every month that you are still enrolled in the same courses or training that your school certified to VA. It's not about verifying that you are attending classes, but whether your certified enrollment has changed.

### 2. Who needs to verify their enrollment?

Eventually, all Post-9/11 GI Bill students will need to verify enrollment every month, but this requirement will be rolled out in phases through the 2021-2022 school year based on the type of facility you are attending. Right now, only students at non-college degree (NCD) facilities who receive Monthly Housing Allowance (MHA) and/or kicker payments are impacted, and only if their term starts on or after **August 1, 2021**. Students at Institution of Higher Learning (IHL) facilities who receive MHA and/or kicker payments will be impacted for terms starting on or after **December 17, 2021**. Later phases will include additional populations of Post-9/11 GI Bill students.

Montgomery GI Bill (Chapter 30) students, Edith Nourse Rogers STEM Scholarship students, and VET TEC students are already required to verify their monthly attendance. Nothing about those processes is changing.

### 3. When do students need to start verifying their enrollment?

This requirement will be rolled out in phases through the 2021-2022 school year based on the type of facility you are attending. Right now, Post-9/11 GI Bill students at NCD-only facilities are impacted if they are enrolled in classes or training that start on or after **August 1, 2021**. These students should opt into text message verification when their enrollment begins (more information on how to do that below), and will be required to verify enrollment starting **August 31, 2021** (or at the end of the month that their enrollment begins).

Students at IHL facilities will begin the process for terms starting on or after December 17, 2021, if they are enrolled in classes or training after that point. More information will be shared closer to that deadline.

#### 4. Why do students need to verify their enrollment?

Enrollment verification plays a critical role in safeguarding your GI Bill entitlement by preventing charges for classes or training you did not attend, as well as protecting the integrity of the GI Bill. Though this new requirement is an additional step, enrollment verification is easy to do and will help you better manage and access your earned benefits. It will also prevent or reduce some debts by catching overpayments earlier in the term.

This requirement was part of the Isakson and Roe Act of 2020, which enhances and expands education benefits and programs for Veterans, transitioning Service members, and military families.

#### 5. What happens if I don't verify my enrollment?

If you fail to submit enrollment verification for **two consecutive months**, your MHA/kicker payments will be held until you verify your enrollment. For example, if your term starts on August 1, 2021, and you fail to verify your enrollment for August and September, your October 2021 payments will be placed on hold.

#### 6. Will this new requirement delay my payments?

No. Verifying your enrollment in a timely fashion will help ensure there are no delays to your scheduled payments.

#### 7. What's the difference between an NCD facility and an IHL facility?

IHL facilities are 2-to-4-year schools that offer Associates, Bachelors, Masters, or PhD degree programs. All other facilities are NCD facilities, except those that offer on-the-job training or apprenticeships. If you're not sure which facility you attend, [this infographic may help](#).

#### 8. What if I'm a part-time student?

Post-9/11 GI Bill students who are attending at less than a 50% rate of pursuit are not eligible for MHA payments and so will not be affected until a later date **unless** you receive kicker payments.

#### 9. What if I'm on active duty?

Post-9/11 GI Bill students who are on active duty are not eligible for MHA payments and so will not be affected until a later date.

#### 10. How will I know if the enrollment information my school submitted is accurate?

You can find your enrollment information on your award letter from VA or ask your School Certifying Official.

#### 11. What happens if I report a change to my enrollment?

If you indicate that your enrollment information has changed, VA will contact your school to receive your updated enrollment information. Please work with your School Certifying Official to ensure they have accurate information on your enrollment and can update VA of any changes. Quickly notifying VA of changes to your enrollment will help you avoid an overpayment, though it may not completely eliminate the possibility of a debt.

**12. Does anything change about how my school will certify my enrollment?**

Yes. Your school is now required to certify your enrollment again after the drop-add period has closed to ensure VA has the most accurate enrollment information and help eliminate overpayments.

## The Verification Process

**13. How do I verify my enrollment?**

You can verify your enrollment via text message or by calling the Education Call Center (ECC). **VA strongly recommends verifying enrollment via text.** It will be easier and faster than calling the ECC.

