



VA Benefits- Billing Statement FAQs

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Saint Leo University administers various types of veteran's administration benefits to veterans and their spouses and dependents pursuing eligible degree programs at Saint Leo.

For more information on using veteran's administration benefits at Saint Leo University visit our website: [Military and Veteran Benefits | Saint Leo University](#) and review our Guides including the Saint Leo University Veterans Affairs Guide, VA Billing Statement FAQs, Military Student Resources Guide and the College Finance Plan Guide.

Please click the links below for information on commonly asked questions and locations for assistance.

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What is Saint Leo University's Payment Policy?

Students that agree to and participate in educational services provided by Saint Leo University incur a financial obligation to the University. Financial obligations may include but are not limited to tuition, fees, housing, meal plans, and any other additional costs. Payments are due prior to the start of a semester/term unless specifically deferred by tuition assistance, tuition remission, or authorized payment options. Students should be financially prepared to meet University expenses at the start of the term.

It is the responsibility of the student to apply for and utilize eligible financial aid to assist with covering the charges of educational services received. Financial aid includes but is not limited to federal financial aid, state financial aid or loan funding. Additional funding that will appear as a credit on the student account statement includes but is not limited to employer tuition assistance, federal tuition assistance or veteran's administration benefits. It is the responsibility of the student to review account charges, understanding that once all financial aid and/or additional funding is applied, it is the responsibility of the student to pay any charges still outstanding and any new charges by the due date.

Who do I contact about my balance?

Contact Student Financial Services with any concerns regarding payment of past due balances on your account, as well as billing and payment questions, by email at sfs@saintleo.edu or via phone at 800-240-7658.

Contact Veteran Financial Services with any concerns regarding certification or disbursement of veteran's administration benefits. Contact information for Saint Leo University Veteran Certifying Officials can be found on the [Saint Leo Veteran Certifying Officials \(VCOs\)](#) webpage.

Not sure who to get connected with? Contact **(800) 240-7658** and select **Option "2"** to connect with the Veteran Financial Services team **Monday-Friday 12:00 PM-4:30 PM ET**.

Why are my VA benefits not listed on my Financial Aid Offer Letter?

Your financial aid offer letter is based on information you have supplied to our Student Financial Services department and is intended to assist you in covering the direct costs to attend Saint Leo University. Your Estimated Remaining Balance does NOT include any financial assistance you may have in the form of veteran's administration benefits. These additional funding sources should be subtracted from the net cost listed in this section. [A Minute to Learn It - Financial Aid Offer | Saint Leo University](#)

To view a more accurate total of your direct cost and to see a breakdown of expenses you will be billed for by term or semester, log into your eLion Self Service app using the portal (login.saintleo.edu). Your eBill will outline the cost of tuition, fees, and if applicable, dorm and meal plan charges.



Why did I receive a bill if I am using VA Benefits?

eBill statements are generated automatically and go out around the 17th of each month to all students with an account balance. The purpose is to notify students of important deadlines and information pertaining to unpaid balances.

For students using Post 9/11 GI Bill ® (Chapter 33) or Veteran Readiness & Employment (Chapter 31) benefits, the VA pays to Saint Leo University the tuition benefit, mandatory academic fees and Yellow Ribbon (if eligible). The VA pays the student the book stipend (For Chapter 33 students, Chapter 31 pays the school for books) and the housing allowance (if eligible). The tuition payment is typically applied to your account between weeks 4-6 of the term. Once VA payment is applied, it is the responsibility of the student to pay any charges still outstanding by the published deadlines. In accordance with 38 USC 3679(e), you will not be subject to late fees while the university is awaiting payment from the VA.

For students using all other veterans' administration benefits, you should receive a direct payment from the VA starting the month following your first month of class and then every month thereafter. Payments are considered "in arrears," meaning you will get paid at the first of the month for the month that you just finished. Students should be financially prepared to meet University expenses at the start of the term and are strongly encouraged to apply for alternative forms of financial assistance and/or register for a payment plan to avoid a registration hold and late fees being placed on the account.

