

VA Programing

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Today's Agenda

- What is a veteran and how does the GI Bill work?
- About Cal Lutheran
- A little bit about me
- How the program started
- Processes
- End results
- Resources

Veteran

[vet-er-uh n, ve-truh n]

1. a person who has had long service or experience in an occupation, office, or the like: a veteran of the police force; a veteran of many sports competitions.
2. a person who has served in a military force, especially one who has fought in a war: a Vietnam veteran.

GI Bill 101

Started as the Servicemen's Readjustment Act of 1944
Changed several times through out the years and expanded to
include Voc-Rehab and benefits for dependents and spouses.
Bonus Act, Montgomery GI Bill, Post 9/11

Chapters

- Chapter 30 – Montgomery GI Bill
- Chapter 31 – Vocational Rehab
- Chapter 33 - Post 9/11 GI Bill
- Chapter 35 – Dependents Education Assistance
- 1606- GI Bill Selected Reserve
- 1607 – Reservist Education Assistance Program
- Yellow Ribbon Program
- The Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship)

California Lutheran University

The mission of California Lutheran University is to educate leaders for a global society who are strong in character and judgment, confident in their identity and vocation, and committed to service and justice.

- Est. in 1959
- Private non profit liberal arts university
- 2,808 Undergraduate students
- 1,352 Graduate students
- Served 110 GI Bill students this year - 89 currently attending
- 56 Veterans, 21 Dependents, 5 Spouses, 7 Active Duty

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- Navy veteran
- Transfer student
- Graduated in 2012



Where we started

- Program administered by Registrars Office
- Recurring Issues
- Incorrect or missing VA-Certification
- High Number of debt letters to CLU
- Processing by multiple staff members by alphabet
- Inconsistent processing, different interpretation of how to process
- Frustrations & poor customer service

Cal Lutheran VA Program is born!

- First ever Veterans Club
- Student lead organization - SVA
- Top down leadership support and recognition
- Internship to discover best practices for student veterans
- Changing the campus climate for veterans
- Educating students and staff about unique needs
- Establishing new policy and processes

Laying the groundwork

- Key points of program
 - Build a solid foundation
 - Set goals
 - Campus cohesiveness
 - Business Office
 - Registrars Office
 - Financial Aid Office
 - VA Resources
 - Survey the students
 - Integrate community resources

Certification Process

- Moved the SCO
- New online process for students
- Moved to a Pre Cert, then cert model
- New awarding policies in Financial Aid
- New scholarships available

Payment Processing

- Exceptions made / not made
- Key partners
- Road blocks
- Different strategies for different chapter benefits
- Communication – communication – communication

Snapshot of today

Where we are now

- We currently have 110 students, which is on the rise from the previous years.
- Changed Yellow Ribbon Program to cover full tuition and fees and unlimited number of students. ([Press Release](#))
- Single point of contact on campus
- Community Partnerships
- Better campus climate for student veterans

The Future Holds...

- Working on bringing the VA Vital program to campus
- Installing UVIZE, a virtual veteran center
- Opening our on campus veteran center in the fall

- Long term goals –
 - Implement early registration for students using GI Bill
 - Increase enrollment
 - Strengthen alumni network
 - Continue to fine tune policy and procedure

End Results

- [US News](#) Ranking best school for veterans
- Articles in local newspapers and military magazines
- Students, staff and faculty have a broader understanding of veterans
- Increasing enrollment and graduation rates
- Customer service improvement
- Word of mouth referrals
- Happy veterans!

Questions



Resources

- The Strategic Student Veteran by David Cass
http://www.amazon.com/s/ref=nb_sb_noss?url=search-alias%3Daps&field-keywords=strategic+student+veteran
- The UVIZE program virtual veteran center
<https://www.uvize.com/>
- VET NET ALLY
http://web.csulb.edu/divisions/students/veterans_university/awareness.html
- The veteran friendly toolkit <https://vetfriendlytoolkit.acenet.edu/Pages/default.aspx>
- SCO Handbook
http://www.benefits.va.gov/GIBILL/docs/job_aids/SCO_Handbook.pdf
- The VA Website
<http://www.benefits.va.gov/gibill/>
- The SCO Hotline for SCO ONLY 1-855-225-1159 Do not give to students
- Veteran Success Jam
<http://www.acenet.edu/news-room/Pages/Veterans-Jam-2010.aspx>
- Military Collaborative
<http://www.military411.org/>
- Student Veterans of America
<http://www.studentveterans.org/>