**14. How does the text option work?**

- A. If you need to verify enrollment and VA has a current U.S. mobile number on file for your GI Bill benefits, you will receive the following text message from: "POST-9/11 GI BILL HOUSING AND KICKER PAYMENTS NOW REQUIRE MONTHLY ENROLLMENT VERIFICATION. WOULD YOU LIKE TO SUBMIT YOURS VIA TEXT? PLEASE REPLY YES OR NO." **Reply "Yes" to opt into text verification.** This text link will expire **14 days** from receipt.
- B. NOTE: If you choose to opt out, you will need to call the Education Call Center (ECC) **every month** to verify enrollment or to change your text message preferences. You can opt into verification by text message at any time by calling the ECC at 1-888-GIBILL-1 (1-888-442-4551).
- C. If you opt in, you will receive the following text at the end of each month: "DID YOU REMAIN ENROLLED IN YOUR COURSES IN MON YYYY AS CERTIFIED? PLEASE REPLY YES OR NO. IF YOU HAVE DROPPED ALL YOUR COURSES, YOU MUST REPLY NO." **Submit your response by replying to the text with "Yes" or "No".** You will then receive a text that confirms receipt of your response.
- D. NOTE: You may verify your enrollment at any time, but after **6 days**, the text message conversation will close. your file will be marked as "unresponsive", and you may receive an inquiry from VA. You will no longer be able to use the text link to verify your enrollment for the month via text and will need to call the ECC to verify enrollment over the phone.

**15. How does the phone option work?**

You will contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) and ask a representative to verify enrollment on your behalf. You can call at any time the following month.

NOTE: ECC wait times may be high due to the number of students verifying enrollment each month.

**16. Are the text messages secure?**

Enrollment verification via text message is safe and secure. VA will never ask for your personal information, such as social security number or bank account information, via text.

**17. Will I receive confirmation that my enrollment verification text has been received by VA?**

Yes, you will receive a text message from VA confirming that your text verification has been received. You do not need to call the ECC if you receive a confirmation text.

**18. How do I verify my enrollment if I'm an international student?**

Text verification is not available to students with international phone numbers, so you will need to call the ECC at 001-918-781-5678. The ECC is open Monday through Friday, 7am to 6pm CT.

**19. What if I want to change how I verify my enrollment later?**

You can opt out of text verification any time by replying STOP to a text message, but you'll then need to verify your enrollment by phone. If you previously opted out of text verification and would like to opt in, call the ECC.

**20. If I've opted-in to text, can I verify by phone one month?**

Yes. You can contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally to verify enrollment by phone. However, ECC wait times may be high due to the number of students verifying enrollment each month.

**21. Will verifying my enrollment cost me anything?**

VA does not charge for verifying enrollment. However, your phone provider may charge fees for text messages.

**22. Can my school or someone else verify my enrollment for me?**

No. You must verify your enrollment. No one else, or your school, can verify for you.

**23. If I've already received my payment for this month, do I still need to verify my enrollment?**

Yes. If you fail to submit enrollment verification for **two consecutive months**, your MHA/kicker payments will be held until you verify your enrollment.

**24. Do I need to verify enrollment if I'm no longer enrolled?**

You verify enrollment for the previous month, not the upcoming month. For example, you will need to verify your enrollment for the last month even after the term ends.

**25. How long will it take for my payment to arrive after I verify?**

Enrollment verification generally will not change the scheduled monthly payment process. However, it will impact your payments if you report your enrollment status has changed. If that happens, VA will attempt to determine what has changed, which may delay your payment. Also, if you fail to certify for two consecutive months, your payment for the third month will be impacted if you fail to verify before the 27<sup>th</sup> of the third month.

**26. What happens if I take a break from school?**

You will not need to opt-in again to text verification. Once you are enrolled for text verification, you will be in VA's systems and automatically receive monthly verification texts during your next enrollment even if you take a break from school.

**27. If I have questions, can I text them to the number that I receive enrollment verification texts from?**

No, the phone number that messages you is part of an automated system. You will not be able to contact a VA representative by texting or calling the number that messages you. If you have any questions, you should contact your SCO or the ECC. [Helpful resources are also available on the webpage.](#)

## Troubleshooting

**28. I never received an opt-in text or a monthly verification text.**

You can contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) to opt into text verification or verify your monthly enrollment.

**29. I accidentally opted out of text verification.**

You can contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) to opt back into text verification.

**30. My contact information is incorrect or VA doesn't have my mobile phone number.**

You can contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally to update your contact information.

**31. My enrollment information is incorrect. What happens if I respond "No" to the verification text?**

If you provide a "No" response, VA will review your enrollment status and follow up with you and your School Certifying Official if necessary. VA will adjust benefits when appropriate and notify you if changes are processed. NOTE: Responding "No" still meets your verification requirement for that month.

**32. My school submitted my enrollment information after I had already started the term.**

You are still required to verify enrollment unless your term has already ended.

**33. I verified my enrollment but I didn't receive my payment.**

You can contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally to request a status update for your payment.

**34. I don't recognize the phone number that I'm receiving texts from. How do I know it's from VA?**

VA will text you from a ten-digit number beginning with the area code 202. Please note that this phone number is only for verifying enrollment. You will not be able to contact a VA representative by texting or calling the number that messages you. If you have any questions, you should contact your SCO or the ECC. [Helpful resources are also available on the webpage.](#)