

## **NCNG Education Services Office Information Flyer**

### **Assisting soldiers impacted by Hurricane Matthew with Educational Issues**

Soldiers should first contact the college/university to determine if accommodations can be made to allow the service member to successfully complete the course(s). If successful completion is not possible due to impacts of Hurricane Matthew soldiers should take the following actions to request an Exception to Policy (ETP).

#### **GI Bill**

NCNG ESO Point of Contact SSG Thomas Parker, 984-664-6194, [ng.nc.ncarnng.mbx.education-service-office@mail.mil](mailto:ng.nc.ncarnng.mbx.education-service-office@mail.mil),

- Soldier must indicate which GI Bill benefit they are using.
- The NCNG ESO cannot process requests but can advise service members.
- The VA's policy on a change of enrollment after the drop date is as follows: "If you withdraw from one or more of your courses, the VA may reduce or stop your benefits on the date of reduction or withdraw. If you withdraw from a course after the end of the drop period, you may have to repay all benefits for the course unless you can show the change was due to mitigating circumstances."
- Service members will need to contact their school VA Certifying Official and the Department of Veterans Affairs at 1-888-GIBILL-1 to inquire as to whether or not their situation grants an exception.
- Service members are urged to secure the documentation listed below prior to contacting the VA to maximize the potential of a positive outcome.

#### **GoArmyEd (Federal Tuition Assistance)**

NCNG ESO Point of Contact SGT Cornelia Stahlhut, 984-664-6272, [ng.nc.ncarnng.mbx.education-service-office@mail.mil](mailto:ng.nc.ncarnng.mbx.education-service-office@mail.mil),

Soldier must indicate ETP is for GoArmyEd/FTA

- The NCNG ESO approves Exception to Policy (ETP) requests regarding Military Withdrawals.
- Affected soldiers must request an ETP for Military Withdrawal through GoArmyEd.
- Soldiers must upload required documentation in eFile within GoArmyEd.
- **Important note:** Soldiers have 60 days from the date of request to submit all documentation. Failure to provide documentation will result in automatic recoupment procedures.
- Soldier must upload in eFile a Request for TA Recoupment Waiver – Withdrawal for (WM) Military Reasons signed by commander
- Soldier must also upload one or more of the following depending upon the circumstances:
  - State Active Duty Orders
  - Documentation of domicile flooding
  - Documentation of power loss including length of loss
  - Other documents depending upon circumstances (call ESO contact to discuss situation and required documents related to situation)

#### **NCTAP (State Tuition Assistance)**

NCNG ESO Point of Contact Ms. Stacy Steinmetz, 984-664-6649, [ng.nc.ncarnng.mbx.education-service-office@mail.mil](mailto:ng.nc.ncarnng.mbx.education-service-office@mail.mil),

- Service member must indicate ETP is for the NCTAP.
- The NCNG ESO approves Exception to Policy (ETP) requests regarding Military Withdrawals.
- Affected Guard members (Army or Air) must request an ETP for Military Withdrawal by emailing the Education Services Office.
- Guard members must attach required documentation to the email.
- Body of email must state request for withdrawal for military reasons.
- Guard member must also attach one or more of the following depending upon the circumstances:
  - State Active Duty Orders
  - Documentation of domicile flooding
  - Documentation of power loss including length of loss
  - Other documents depending upon circumstances (call ESO contact to discuss situation and required documents related to situation)