Welcome to UNCW and to the Office of Military Affairs (OMA)! More than 2,000 UNCW students are affiliated with the military, either through their own service or through that of their spouse or parent. This means you will be in classes alongside others who are familiar with what it means to have been in the military.

Through our tailored “Green Zone” training to help civilian faculty and staff empathize with our military-affiliated students, you can rest assured that military service is respected at UNCW.

The Office of Military Affairs’ staff military experience encompasses several affiliations. Collectively, we have experienced life as a military child, as a military spouse, as active duty service members and as veterans. Whatever your connections to the military are, we understand.

We are here to help you become the best university student you can be. You can ask us for help with both academic and personal concerns. Our support is not simply limited to helping you succeed each semester; our goal is to help you succeed on your academic path so that you can transition into meaningful employment after you graduate.

This handbook contains information you will need to interact with university administrative services and make the most of your VA educational benefits. Pay close attention to the Frequently Asked Questions, but if you have other concerns, please do not hesitate to contact us for assistance.

Go Seahawks!

Bill Kawczynski
Director of Military Affairs

Melanie Nelson
Military Student Support Specialist

militaryaffairs@uncw.edu
Admitted?
Complete your UNCW enrollment via SeaNet

- Pay the $100 non-refundable enrollment deposit. *You will not be able to register for orientation until this deposit has been processed.

- Send updated transcript(s) to the Office of Admissions if you are currently enrolled in another institution.

- Register and pay for the mandatory Transfer Student Orientation (uncw.edu/transitions/transfer/register.html).

- Complete the Degree Audit in SeaNet and bring it with you to orientation.

- Attend the Military session if you are attending a main campus orientation session. Visit uncw.edu/transitions for orientation information. Details about the military breakout session will be provided when you check in the morning of orientation.

- Submit your medical history and immunization form.

- Complete your health insurance information. (Students enrolled in on-campus courses with fewer than 6 credit hours per semester and students in distance education/online programs do not pay the health fee or use the UNCW health center. Waiver forms must still be submitted every semester.)

- Complete the Free Application for Federal Student Aid (FAFSA), and check out scholarship opportunities at UNCW (uncw.edu/finaid).
Activating and Using Your GI Bill Benefits

If you are a veteran or current service member:

- To start using your GI Bill for the first time, go to va.gov/education/how-to-apply and scroll to the green button that reads “Find your education benefits form.” You will answer a few questions and then create/log into your account, which will allow you to complete the benefits application. You will receive a Certificate of Eligibility letter in the mail from the VA listing the percentage of benefits you have earned (based on time in service). It may take 4-6 weeks to receive the letter. Turn the Certificate of Eligibility letter in to the Office of Scholarships and Financial Aid (either drop it off in person at the service window in the Office of Scholarships and Financial Aid between 8 a.m.-5 p.m. Monday-Friday, or scan and email the form to veterans@uncw.edu).

- To transfer GI Bill benefits from another school (i.e., you used the GI Bill while taking classes elsewhere), go to va.gov/education/change-gi-bill-benefits and click on the first link under the headline “How do I request changes to my benefits?” to complete the Request for Change of Program or Place of Training (VA Form 22-1995) online. You will receive an updated Certificate of Eligibility letter in the mail from the VA. It may take 4-6 weeks to receive the letter. You will need to turn the Certificate of Eligibility letter in to the Office of Scholarships and Financial Aid (either drop it off in person at the service window in the Office of Scholarships and Financial Aid between 8 a.m.-5 p.m. Monday-Friday, or scan and email the form to veterans@uncw.edu.)

- To apply your benefits to the upcoming semester, once you have registered for classes, complete the VA Class Schedule form and drop it off in person at the service window in the Office of Scholarships and Financial Aid between 8 a.m.-5 p.m. Monday-Friday, or scan and email the form to veterans@uncw.edu.
If you are the spouse or child of a veteran/military service member:

- To start using the service member’s GI Bill for the first time, the service member needs to transfer the benefit to you. Have the service member go to [va.gov/education/apply-for-education-benefits/application/1990E/introduction](http://va.gov/education/apply-for-education-benefits/application/1990E/introduction) and complete VA Form 22-1990E (Application for Family Member to Use Transferred Benefits). Once approved by the VA, the person who is planning to use the benefits will receive a Certificate of Eligibility letter in the mail from the VA. You will then turn the letter in to the Office of Scholarships and Financial Aid (either drop it off in person or scan and email to veterans@uncw.edu).

