

Department of Veterans Affairs (VA)

Know Your GI Bill Work Study Program Webinar – June 4, 2025

Q&A Responses

Question 1: Currently, all VA Work-Study contracts and timecard submissions must go through the MyVA portal, which lacks transparency and is not time-efficient. Are there any plans to create a dedicated webpage specifically for submitting and processing VA?

VA Response: With the rollout of Digital GI Bill, we're looking into other avenues for submission of Work Study documents. Currently, Work Study documents are submitted through AskVA which requires two-factor authentication to enhance security. When you submit an AskVA inquiry, you'll receive an automated reply confirming receipt of the submitted inquiry. Once Work Study processes the inquiry, the submitter will receive another update through AskVA stating the inquiry was processed or if more information is needed. Lastly, once a timecard payment is released, the site supervisor will receive an automated payment release notification email letting him or her know of that payment release as well as the amount of the payment.

Question 2: Processing Work-Study timecards often takes a long time, sometimes causing financial strain for student veterans. Are there plans to streamline the timecard submission and approval process, such as implementing a web-based system where students can submit hours and supervisors can verify them electronically?

VA Response: Currently we're looking at other avenues for Work Study timecard submissions, including digital timecards, as Work Study is implemented into the Digital GI Bill system. We don't yet have a final concurrence on where timecards will be submitted.

Question 3: Is there a plan to provide automatic email notifications to students when their timecards are received, approved, or processed for payment? (This would help with transparency and reduce the burden on students having to manually track it.)

VA Response: As of right now, notices go to the site supervisor who submitted the timecard when he or she submits it. The site supervisor receives three separate notifications at the following stages: submission confirmation; the timecard was processed or more information needed inquiry notification; and payment release notification. If the student's email address is on file, the student will receive an email payment notification. We're currently looking at enhancing these communications, including to students, as Work Study is implemented into the Digital GI Bill.

Could there be a standardized expected processing timeline for timecards to reduce uncertainty and financial hardship for students relying on timely payments? (This puts emphasis on accountability.)

VA Response: There's a processing timeliness requirement of 5 business days.

Will there be an option for students to view the status of their contract approval or timecard processing (e.g., submitted, under review, approved, paid)?

VA Response: We're currently looking at all facets of the Work Study program and where enhancements can be made regarding communication, status updates, timeliness, etc. as Work Study is implemented into the Digital GI Bill. We're currently in the planning stages and hope to have more information soon.

Are there any plans to allow direct communication or ticketing within the portal to quickly resolve errors or issues with submitted contracts or timecards?

VA Response: There will always be an avenue of communication with the VA regarding your benefits. Students can reach out to the VA regarding their Work Study or Education benefits by submitting an AskVA request, or by calling the National Education Call Center at 1-888-442-4551.

Question 4: Are there internships that would be opportunities leading to working over seas such as Japan etc.? Are all the internships paid or just some?

VA RESPONSE: Work Study program does not offer internships. However, the Work Study program is potentially available to students overseas. There are approved Work Study work sites on military stations hosting colleges with VA education beneficiaries using VA education benefits.

Question 5: Is it necessary to submit the application by mail? Do you really have to mail in the application?

VA Response: Work Study applications can be submitted through Ask VA. Mailing in an application is an option, if Ask VA is not available.

Question 6: Does the work study student need to sign in and out if its school policy?

VA Response: In every case, the approved site supervisor(s) is required to have direct supervision of the student to ensure the dates and hours placed on the Time Record, VA Form 22-8690, are correct and true. If the Work Study approved work site requires students to sign in and sign out, then students are required to follow the work site's policies.



**Question 7: What steps can I take to apply for the work study program?
I need a job as a work study employee.**

VA Response: Work Study student applications (VA Form 22-8691) can be submitted to VA Work Study through Ask VA. However, we recommend that you secure a position at an approved Work Study work site, prior to submission of your application.

Question 8: Where can I find more information about work-study programs in the Tampa Bay area? I would like to learn about the tax-free work-study programs available in the Tampa Bay Area prior to my school start date of Aug 2025. Thank you!

VA Response: You may contact the National Education Call Center at 1-888-442-4551 for an updated list of active Work Study work sites in your area. You may also request this information through Ask VA.

**Question 9: Where can I find an approved list of work-study opportunities?
Is there an approved list of work study? Can I find my own?**

VA Response: You may contact the National Education Call Center at 1-888-442-4551 for an updated list of active Work Study work sites in your area. You may also request this information through Ask VA.

Question 10: What resources and support does the VA provide to help students effectively manage their work-study positions alongside their academic commitments?

VA Response: The Work Study program is designed to allow students to participate in the Work Study program when they are not working on their educational studies, attending class, etc. Approved work sites should be working with students when determining work schedules, so that students are able to manage their academic commitments and their Work Study position.

Question 11: Is this VA work study available remotely? How many hours are required? What is the pay?

VA Response: Approved work sites may offer remote work; however, this is strictly up to the work site. Students are approved for a certain number of approved hours for their contract period. Students may not exceed the approved contract hours. Work Study students earn an hourly wage that is the same as federal minimum wage or your state minimum wage, whichever is greater.

Question 12: I would like to know if the earnings from this program are considered taxable income?

VA Response: Work Study is a tax-exempt education benefit paid to students for performing VA related activities at an approved work site.

Question 13: As a Veteran Student Coordinator, what are some important steps to take as an institution to complete the work-study employer application process?

I work at a college as a Veteran Student Project Coordinator, I am also a Marine Veteran, I am looking to hire a work study, what are some important steps we need to take as an institution to complete this process?

VA Response: Work sites interested in Work Study work site approval can reach out to VA Work Study through Ask VA. We can send you information on the Work Study program; as well, as site supervisor requirements. A work site should obtain approval from their leadership, complete the Work Study Work Site Application (VA Form 22-10219), attach a position description (list of duties students will perform), and submit through Ask VA for review/processing.

Question 14: Do all work-study participants receive the same amount in pay?

VA Response: Work Study students earn an hourly wage that is the same as federal minimum wage or your state minimum wage, whichever is greater.

Question 15: Could you please clarify whether participation in this program affects the number of months of eligibility under the GI Bill?"

Does this program deduct GI Bill months

VA Response: The Work Study program does not impact eligibility months under your education program.

Question 16: Can I use this program if I am getting my education benefits through VR&E?

VA Response: VR&E is an approved education benefit under the Work Study program.



Question 17: Will travel costs for work study members be subsidized?

VA Response: VA Work Study does not pay for any travel.

Question 18: Will the work study relate to my major and will I have mentorship?

VA Response: Work Study duties differ based on the type of work site. Students should request to see a copy of the position description to determine the type of duties being performed by Work Study students at the work site to determine if those duties

will relate to a specific major. Work Study students will receive training on performing the approved duties for a work site.

Question 19: Do you currently have to be in school?

VA Response: Students must be using an approved education benefit to pay for their training, be enrolled in an approved degree, vocational or professional program, and be attending at a rate of $\frac{3}{4}$ training time or higher or 75% rate of pursuit of higher if using the Post-9/11 GI Bill. Work Study may be utilized to pay off an Education debt even if the student doesn't have Education entitlement remaining.

Question 20: Could you please inform me if there are any current openings for work-study positions? Additionally, does the experience gained from a work-study position potentially lead to employment opportunities at the VA?

VA Response: VA Work Study does not place students at work sites. You can receive a list of approved work sites within your area by requesting this information through Ask VA or contacting the National Education Call Center at 1-888-442-4551. Any work experience gained through the Work Study program has the potential to lead to employment opportunities whether it be with VA, or other employers.