Post 911 GI Bill Commonly Asked Questions:

Q: “I received a letter in the mail from the VA office that states, “Your school did not charge you tuition and fees.” Does this mean the VA is not going to pay for my tuition?”
A: This letter generated because we have only certified the students BAH and books to the VA. Our policy is to wait until after the 5th class day to certify tuition and fees with the VA. Then another letter will be sent to the student from the VA with the amount we certified for tuition and fees.

Q: “When will I get paid my tuition and fees?”
A: We do not certify the student’s tuition and fees until after the 5th class day. Estimated arrival time of the tuition and fees is sometimes difficult to determine. The Regional VA office frequently experiences delays in processing certifications. These estimations can range from 2-5 weeks. Please prepare financially.

Q: “When will I get paid my BAH and books?”
A: Usually the book allowance arrives before the end of the first month in the current term. Typically, you will receive BAH on the 1st day of every month for the month just completed at school. If the Regional VA office is experiencing processing delays sometimes the BAH payment will arrive within the first few days of the month. Example: Fall term begins August 16th. On September 1st, the student will get paid a prorated amount of BAH for the dates August 16th-31st. After the student has attended school the whole month of September, on Oct 1st they will receive a BAH payment for the entire month of September.
Note: If the student is a newly enrolled to the Post 911 program, BAH and book allowances can be delayed even longer.

Q: “Where do I get my books?”
A: The Post 911 GI Bill pays the student a book allowance that will be sent via direct deposit to the bank account indicated by the student on the VA-1990/E in order for the student to purchase books at the location of choice. Do not go to the scholarship counter to obtain books.

Q: “Why did my loan and/or pell grant pay my bill?”
A: All financial aid such as a scholarship, loan, and/or pell grants will always pay the students bill first. If the financial aid pays the entire account balance the student will receive a refund when Post 911 GI Bill tuition and fees arrive to the students Auburn University account.

Q: “How much eligibility do I have left?”
A: Unfortunately, this office does not have the capability to determine how much eligibility a student has left on the Post 911 GI Bill. Please call 1-888-442-4551.

Q: “How can I contact the Auburn University Veterans Resource Center?”
A: Please call us at (334) 844-8167, email us at veterans@auburn.edu, or visit us at 217 Foy Hall. To read more about the type of services we offer please visit our website at www.auburn.edu/veterans.