- To transfer benefits from another school (i.e., you used the GI Bill while taking classes elsewhere), go to [va.gov/education/changegis-bill-benefits](http://va.gov/education/changegis-bill-benefits) and click on the link to complete the Dependent’s Request for Change of Program or Place of Training (VA Form 22-5495) online. Once approved by the VA, you will receive a Certificate of Eligibility letter in the mail from the VA. Turn the Certificate of Eligibility letter in to the Office of Scholarships and Financial Aid (either drop it off in person or scan and email to veterans@uncw.edu).

- To apply your benefits to the upcoming semester once you have registered for classes, complete the VA Class Schedule form and drop it off in person at the service window in the Office of Scholarships and Financial Aid between 8 a.m.-5 p.m. Monday-Friday, or scan and email the form to veterans@uncw.edu.

Military College Programs

**Tuition Assistance**

If you are using Tuition Assistance (TA) to pay for your classes, please note that the enrollment and student orientation fees will not be covered by TA. All questions about TA payments will need to be routed through your unit’s TA coordinator.

**Navy Medical Enlisted Commissioning Program; Marine SNCO Degree Completion Program; Army Degree Completion Program**

Please contact UNCW Military Admissions (militaryadmissions@uncw.edu) regarding your program’s deadlines for letters of acceptance and additional requirements for your program.
Campus Resources

Military Resource Lounge
OMA’s Military Resource Lounge is housed in the Warwick Center and serves as a comfortable place for all military-affiliated students, faculty and staff to meet and relax with like-minded people on campus. Amenities include a fully stocked kitchen with free coffee and refreshments; computer stations and free printing services; a lounge area with seating and a television; and meeting areas to conduct group work, study sessions and schoolwork. We also offer a textbook exchange program to help students save money.

University Learning Center
Located in DePaolo Hall, the University Learning Center is free and provides one-on-one tutoring and group study sessions supported by certified tutors.

Counseling Center
The Counseling Center is located in DePaolo Hall. Counselors offer free, short-term counseling available to all UNCW students, regardless of the health insurance the student uses. (If your primary healthcare is through the VA, you are still eligible for UNCW counseling services.) You may schedule an appointment, and the center provides walk-in hours on Monday-Friday from 1-4 p.m. for individuals with urgent needs.

Student Health Center
The Student Health Center is located in DePaolo Hall. You will pay for services at the time of the appointment (pharmacy, physical exams, immunizations, allergy shots, and general health services), and you will be issued a receipt to submit to your health insurance provider if you are not using university health insurance. You may call or use the online portal (uncw.edu/healthservices) to sign up for an appointment.

Career Center
The UNCW Career Center is a free, comprehensive resource center dedicated to empowering students and alumni as active participants in their own career development. Through the journey of learning, career exploration and applied learning opportunities, students are motivated to expand their understanding of the world of work in a dynamic global community.

Campus Recreation
UNCW offers a variety of wellness opportunities, including a recreation center with cardiovascular conditioning machines, free weights and weight machines. The center also includes sports courts, an indoor track, pools, group exercise studios and a climbing wall. UNCW offers intramurals, sport clubs, recreation fields and adventure programs such as camping trips, surfing and kayak clinics.
Office of Student Leadership and Engagement
The Office of Student Leadership and Engagement provides community service and leadership learning opportunities for all UNCW students. Visit uncw.edu/osle for a current list of service opportunities.

Campus Activities and Involvement Center
The Campus Activities and Involvement Center is located in the Fisher Student Center and provides activities for all UNCW students as well as coordination of student organizations. Visit uncw.edu/activities for upcoming events and links to student organizations.

Popular Student Organizations
UNCW has a multitude of student organizations to help you get more involved in student life. The UNCW Student Veterans Organization and the UNCW Student Government Association are two of the most popular organizations among our military-affiliated students.

UNCW Bookstore Shopping Appointments
If you are planning to buy books and supplies from the UNCW bookstore, email Craig at ctr-hewettc@uncw.edu to set up a personal appointment to do your shopping. You will be able to get your books and check out privately, for your convenience. This applies to both GI Bill and Vocational Rehabilitation students.

