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?

All Post-9/11 GI Bill students need to verify enrollment every month, but this requirement will be rolled out in phases through the 2021-2022 school year. Students at Institution of Higher Learning (IHL) facilities who receive MHA and/or kicker payments are required to verify their enrollment for terms starting on or after December 17, 2021. Non-College Degree (NCD) facility students have been verifying their enrollments since August 1, 2021. Later phases will include additional populations of Post-9/11 GI Bill students.

Montgomery GI Bill (Chapter 30) and Montgomery GI Bill Selected Reserve (Chapter 1606) 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 is being rolled out in phases through the 2021-2022 school year based on the type of facility you are attending:

> Students attending Non-College Degree (NCD) facilities for terms starting **on or after August 1, 2021.**
> Students attending Institution of Higher Learning (IHL) facilities for terms starting **on or after December 17, 2021.**

All other students will be provided with more information before the enrollment verification requirement applies to them.

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 and/or kicker payments will be put on hold until you verify your enrollment. For example, if your term starts in February and you fail to verify your enrollment for February and March, your April payments will be placed on hold. In order to have your payments released, you will need to call the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally to verify your enrollment.

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 a Non-College Degree (NCD) and an Institution of Higher Learning (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 type of 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 will not be affected until a later date **unless** they 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 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?

Students have the option to verify enrollment via text message or email. **VA strongly recommends using text or email**, but if these options are unavailable to you, you may call the Education Call Center (ECC) to verify enrollment. Please be advised that calling the ECC may result in long wait times. Here is a step-by-step guide on how to verify your enrollment. You can also check out our video that explains the verification process.

14. What has changed since the initial NCD enrollment verification rollout?

Students now have the option to **verify their enollment via email** in addition to text and phone. Students who opt out of text messages will be automatically enrolled in email verification as long as they have a valid email address on file.

15. How does the text option work?

A. If you need to verify enrollment and VA has a current mobile number on file for your GI Bill benefits, you will receive the following text message as your enrollment period approaches: "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. You can update your mobile phone number and/or email address and 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 a text confirming that you've been opted in. At the end of each month, you'll receive the following text: "Did you remain enrolled in your courses in MONTH YYYY as certified? Please reply Yes or No. If you have dropped any of 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. You may verify your enrollment at any time, but **after 6 days**, the text message conversation will **expire**. 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 and will need to call the ECC to verify enrollment.

E. Please be advised that it may take about a day to receive confirmation texts from VA. Additionally, you do not need to opt into text verification again for future terms unless you change your mobile phone number.

16. How does the email option work?

A. If you opt out of text messages, can't verify by text, or do not have a US mobile phone number, you will be **automatically enrolled in email verification** at the email address on file with VA.
B. After opting into email verification, you will receive an email with the subject line, "Confirmation: You've been enrolled into VA's email verification!" and you won't need to opt in again for future terms unless your email address changes.
C. On the last day of each month, you will receive an email with the subject line, "Action Required: Verify Your Monthly Enrollment". **Select "Yes, my enrollment is the same"** to verify your enrollment. If you don't select a response **within 14 days**, the links in your email will expire and you will need to call the ECC to verify your enrollment.
D. If your enrollment status has changed, **select "No, my enrollment has changed."** Please contact your School Certifying Official (SCO) to ensure your enrollment record with VA has been adjusted.

17. How does the phone option work?

You will contact the Education Call Center (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. Please note: if you opt into text message verification or email verification when you call into the ECC, you will not receive a confirmation text or email.

18. 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.

19. 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 Education Call Center (ECC) at 001-918-781-5678. The ECC is open Monday through Friday, 7am to 6pm CT.

20. 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 email or phone. If you previously opted out of text verification and would like to opt in, call the Education Call Center.

21. If I've opted into text, can I verify by phone one month?

Yes. You can contact the Education Call Center (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.

22. Will verifying my enrollment cost me anything?

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

23. 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.

24. I'm seeing emails from VA about opting into text message verification, but I am already opted in. Do I need to opt in again?

No, you do not need to opt in again. If you previously opted into text message verification, no further action is required.

25. 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 and/or kicker payments will be put on hold until you verify your enrollment.

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

You verify enrollment for the previous month, not the upcoming month. You will need to verify your enrollment for the last month even after the term ends. Otherwise, you will only verify enrollment when you're actively enrolled.

27. I finished my program or graduated this month. How should I verify my enrollment at the end of the month?

If you were enrolled for any period of time during the month, even if you completed your program, you should respond "YES" because you did remain enrolled in your courses as certified. Please use text message or email to complete your verification. You may also call the ECC to verify your enrollment over the phone.

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

The monthly payment process is not impacted by when you verify your enrollment. Payments are scheduled to go out on the first of every month and can take up to five days to arrive by electronic transfer. Payments will be impacted if you report your enrollment status has changed. If that happens, VA will attempt to determine what has changed, which may delay your payment. If your enrollment status changes, please follow up with your SCO to understand next steps for your payments.

29. 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.

30. 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 School Certifying Official or the Education Call Center. Helpful resources are also available on the website.

Troubleshooting

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

You can contact the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551) to opt into text verification or verify your monthly enrollment, or to ensure your phone number is correct in VA's systems.

32. I accidentally opted out of text verification.

If you received a previous text message from VA about enrollment verification (opt-in or verification), you can reply "START" to the phone number that sent the previous text to opt into text verification. Within one business day, you will receive a text confirming that you've been re-enrolled.

Please note: if your mobile number has changed since receiving previous enrollment verification texts from VA, texting "START" to the phone number will not work. You may contact the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551) to opt back into text verification.

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

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

34. I already provided my phone number/email address/other contact information to VA. Do you have my phone number for enrollment verification texts?

The GI Bill uses a different system from VA.gov, eBenefits, Veterans Health Administration (VHA), and MyHealtheVet for administering enrollment verification texts. Please note that providing contact information to your school does not mean that GI Bill systems have your information. To update your contact information there, you may call the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551).

35. 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 (SCO) if necessary. VA will adjust benefits when appropriate and notify you if changes are processed. We also recommend following up with your SCO to ensure your enrollment record with VA has been adjusted.

NOTE: Responding "No" still meets your verification requirement for that month.

36. 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.

37. I verified my enrollment but I didn't receive my payment.
You can contact the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally to request a status update for your payment.

38. 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 toll-free number beginning with area code 855. 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 School Certifying Official or the Education Call Center. Helpful resources are also available on the enrollment verification website.

NOTE: Non-College Degree students who are enrolled in text verification and have been verifying their enrollment since August 2021, please be aware that you may notice a change starting after January 15, 2022. While you previously received VA texts from an area code 202 number, you will start receiving texts from the new, toll-free 855 number.