

Serving Those Who Served

Meg Mitcham

Director, Veterans Programs
American Council on Education

mmitcham@acenet.edu

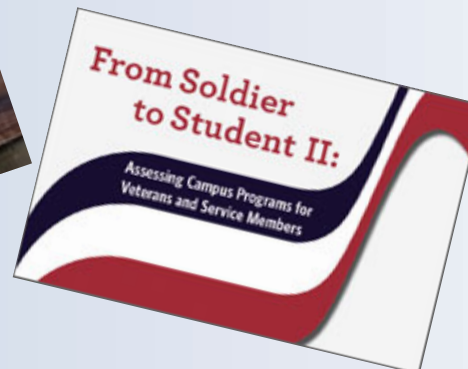
202-939-9702

www.acenet.edu/STWS



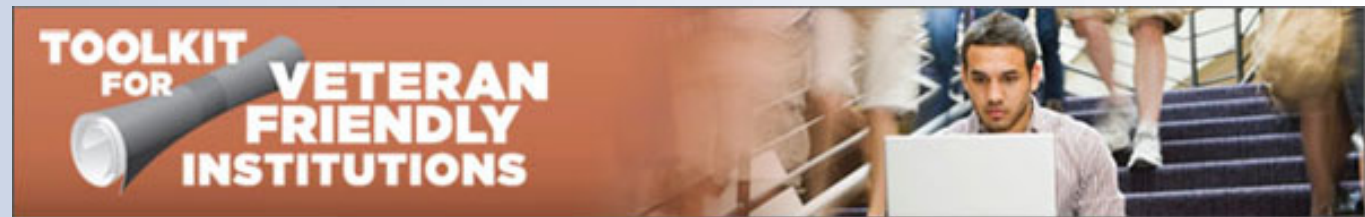
ACE Veterans Programs

- 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



My Account | Log Out | About The Toolkit | Contact Us

CREATE A SUCCESSFUL PROGRAM

ADMISSIONS & FINANCIAL AID

ACADEMIC SERVICES

STUDENT SERVICES

CAMPUS LIFE


SHARED RESOURCES

WELCOME ACE!

UPDATE MY PROFILE

Your profile is not complete. To help us best serve you and other users, please update your information.

ACE ADMIN



Job Title/Role: ADMIN
Department: ACE
Phone: 2029399702

Program Interest: Executive Management

Key Issues: Central Point of Contact

Edit >>

UPDATE ACCOUNT SETTINGS

User Name: AADMIN

First Name: ACE

Last Name: ADMIN

Site Alias: AADMIN

WELCOME TO THE TOOLKIT FOR VETERAN FRIENDLY INSTITUTIONS.

We hope you find the resources available helpful, please **contact us** if you have any questions or comments. Please also join our **discussions** and tell us about your work. We look forward to hearing from you!

UPDATE INSTITUTION PROFILE

INSTITUTION PROFILE

Your Institution profile is not complete. Please update your institution profile to help us serve you better. Please contact your Institution Admin to complete the profile.

You are a member of:
Institution Veterans Program:

Edit >> More >>

MANAGE INSTITUTION USERS

INSTITUTION USERS

Edit >> More >>

No Users Found

INSTITUTION RESOURCES

DOCUMENTS


No Items Found

VIDEOS

No Items Found

More >>

Get the badge for your institution



MY SAVED RESOURCES

No Items Found

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

Program Area
Any Program Area
Academic Services
Admissions and Financial Aid
Campus Life
Create a Successful Program
Student Services

Degrees Offered
Any Degrees Offered
Bachelor Degree or Equivalent
Wasters Degree or Equivalent
Associate Degree or Equivalent
Doctoral Degree or Equivalent
Certificates/Diplomas


Key Issue:
Any Key Issue
Student Engagement
Staff and Faculty Training
Veteran-Specific Space
Veteran Orientation
GI Bill Benefits
Central Point of Contact
Admissions, Readmission, and Transfer Considerations
Communication
Top Down Support
Veteran-Specific Courses
Career Services
Peer Mentoring
VA Work Study Program
Academic Preparation and Tutoring
Disability Services
Policies
Personal Financial Management
Housing Options
Mental Health Services
Yellow Ribbon Program
Funding
Recruitment
Training Veterans
Health Services
Identification of Student Veterans
Withdrawal and Excused Absence

Institution Type
Any Institution Type
Public
Private
Other

Number of Veterans
Any Number of Veterans
50-100
100-500
500-1000
1,000+
5,000+

Updates and Enhancements

- Participating Institution List



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

[CREATE A SUCCESSFUL PROGRAM](#)
[ADMISSIONS & FINANCIAL AID](#)
[ACADEMIC SERVICES](#)
[STUDENT SERVICES](#)
[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

Degrees Offered

Doctoral Degree or Equivalent,

Associate Degree or Equivalent,

Masters Degree or Equivalent,

Bachelor Degree or Equivalent

Shared Resources:

Student Engagement


Angelo State University

5,000+ Students

Shared Resources:

New Features


- Discussion Board
- User Profiles




Register | Log In | About The Toolkit | Contact Us

[CREATE A SUCCESSFUL PROGRAM](#) [ADMISSIONS & FINANCIAL AID](#) [ACADEMIC SERVICES](#) [STUDENT SERVICES](#) [CAMPUS LIFE](#) [SHARED RESOURCES](#)


DISCUSSION BOARDS



CHAT WITH US!
Started on 4 August, 2013



WE WANT TO HEAR FROM YOU!
Started on 4 August, 2013



MILITARY CREDIT RECOMMENDATIONS
Started on 8 August, 2013

JUMP TO DISCUSSION CATEGORY

[Create A Successful Program](#) [Admissions & Financial Aid](#) [Academic Services](#) [Student Services](#) [Campus Life](#)

CREATE A SUCCESSFUL PROGRAM

[Report Inappropriate Content](#)

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

Meg Mitcham



Director
Veterans Programs
American Council On Education

Email Address: 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

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?

Meg Mitcham

Director, Veterans Programs
American Council on Education

mmitcham@acenet.edu

(202) 939-9702

www.acenet.edu/STWS

www.VetFriendlyToolkit.org