College Fee Waiver

Frequently Asked Questions

1) **How long will my application take to get processed?**
   a. Fee Waiver applications are reviewed on Tuesdays and Thursdays. You should anticipate it taking two weeks. However, if during review it is determined that your application is missing required documentation, this estimated processing time will be extended. It is highly recommended that you ensure your application packet is complete at the time of submission.

2) **How will I know if my application packet is missing something?**
   a. If your application is missing any documents, our office will send you a letter specifying what is needed. Once we receive the missing materials, we will review them on the next scheduled application review day, and your two-week processing time will begin.
   b. Prior to submission, you should thoroughly review the required document checklist to ensure your application packet is complete.

3) **Should I call or email for status?**
   a. Please wait at least two weeks before contacting us for a status update.

4) **I'm in high school; do I still need a non-filing?**
   a. Yes. All applications require a copy of the student's tax returns or a non-filing letter.

5) **Why hasn't the school received my waiver code?**
   a. If your application is approved, you will receive an award letter to the email address you provided on your application. You will need to take that to your school for processing.

6) **Where does my code get mailed to? Why haven't I received it?**
   a. If your application is approved, you will receive an award letter to the email address you provided on your application. If more than two weeks have passed since you submitted a complete application packet, and you haven't received a notification, check your email's spam folder.
   b. The email with the award code is system-generated and may be viewed as junk/spam depending on your email settings. We recommend you add noreply@vetpro.us to your contacts to ensure you receive the email message containing the award code.

7) **I'm not sure which school I'll attend. Can I submit multiple applications for all the schools I have applied to?**
   a. Due to high volume, we cannot process multiple applications without proof of enrollment. After we have processed one application for the academic year, you will be required to submit proof of enrollment to process additional applications.