Bookstore Dollars Program
If you are using the GI Bill and also waiting for your book stipend to come in, you have the option to sign up for the UNCW Bookstore Dollars program. This voucher program allows you to add Bookstore Dollars to your UNCW OneCard account, purchase your books at the UNCW bookstore using your bookstore dollars and pay off the bookstore dollars once your book stipend is deposited in your personal bank account. You also have the option to pay for your books out of pocket or by using a credit card.

Military Resource Lounge Textbook Trade
Check the bookshelf in the Military Resource Lounge for textbooks that students have donated – you are welcome to borrow a book for a semester, free of charge.

Parking Permits
Active military students and student veterans are eligible for Zone 1 parking when space is available. Check the appropriate box when you apply for a parking permit on MySeaport. You are eligible to apply for a parking permit as soon as you have registered for classes. Applications are processed on a rolling basis: first-come, first-served. Regardless of the parking zone to which you are assigned, you will receive a $20 discount for that permit. Undergraduate students who live within one mile of campus are not eligible for daytime/commuter parking passes.
**UNI201: Transfer Student Seminar**
This optional 3-credit course counts toward University College requirements. Transfer and military students who take UNI 201 tend to feel more involved at UNCW, which in turn helps them perform better in other classes. Even if you have taken college classes before, you may find it beneficial to register for UNI 201 as a way to get to know other transfer students on campus. The Office of Military Affairs highly encourages students to enroll in UNI 201, which may only be taken during the first semester after transferring to UNCW.

**University Calendar**
UNCW provides a university calendar (uncw.edu/reg/calendars.html) that informs students of important dates throughout each semester and the academic year. These dates include scheduled university closures and breaks, enrollment periods, registration deadlines and special events.

**Priority Enrollment**
Active duty students, reservists, National Guard members and veterans receive priority registration each semester. The priority registration period is announced each semester via the Office of the Registrar. Follow the OMA listserv for an email announcement concerning the priority date for enrollment for upcoming semesters.

**Office of Military Affairs Events**
UNCW and OMA host many events throughout the year that are tailored to support military-affiliated students. From workshops and professional development seminars in the Military Resource Lounge to high-profile guest speakers, there is always a way for our students to meet one another and get more involved with the campus community.

**UNCW Military Appreciation Events**
UNCW hosts several military appreciation events each year, including Veterans Week, basketball and baseball games and Navy Week. For an updated calendar of our military-focused events, visit uncw.edu/military/events.

**The PERCH**
The PERCH supports non-traditional students at UNCW by creating special programs and events, providing resources and offering support. Visit uncw.edu/perch for information about off-campus housing. Housing fairs are held each semester. Many apartment complexes located near campus are on UNCW’s free shuttle route.
Deployments and Excused Absences

Military Deployments and Activation Periods

- If you are currently serving in the military (active, reserves, Guard) and deploy for an amount of time that inhibits your ability to finish a semester, please inform the Office of the Registrar and request a leave of absence; you may do this in person in James Hall or via email.

- A copy of your military orders will be required for university records unless giving such notice is precluded by military necessity such as a mission, operation, exercise or requirement that is classified, or a pending or ongoing mission, operation, exercise, or requirement that may be compromised or otherwise adversely affected by public knowledge.

- You will be able to re-enroll in classes no later than three years from the completion of that deployment or period of active duty; you will be considered a current UNCW student and you will not need to submit a re-enrollment application. Additionally, the tuition and fees paid for that semester will be refunded to you.

- If you are activated for a short time (drill or training) and miss some classes but expect to be able to complete the semester, you will need to provide documentation to each of your instructors of the reason for your absences via email, as well as follow up with each instructor concerning any deadlines and making up missed class participation, tests or exams.

- If you are a military family member and you need to be excused from class due to a deployment family day or homecoming event, acceptable documentation includes a letter signed by someone in the service member’s chain of command and/or a family readiness liaison if official orders are unavailable.

