Serving Those Who Served

Meg Mitcham
Director, Veterans Programs
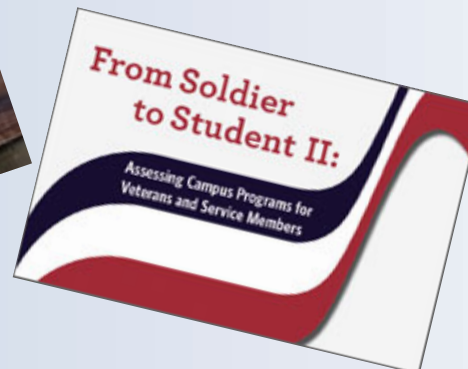**American Council on Education**
mmitcham@acenet.edu
202-939-9702
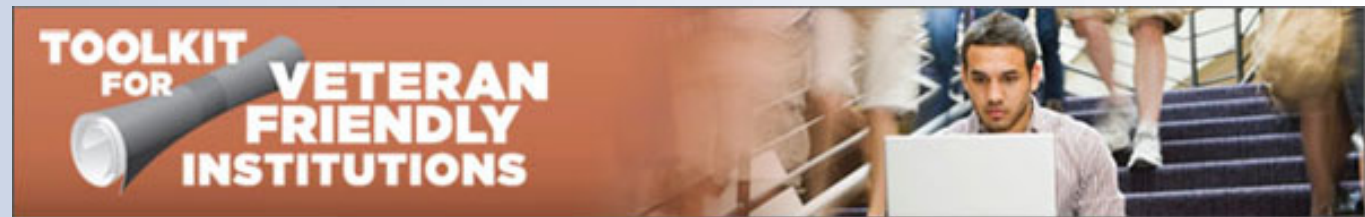**www.acenet.edu/STWS**

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
  - *COMING SOON: Veterans' Engagement in University Life and Education*

Toolkit for Veteran Friendly Institutions

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

www.VetFriendlyToolkit.org

Updates and Enhancements

- Search
- Dashboard

Updates and Enhancements

- Participating Institution List

New Features

- Discussion Board
- User Profiles

Outcomes and Impact

What We Heard

– Shared resources and web page content most helpful.

– 28% reported increase in knowledge and understanding.

– Most common changes are communication/outreach, faculty and staff training, academic advising.

– Of institutions that implemented changes utilizing Toolkit:

- **46% reported increases in student veteran enrollment;**
- **32% reported increases in retention;**
  29% reported increases in graduation.

How else can we measure impact of Toolkit??

Next Steps

Institutions are looking at steps to take beyond program and policy enhancements to improve services to student veterans.

- 72% have uploaded resources or plan to upload resources to the Toolkit;
- 70% have joined or plan to join a student veteran membership organization; and
- 65% plan to or have developed/joined a consortium or network.
- 53% plan to or have presented their work at conferences.
- Several institutions plan to seek additional help through a third-party process of evaluation and validation, to ensure high-quality services to veterans.

Are there other 'next steps' not on this list?

How can the Toolkit and/or ACE help?

Get the Badge!!

Student Veteran Engagement

Veterans are engaged!

– Mostly in essential academic areas

Veterans lean away from experiential programs.

– Veterans come from a different baseline than 'traditional' students.

– Veterans are more likely to have off-campus responsibilities.

Student veterans and non-veterans of similar age do not act entirely the same.

– Veterans less likely to work with classmates outside of class.

– Veterans reported lower gains in non-academic achievement.

Hypothesis

Highest impact programs/communication to support veterans need to come from classroom and should not be entirely based on adult-learning models.

We Need Your Help!

- Discussion Forum
- Next impact survey
- Webinar topics
- Next steps

*Technical glitches!!!

Questions?

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