



Office of
**Veteran and
Military Services**

18 Jun 25

Dear Parent/Sponsor,

It is with great honor and pleasure that I and the entire Veteran and Military Services (VMS) team welcome your student to Ole Miss! They've certainly chosen an incredible university to attend. Our team is excited to have them here and will do everything we can to ensure they're taken care of. As a USAF retiree and father of a student here at Ole Miss myself, I understand the need to gain insight into the required process used to get benefits processed through the VA as soon as possible.

To take care of your student and the other 3,000+ military connected students we serve to our full capacity, we need your help. If you've been to an Orientation event here and attended the VMS breakout session, you've likely heard me tell you the Department of Veteran Affairs (VA) no longer considers you the owner of the educational benefit your student is utilizing for tuition at Ole Miss. Once the student claims the benefit you've given them and receives a Certificate of Eligibility (COE) for said benefit, the VA is unable to discuss particulars about your beneficiary's education benefit with you because they now see them as the benefit owner. The VA will answer general questions, but they will remain at surface-level only. Anything deeper than that will require your student to call in for additional information.

The VMS office must/will adhere to that same guidance due to Family Educational Rights and Privacy Act (FERPA) regulations. My request to you: Please understand we are NOT employees of the VA. We liaison between your student and the VA and then VA and Ole Miss as University of Mississippi employees. If you call our office, we will be unable to discuss matters related to your student's file. We can only speak to your student regarding their benefits and file within our office. Once documentation is submitted to the VA on behalf of your student from our office, we are unable to tell them when the benefit will pay out. At that point, it is in the VA queue for disbursement and that is all we know. Most importantly, please understand all emails related to benefits and/or VA submissions MUST come directly from your student's Ole Miss email – there will be NO EXCEPTIONS to this policy.

Our team is here to help your student have the best possible experience at Ole Miss. If they are experiencing an issue with their registration, have delay in payment disbursement, or have other questions/concerns, please have them come to our office with their laptop as soon as possible so we can look into it with them.

If you have any questions or concerns with this memo, please feel free to reach out to me via our org box email at: veterans@olemiss.edu. I'll do whatever I can to assist you, but keep in mind there will be limitations of what I am able to say/do without your student in our office. I/we look forward to standing beside your student and assisting through their Ole Miss experience and beyond!

JEREMEE J. ALEXANDER
Director, Veteran & Military Services