Emergency Absences

If you need to miss classes for an emergency at any point during the semester, email each of your instructors as soon as you are able. Let them know the basics of the situation and how your class presence/performance will be affected. Share any appropriate documentation depending upon the situation (e.g., appointment confirmations, proof of hospitalization, etc.).
Information About Disability Services

Disability Resource Center
The Disability Resource Center is located in DePaolo Hall. This is a free resource that is open to students who have been diagnosed with a disability and who need assistance and accommodations to be successful in an academic setting. Accommodations include having your tests or exams proctored in a quiet, private space rather than in a large, crowded classroom, or access to smart pens that record as you take notes to help you interact better with lecture notes when you’re studying. You will need to register through the online portal to be able to work with the Disability Resource Center.

For additional information about accommodations, contact the UNCW Disability Resource Center (910.962.7555; drc@uncw.edu).

Additional Information about UNCW Disability Services
Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (1990; ADA) are pieces of legislation enacted in the post-Vietnam War era to ensure access to programs and services in many areas, including postsecondary education.

If you have sustained an injury or wound that rises to the definition of a disability according to the ADA, you may qualify for services.

The ADA's definition of a disability may be more inclusive than the Department of Veteran Affairs' definition in considering a functional limitation as a disability. Even if you do not qualify as an individual with a disability under the VA, you may meet ADA eligibility for accommodation while earning your degree at a postsecondary institution. An individual with a disability under the ADA has:

a. a physical or mental impairment that substantially limits one or more major life activities of such individual;

b. a record of such impairment; or

c. is regarded as having such an impairment.

- Major life activities include but are not limited to caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.

- Major life activities also include the operation of major bodily functions, such as: function of the immune system, normal cell growth, and digestive, bowel, bladder, neurological, respiratory, circulatory, endocrine and reproductive functions.

- Schools are required to make appropriate academic accommodations for eligible students with disabilities who otherwise meet the academic and technical standards for admission. Accommodations exist in both the learning and living environment on campus and are implemented in order to provide students with access to programs and services — including information presented in the learning environment.
Frequently Asked Questions
GENERAL

Can I use the Military Resource Lounge if I’m not a veteran?
Yes. Any military-affiliated student (service member, veteran, or service member or veteran’s family member), is welcome to use the Lounge. The Military Resource Lounge offers access to computers, free printing, textbook exchange, dry erase boards, free coffee, a microwave, restrooms, space for service dogs and space for studying. No need to sign in; the Lounge is open from 7 a.m. – 11 p.m. daily when the Warwick Center is open. The Lounge requires UNCW OneCard access between 5-11 p.m.

How does OMA communicate with military-affiliated students?
We share information through a listserv – check your UNCW emails! – and on our website, as well as Facebook and Twitter (@uncwmilitaryaffairs), Instagram (@uncw_oma) and our blog (https://militaryseahawk.wordpress.com). Please follow us on at least one of these platforms for updated information including weather closures, updates from the Veterans Benefits Administration and upcoming events.

Does OMA hire VA Work Study Students?
Yes. OMA’s VA work study students are housed in the Military Resource Lounge. Please contact us for more information about our application process.

Why do I have to have health insurance/why do I have to submit the health insurance waiver?
The university is required by law to have students covered by health insurance. If you do not have health insurance when you enroll, you must accept the university health insurance. Check the corresponding box on the VA Class Schedule Form. The Forever GI Bill will cover the cost of the university health insurance and the student health services fees, because these fees are required for you to be able to enroll at UNCW. All UNCW students have access to the Student Health Center in DePaolo Hall.

FINANCIAL

Why does my bill show out-of-state residency when I live in North Carolina?
The Residency Determination Service (RDS) determined you to have out-of-state residency. The RDS process is responsible for all new classifications of residency in North Carolina. (UNCW does not decide your residency status.) You may call RDS at 844.319.3640 to work with their staff to appeal an out-of-state residency determination.

What is the Veteran’s Choice Act?
The Veteran’s Choice Act allows certain students to be granted in-state tuition. The Choice Act does not affect your determination from RDS, but it will grant a waiver to cover the difference between in-state and out-of-state tuition if you meet the criteria. Please contact the Office of Military Affairs for more information about eligibility and for the link to the application.
Why is there a hold on my account?
The most likely reason a hold has been placed on your account is because you have not submitted some documentation – perhaps your health insurance waiver or a payment – to the university. Details will be listed in your SeaNet account. If you still have questions after checking your SeaNet account, call Student Accounts at 910.962.3147.

