



Veteran Services & COVID-19 FAQs

1. How do I submit to have my enrollment certified for VA Benefits now that the campus is closed?
 - a. Complete the Certification Request for VA Education Benefits and email to Veteran Services at va@tncc.edu
 - b. The form is located on the website at: <https://tncc.edu/military/veterans>
2. How can I contact Veteran Services if the office is closed?
 - a. Veteran Services can be reach at va@tncc.edu or 757-825-3442
 - b. Please allow 2-3 business days for a response
3. I received a grade under the Emergency Grading Policy, will this impact my benefits?
 - a. The emergency grading policy (P+, P-, WC) will not have a negative impact on VA Benefits.
4. Why did I received a debt letter stating the start date was changed for the second eight week session?
 - a. The start date of the second eight week session was delayed to March 23, 2020 due to the extension of spring break as a result of COVID-19. The VA requires us to report any changes to the start and end dates of terms. While we reported this change as due to COVID-19, it is the decision of the VA to assign a debt to the student. Students should contact the number provided on the letter received for information regarding payment options.
5. All classes are scheduled as online due to COVID-19, why am I being notified that my class does not qualify as residential?
 - a. We are required by the VA and State Approving Agency to differentiate between classes that were originally scheduled to be residential and those that were originally scheduled as distance courses when reporting to the VA. If you have been notified that your class does not qualify as residential, it means the course and that particular section was never scheduled to be a residential course.
 - b. A list of qualifying Summer courses and the corresponding sections that qualify as residential for VA benefit purposes can be found online at <https://tncc.edu/military/veterans>