

# Serving Those Who Served

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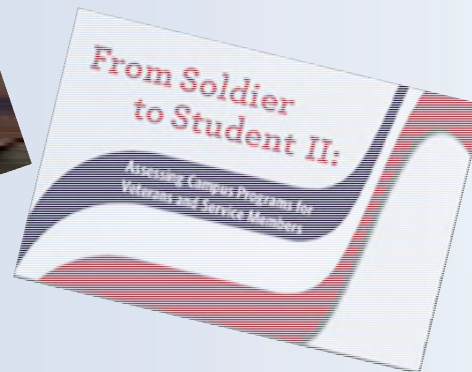
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[www.acenet.edu/STWS](http://www.acenet.edu/STWS)



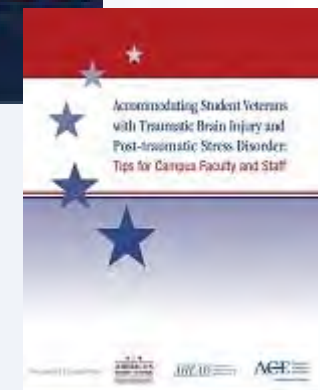
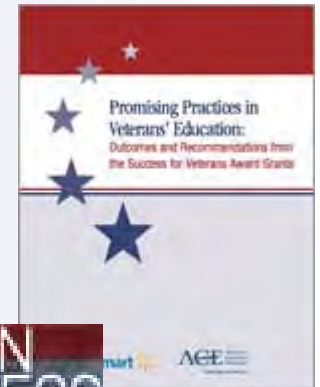
# ACE Veterans Programs

- Toolkit for Veteran Friendly Institutions
- Mental Health Counseling Center Program
- Severely Injured Service Members: Fulfilling Their Dreams
- Publications:
  - Academic Recognition of Military Experience in STEM Education
  - *Veterans' Engagement in University Life and Education*



# Research and Key Findings

- Best ways to start new promising practices:
  - Task force
  - Top down support
  - Student involvement
  - Community Partnerships
  - Communication/Dissemination
- Accommodating TBI and PTSD in the Classroom
- The term “veteran-friendly”
- Other findings: orientation, faculty training, recruiting



# Toolkit for Veteran Friendly Institutions

- Institutions define “veteran-friendly”
- Highlight real-world examples
- Search for promising practices
- Share success stories



[www.VetFriendlyToolkit.org](http://www.VetFriendlyToolkit.org)



CREATE A  
SUCCESSFUL  
PROGRAM

ADMISSIONS &  
FINANCIAL AID

ACADEMIC SERVICES

STUDENT SERVICES

CAMPUS LIFE

SHARED RESOURCES

## Academic Services

- › Staff and Faculty Training
- › Opening Lines of Communication
- › Academic Preparation and Tutoring
- › Veteran-Specific Courses
- › Excused Absence (Withdrawal)
- › Accommodations



## Staff and Faculty Training

Print Share Email

During the ACE Veteran Success Jam faculty training was cited as one of the best ways to reduce confusion and stigma related to the student veteran population. It helps reduce confusion about the importance of Department of Veteran Affairs appointments and raises awareness among faculty of available institutional services for veterans.

These trainings can also offer faculty a better understanding of military culture, which can go a long way toward ensuring military students perform to the best of their ability. Veteran students face many of the same challenges as adult or non-traditional students: They are older and more mature, many are tending to the needs of a family, and some are commuting long distances to complete their education. Military students, however, also bring with them a structure, sense of discipline, and work ethic that typically far exceeds faculty expectations.

With a greater number of veterans expected to enter all areas of post-secondary education in the years to come, it is important to highlight the additional leadership and other qualities and characteristics that veterans bring to the academic environment and communicate those to faculty.

For example, today's military has been trained to work with groups from different cultures. They are skilled in getting groups to focus on tasks and use each others' strength to accomplish goals. Most have experiences that bring with them a breadth of knowledge that is generally more global and worldly than the average college student. These experiences can add

### RELATED RESOURCES

[Being "Vet Friendly" Considerations...](#)

[VA/Military Friendly Program](#)

[Veterans Guidelines and Best Practi...](#)

### COMMUNITY RESOURCES

[Operation College Promise - Certificate for Veteran Service Providers](#)

[Peer Advisors for Veteran Education \(PAVE\)](#)

[Toolkit for Veteran Friendly Institutions FAQs](#)

[Chat with Us](#)

