



Organizational Designs that Effectively Serve Veterans

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Outline

- KVCC Overview
- KVCC Veteran Services
- Veteran Support Committee
- Veterans' "Inprocessing" to KVCC
- Our Philosophy

KVCC Overview

- Midsized Community College with 3 campuses, 1 of which houses our non-credit “Career Academies”
- 10,000 students, 602 self-identified veterans and service members
- 251 using VA Education Benefits
- Identified Service members Opportunity College (SOC) since 2009
- Designated Military Friendly College by GI Jobs, Victory Media since 2009
- VetSuccess on Campus since 2012

Veteran Services

- 1980s
 - Accepting and evaluating military transcripts
- 2005
 - Veteran Services added as an additional responsibility to Director of Prior Learning
 - Financial Aid Assistant served as part time Certifying Official
- 2008
 - Student Veteran Organization
 - Veteran Support Committee
- 2010
 - Accounting Assistant absorbed TA billing duties

Veteran Services

- 2012
 - VetSuccess on Campus (VSOC) Program
- 2013
 - New process and procedures for veteran inprocessing
 - Work study student hires and Buddy-to-Buddy Program
- 2014
 - VSOC/AmeriCorps Pilot
 - Kalamazoo County Veterans Service Specialist

Veteran Support Committee

- Began in 2008
- Meets every 4 weeks for 1.5 hours, on a Tuesday/Wednesday rotation
- Strategically comprised of:
 - Administration
 - Faculty and Staff
 - Student Veterans
 - Community/Campus Partners
- Approximately 30 members

Inprocessing Design

- Welcome Letters (paper and electronic)
- [Veteran Orientation Packet](#)
- VA work study follow-up phone calls
- Peer-to-Peer mentoring/sponsorship appointments
- Back-to-back “VA Holds” appointments with Veteran Services and Counselors
- Federal Tuition Assistance (FTA) appointments with VA work study
- Veteran Inprocessing Orientation

Inprocessing Orientation

- Collaborative Team
 - Veteran Services
 - Academic Counseling
 - Special Services/Disability Services
 - Tutoring/Learning Center
 - Career & Student Employment Services
 - VA work study students
 - SVA
 - Success Advocate
 - Certifying Official
 - FTA Coordinator
 - VetSuccess on Campus Counselor and AmeriCorps Member
 - County Veterans Counselor

Outreach/Engagement Efforts

- Facebook, Twitter and emails
- Printed materials
- Student Commons outreach
- AmeriCorps campus presence
- Collaboration with WMU's SVA

Our Philosophy

- Early engagement of veterans and service members
- Enhanced visibility
- Commitment to excellence is paramount, even without funding and space
- Solicit feedback for continuous improvement
- Collaboration and regionality are key -- it takes a region to serve a veteran!

Veteran Services

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