Does UNCW offer a military payment plan?
Yes. If you are concerned about being able to pay your bill in full on time, you may contact Student Accounts at 910.962.3147 to set up a payment plan.

What can I do to obtain non-VA financial support for my education?
Visit UNCW Financial Aid to complete the FAFSA (this must be completed yearly). Additionally, seek scholarships for military-affiliated students. You can apply for UNCW scholarships through your SeaNet account. You may also consider applying for one of the scholarships listed at uncw.edu/onslow/scholarships.html. Additional scholarship opportunities are announced via the Office of Military Affairs website (uncw.edu/military), the military-affiliated student listserv, and Office of Military Affairs social media accounts.

Why has my bill not yet been paid by the VA?
Possibility 1: You did not submit the VA Class Schedule Form to the Office of Scholarships and Financial Aid so that your benefits could be certified by the VA certifying officials. This form (https://uncw.edu/finaid/VA Schedule 1718 Jul121.pdf) must be filled out EVERY SEMESTER when you register for class if you are using VA educational benefits to pay for classes.

Possibility 2: Your claim is being processed by the VA. As long as you submitted your Certificate of Eligibility and your VA Class Schedule form, UNCW will hold your class registration until the VA pays the bill. If this is the first time you are using benefits at UNCW, you may have to wait until about six weeks after the start of the semester to receive your first payment. The first payment will include back pay for previous months of benefits (BAH). Often, the book stipend will be paid before BAH.

Possibility 3: You did not apply for benefits at benefits.va.gov to have your Certificate of Eligibility released to the school, which usually takes 4-6 weeks.

What happens if I passed a class, but didn’t get the grade I wanted, and I register for the course a second time while I’m using the GI Bill?
Taking a course a second time for a better grade will not be covered by your VA Benefits.

What happens if I fail a course and I’m using the Forever GI Bill?
If you fail a course once, the VA will pay for you to take it one more time. You may register for it again, put it on your VA Class Schedule Form and submit it to the Office of Scholarships and Financial Aid. If you fail the course a second time, you can register to take it again, but the VA will not cover the cost a third time.
Can I get VA funding for tutoring?
Yes. You must work with your instructor to get a letter stating that you need tutorial assistance to pass the class. You must then meet with a certified tutor, such as those found in the University Learning Center, and have your tutoring hours logged and signed off by the tutor. You must then submit an application form to the VA Certifying Officials in the Office of Scholarships and Financial Aid. This benefit is capped at $100/month or $1,200 total per year. Visit www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/tutor-assistance for more information.

What is my approximate housing allowance per month?
A full-time student will receive Basic Allowance for Housing (BAH) at the rate of E5 with dependents for Zip code 28403 if at least 25% of your course load is a seated class. This means if you are taking 12 credits (four 3-credit courses), which is the standard full-time course load for an undergraduate student, at least one course must be the kind of class that you go to on campus, rather than an online class.

Why do housing payments sometimes vary from month to month?
The VA only pays benefits for time you spend in class. You will not be paid a housing benefit for spring break or breaks between semesters.

Can I take classes online?
Yes. You may take classes online, in person or a combination thereof according to your preferences; just remember that taking all of your courses online results in a lower housing benefit (50% of the amount of BAH entitlement you earned).

What is considered full-time enrollment?
Full-time enrollment status depends on the program. Generally speaking, enrollment in 12 credit hours counts as full-time enrollment for undergraduate students, while enrollment in 9 credit hours counts as full-time enrollment for graduate students. (Visit catalogue.uncw.edu for more information.) Online accelerated programs are calculated at a different rate of completion, as are summer courses. Please contact the VA Certifying Officials in the Office of Scholarships and Financial Aid at veterans@uncw.edu for information regarding your specific course schedule.

What “required fees” will the GI Bill cover?
The GI Bill will cover the costs of general university fees (listed as “mandatory fees” on the student’s bill), technology and education fees, the security fee and the student health insurance fee, if not waived by the student. On-campus housing fees will not be paid by the GI Bill; students must pay housing fees out of the money they receive in their BAH payments.