Do I have to pay my balance ahead of time while receiving Montgomery GI Bill®-AD, Montgomery GI Bill®-SR, or Survivors' and Dependents' Education Assistance (DEA) benefits?

Yes, your benefits are meant to subsidize your college tuition expenses and payments are sent directly to you. The VA does not send any payments to Saint Leo University. You must pay your invoice for tuition, fees, housing, and meals by the published deadlines each term.

Does the VA pay for Course Material Connection (CMC) program fees?

The Course Materials Connection (CMC) program is invoiced to the VA for Students utilizing Veteran Readiness & Employment (Chapter 31) benefits, as the VA pays the school for books under this program.

All other benefit programs the Course Materials Connection (CMC) program fee is *not* considered a "mandatory" fee because students have the ability to opt-out of the program. Therefore, we are unable to invoice the VA for this charge. Chapter 33 students are sent a stipend for books directly from the VA.

More details on the Course Materials Connection program can be found on our webpage: [Bookstore Merchandise | Saint Leo University](#)



Am I eligible for Saint Leo University's Military Tuition Discount?

Military Active Duty, Reserve, Guard, and their spouses are eligible to receive the discounted tuition rate for all undergraduate WorldWide programs and eligible graduate programs (Education Center and Online). This discount cannot be combined with any other Saint Leo University discount program.

To qualify for the discounted tuition rate, the student must be an eligible military status type, enrolled in a participating program and submit required documentation directly to the Admissions Operations team through one of the methods below:

- Admission Operations Email: WWadmission@saintleo.edu
- Admission Operations Direct Mail:
Saint Leo University
University Campus - MC2008
33701 County Road 52, Saint Leo, FL 33574-6665

How do I know if my enrollment has been certified to the VA?

Students will receive an email notification from the VA's Enrollment Manager System when an enrollment certification has been submitted or amended by the university.

For each term that is certified to the VA, you will be sent an updated Certificate of Eligibility (COE) that details how much entitlement you have remaining once the term you are enrolled in has ended. Be sure to keep track of your remaining benefits to gain the maximum benefit from your GI Bill®. If you are not receiving these letters, please contact the VA and update your address. The Veterans Certifying Official does not have access to this information, so it is up to you to keep track of your remaining benefit time.

How is my VA certification impacted if I change from Part-Time enrollment to Full-Time? (University Campus Students)

University Campus students enrolled in 12-18 credit hours are charged a flat-rate tuition. Students enrolled in less than 12 credit hours are charged a part-time tuition rate.

Part-time students who enroll in additional hours in the second 8-week term (FA2/SP2), and bring their enrollment to full-time, will see a tuition adjustment reflected on their account after the add/drop period of the second 8-week term. Your Veteran Certifying Official will submit an amendment to your enrollment certification(s) when the registration charges have been updated.

Current tuition rates can be found on our webpage: [Tuition and Fees | Saint Leo University](#)

What happens if my benefit exhausts during enrollment?

For certain veterans using CH 33 benefits, if your GI Bill® exhausts during a term, the VA will pay the full tuition and fees for the term you are currently attending. Veterans must not have used 48 months of combined VA educational benefits and must not have reached their delimiting date.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>

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For dependents using CH 33 benefits, if your GI Bill® exhausts during a term, the VA will ONLY pay for tuition, fees and the Monthly Housing Allowance (MHA) up to the end date of your benefits. It is the student's responsibility to cover the remaining tuition and fee expenses for that term.

For more information, please visit [U.S. Department of Veteran Affairs](http://www.va.gov). For questions concerning specific claims related to education benefits only, please call the VA Education Call Center at (888) 442-4551.

How does Tuition Assistance interact with my VA Education Benefits?

The Tuition Assistance (TA) program pays the cost of tuition and some additional fees. Nearly all active-duty military service members are eligible for TA. However, each service branch determines eligibility criteria. Tuition Assistance covers up to \$250 per semester credit hour, not to exceed \$4,500 per fiscal year. The following is how TA would work with some VA education benefit programs.