**Samples of programs and services offered by post-secondary institutions**

**Related Resources**

**Community Resources**

**TOOLKIT FOR VETERAN FRIENDLY INSTITUTIONS**

[My Account](#) | [Log Out](#) | [About The Toolkit](#) | [Contact Us](#)

CREATE A SUCCESSFUL PROGRAM

ADMISSIONS & FINANCIAL AID

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CAMPUS LIFE

SHARED RESOURCES

About the Toolkit

▶ Participating Institutions

**PARTICIPATING INSTITUTIONS**

Print Share Email

These universities have provided resources to the Toolkit for Veteran Friendly Institutions. Please join them by creating a profile, sharing your experiences, and contributing to the toolkit.

Please note that institutions submit material to this toolkit and web page directly without review by ACE. As such, ACE cannot verify the information found on this website, and ACE has not made any independent determination that any institution is indeed "veteran friendly." Each institution and each veteran must decide what practices and institutions are most suitable for serving veterans appropriately.

FILTER INSTITUTIONS

**Institution Size**

Any Institution Size

- 0-50
- 100-500
- 500-1000
- 1,000+
- 5,000+
- 10,000+
- 25,000+

**Degrees Offered**

Any Degrees Offered

- Associate Degree or Equivalent
- Bachelor Degree or Equivalent
- Masters Degree or Equivalent

**Alliant International University--San Diego Scripps Ranch**

Private  
4-Year  
100-500 Veterans

**Shared Resources:**  
Student Engagement

**Degrees Offered**

Doctoral Degree or Equivalent,  
Associate Degree or Equivalent,  
Masters Degree or Equivalent,  
Bachelor Degree or Equivalent

**Angelo State University**

5,000+ Students

**Shared Resources:**

**Check Out Our Schools!!**

- Institutions Demographics
- Program Areas
- Link to Profiles

# New Features

- Discussion Board
- User Profiles

The screenshot displays the 'TOOLKIT FOR VETERAN FRIENDLY INSTITUTIONS' website. At the top, there is a search bar and navigation links for Register, Log In, About The Toolkit, and Contact Us. Below this is a menu with categories: CREATE A SUCCESSFUL PROGRAM, ADMISSIONS & FINANCIAL AID, ACADEMIC SERVICES, STUDENT SERVICES, CAMPUS LIFE, and SHARED RESOURCES.

The main content area is titled 'DISCUSSION BOARDS' and features three discussion topics, each with a representative image:

- CHAT WITH US!** (Started on 4 August, 2013) - Image of three people in a meeting.
- WE WANT TO HEAR FROM YOU!** (Started on 4 August, 2013) - Image of a person reading a document.
- MILITARY CREDIT RECOMMENDATIONS** (Started on 8 August, 2013) - Image of hands writing in a notebook.

Below the discussion boards is a 'JUMP TO DISCUSSION CATEGORY' section with links for: Create A Successful Program, Admissions & Financial Aid, Academic Services, Student Services, and Campus Life.

At the bottom, there is a 'CREATE A SUCCESSFUL PROGRAM' section with a 'Report Inappropriate Content' link. Below this is a table listing discussion board entries:

TITLE	CREATED BY	REPLIES	LAST UPDATED
We Want to Hear From You!	ACE Admin	1	8/13/2013 10:51 AM
Chat With Us!	ACE Admin	6	8/9/2013 10:19 AM