What costs of attending UNCW are not covered by the GI Bill?
The GI Bill will not cover the application fee, the enrollment fee, the orientation fee, the student ID/OneCard fee, parking permits, transportation costs, parking tickets or meals.
I am using the Forever GI Bill. Why did the VA send me a letter stating I was certified at $0 and $0 fees?

The VA Certifying Officials may pre-certify your benefits in order for the VA to release the book stipend and start the monthly housing payments on time. In other words, UNCW hasn’t charged your tuition and fees yet, but your enrollment has been certified so that your other payments can be released to you in time for the semester to start.

Why am I experiencing a delay in hearing from the VA?

OMA cannot speak for the VA. However, we do know that in the last couple of years, the VA has seen a marked increase in the number of enrollments, meaning that the processing queue is longer. Generally speaking, when a student is using benefits for the first time or has recently transferred benefits to a new school, we have seen that it takes 4-6 weeks for the payments to come in. This is contingent upon the student having turned in the Certificate of Eligibility, preferably before the start of the first semester, and the VA Class Schedule Form immediately upon registering for classes for the first time. Sometimes, the book stipend will arrive sooner than BAH payments. Students will receive back payments up to the date of their Certificate of Eligibility. Students may contact the VA on their own behalf to find out when their benefits will be paid by calling 888.442.4551.

How do I find out if I still have VA benefits left to use?

You may refer to the benefits statement that is mailed to your home address by the VA once your benefits pay out during the semester; you may also visit ebenefits.gov to view your enrollment account online or you may call the VA hotline at 1.800.827.1000.

Can I study abroad with VA benefits?

Yes. You may apply your VA benefits to study abroad for coursework that contributes to your degree. You may participate in study abroad through UNCW faculty-led courses, through study abroad programs at other U.S. universities or through a foreign university. Your benefits will not apply to study abroad programs that are arranged through third-party providers.

After you have selected a study abroad program through the Office of International Programs, meet with one of the VA Certifying Officials, who will help you to calculate the total out-of-pocket costs for that program. You may also apply for study-abroad scholarships.

If you choose to apply your GI Bill benefits to a study abroad program, you will still need to submit the VA Class Schedule form to the Office of Scholarships and Financial Aid as soon as you have registered for the program. If your study abroad program is operated through a different university (for example, if your program is led by UNC Charlotte instead of UNCW), you will need to contact the VA Certifying Official at that school for the steps to have your enrollment certified.
SUPPORT SERVICES
uncw.edu/students

Collaboration for Assault Response & Education (CARE)
Jen Adler, Director
910.962.2273

Counseling Center
Dr. Amy Cavanaugh, Staff Psychologist, Training Coordinator
910.962.3746

Dean of Students
Stephanie Ganser, Assistant Dean of Students
910.962.3119

Disability Resource Center
Dr. Chris Stone, Director
910.962.7555

GI Bill Benefits
1.800.827.1000

Graduate School
Dr. Carol McNulty, Interim Dean
910.962.4117

LGBTQIA Resource Center
Brooke Lambert, Coordinator
910.962.2114

Library, W.M. Randall
910.962.3270

Office of Institutional Diversity and Inclusion
Dr. Kent Guion, Chief Diversity Officer
910.962.4084

Registrar’s Office
Amanda Fleming, Director
910.962.3123

Office of Scholarships and Financial Aid
Alton Johnson, VA Certifying Official
910.962.3177

Chad Voorhees, VA Certifying Official
910.962.3177

Shannon Miles, Associate Director/VA Certifying Official
910.962.3177

General Inquiries
910.962.3177

Student Accounts
Sissy Hendricks, Third Party Billing Coordinator
910.962.3147

University Learning Center
Nick Crawford, Academic Achievement Coordinator
910.962.7620

University Police
Emergency, dial 911
Non-Emergency 910.962.2222

Vocational Rehabilitation
Karen Albertson, Vocational Rehabilitation Counselor
910.449.9625

OFFICE OF MILITARY AFFAIRS

Bill Kawczynski, Director of Military Affairs
910.962.2760

Melanie Nelson, Military Student Services Specialist
910.962.2933

Scot Kelly, Executive Assistant
910.962.3876

Military Resource Lounge
910.962.2933
THANKS YOU FOR YOUR SERVICE.
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