- Chapter 33 – Post 9/11: TA will be deducted from the amount of tuition and fees reported to the VA.
- Chapter 30 – Active Duty: students cannot receive CH30 benefits for the same courses for which TA is paid out, but can receive benefits for the courses for which TA is not paid.
- Chapter 1606 - Selected Reserve: All qualified Selected Reserve service members are authorized concurrent use of Federal Tuition Assistance and MGIB-SR (chapter 1606) when enrolled in a program of education that is half-time or greater.

All Active-Duty Service Members (including Guard and Reserve) must contact their Education Service Officer (ESO) or Education Counselor within your branch of service prior to enrolling in any college or university.

How does my financial aid interact with my Post 9/11 GI Bill®?

In general, only Title IV Federal Aid (Pell, SEOG, Direct loans and PLUS loans) will not be affected by VA benefits in any way. In most cases, the student will be refunded the Pell grant and student loans, or they will be applied to other expenses like room and board. Some state and institutional aid programs may be applied to room and board charges.

Financial aid designated for “tuition and fees only” (Florida EASE Grant, Guard and Reserve Tuition Assistance, some university scholarships/grants, and ROTC scholarships) will be applied to a student’s tuition charges before CH 33 and CH 31 benefits. The remaining tuition and fee charges will be paid by the VA and/or Yellow Ribbon (if eligible). The student should not expect any refund of VA benefits, Tuition Assistance, university scholarships/grants or any other financial aid source designated for “tuition and fees only.”

The Saint Leo University Veterans Affairs Guide located on our website has additional information: [Military and Veteran Benefits | Saint Leo University](#)

How is Saint Leo University involved in the Yellow Ribbon Program?

Any student who is 100% eligible for the Post 9/11 GI Bill®, who is either a veteran or a dependent of a

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veteran, automatically receives Yellow Ribbon funds. As of August 1st, 2022, this may also apply to active duty service members and their spouses. No additional application is required. Saint Leo University's Yellow Ribbon contribution is designed to cover most or all tuition and fees for eligible students. For the 2025-2026 academic year, Saint Leo University will offer Yellow Ribbon Funds to an unlimited number of eligible students. Yellow Ribbon funds will be awarded only after the annual CH33 tuition and fees benefit of \$29920.95 for 2025-2026 has been paid toward a student's account. After the VA has paid the annual tuition and fees benefits, Saint Leo University will award Yellow Ribbon for half the remaining charges, and the VA will match the other half of the charges, up to \$3000 per year for undergraduate students, \$2000 for graduate students and \$1000 for doctoral students. Students who exhaust VA education benefit entitlement are no longer eligible for the Yellow Ribbon Program. More information on the Yellow Ribbon Program can be found on VA's website: [Yellow Ribbon Program | Veterans Affairs \(va.gov\)](#)

What is the Military Academic Excellence Fund

Administered through the Office Military Affairs and Services, this emergency fund provides limited financial assistance to enrolled student veterans facing unforeseen hardships that could have a negative impact on their educational status. To request assistance, contact militaryservices@saintleo.edu

Types of expenses that may be covered:

- Costs related to medical care such as prescriptions/medications
- Emergency assistance with rent, mortgage, and utilities
- Child or adult care expenses that could cause the student to drop classes

Are there any additional resources available for Veterans, Active Duty, Military and Dependents?

Not all chapters of the veteran's administration benefits will fully fund the cost of attending Saint Leo University. However, there are many types of scholarships available that can help with the cost of attending college.

Saint Leo University: <https://www.saintleo.edu/tuition-financial-aid/aid/scholarships>

Army Scholarship Foundation: <https://armyscholarshipfoundation.org/>

Fallen Patriots: <https://www.fallenpatriots.org/>

National Military Family Association: <https://www.militaryfamily.org/>

VFW: <http://www.vfw.org/Scholarship>

Student Veterans: <https://studentveterans.org/>