**User Profile** [Close]

**Meg Mitcham**



Director  
 Veterans Programs  
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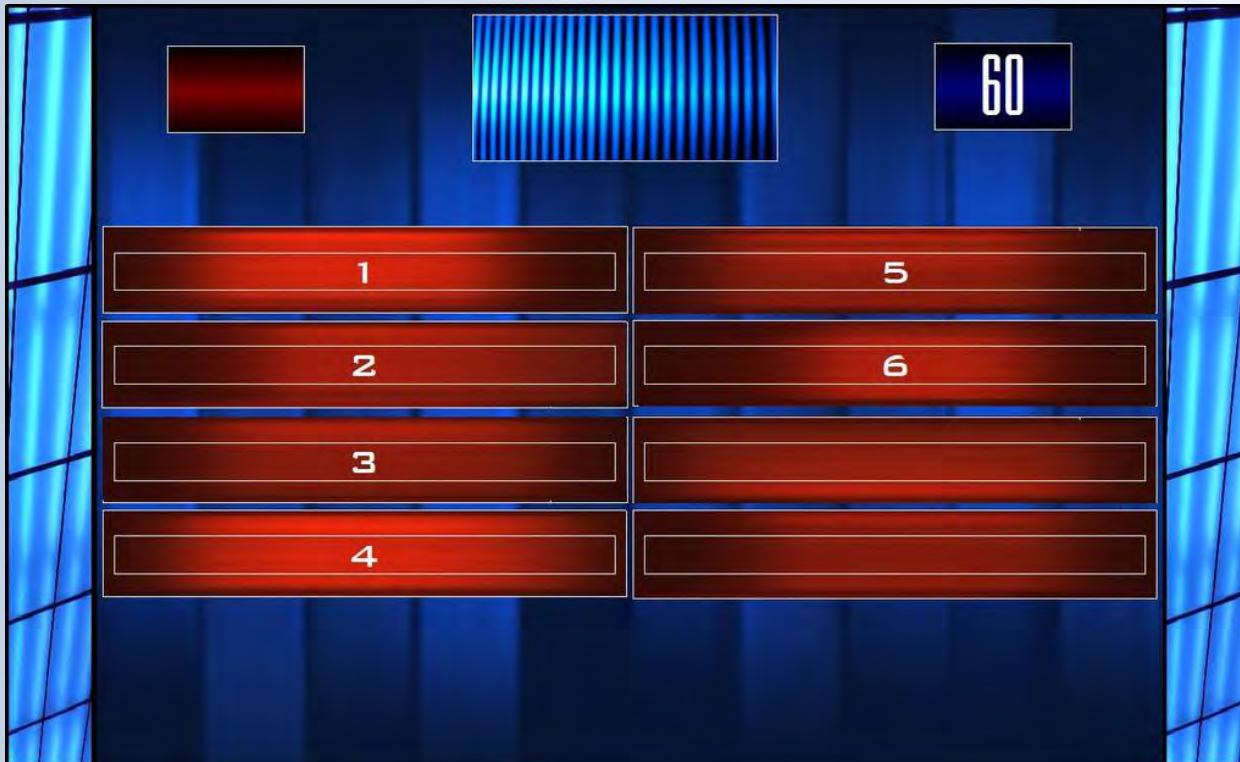
**Email Address:** [mmitcham@acenet.edu](mailto:mmitcham@acenet.edu)  
**Phone:**

**Program Interest:** Executive Management

**Key Issues:** Top Down Support; Student Engagement; Staff and Faculty Training; GI Bill Benefits; Funding; Identification of Student Veterans; Admissions, Readmission, and Transfer Considerations



# Survey Says...





## Top 4 Changes/Improvements/Additions

1. Improved communication/outreach to student veterans
2. Creation of student veteran page on institution's site
3. Faculty/staff training
4. Support Services
  - Counseling
  - Academic Services
  - Admissions/Recruitment
  - Financial Aid Services/Access
  - Campus Life

## Top 3 Initial Steps to Address Campus Needs

1. Attend conference/training
2. Establish a single point of contact
3. Connect with other institutions

# What does this mean?

1. Almost  $\frac{1}{2}$  had increased enrollment
2. Nearly  $\frac{1}{3}$  had increased retention
3. A little less than  $\frac{1}{3}$  increased graduation rates



# American council on education Military Programs' Webinars

## *Demystifying Military Evaluations*

- **Fridays, 2:00pm ET**
  - 18 April 2014
  - 11 July 2014
  - 5 September 2014
- This session will clarify the review process and quality measures used in determining credit recommendations and increase the awareness, use, and benefit of the new Joint Services Transcript (JST).
- **Register online:**  
[www.acenet.edu/events/Pages/Demystifying-Military-Evaluations.aspx](http://www.acenet.edu/events/Pages/Demystifying-Military-Evaluations.aspx)

## *Using the Joint Services Transcript (JST) and the Military Guide*

- **Fridays, 2:00pm ET**
  - 9 May 2014
  - 8 August 2014
- This is a technical workshop. Participants will learn about the transcript process steps for service members, veterans, colleges and universities; review sample JST transcripts; analyze the JST leveraging the resources of the Military Guide; and discover more about future initiatives with the JST.
- **Register online:**  
[www.acenet.edu/events/Pages/Using-the-JST-and-the-Military-Guide.aspx](http://www.acenet.edu/events/Pages/Using-the-JST-and-the-Military-Guide.aspx)



# Questions?

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