



## *Serving Those Who Serve:*

Making Your Institution  
Veteran-Friendly



AMERICAN COUNCIL ON EDUCATION  
The Unifying Voice for Higher Education

## Do you have more examples of good practice?

Contact ACE's project, *Serving Those Who Serve: Higher Education and America's Veterans*, at [STWS@ace.nche.edu](mailto:STWS@ace.nche.edu).

### **PUBLISH CONCISE INFORMATION ON TRANSFER CREDIT FOR MILITARY EXPERIENCE.**

A lack of transparency regarding the application of transfer credits for military training and experience is one of student veterans' biggest obstacles and complaints. A helpful start is to provide easy-to-find information on transfer credit practices, which also cover credit award policies for military training. And, if your institution has no formal policy, it's a good time to consider the veteran experience as part of your admissions and transfer credit evaluation process.

- ★ [www.indstate.edu/transfer/military.htm](http://www.indstate.edu/transfer/military.htm)  
Indiana State University's Transfer Central provides guidelines for accepting military credit.
- ★ [www.ou.edu/admissions/home/credit\\_by\\_advanced/credit\\_for\\_military.html](http://www.ou.edu/admissions/home/credit_by_advanced/credit_for_military.html)  
The Admissions Office at the University of Oklahoma guides veterans through the process of obtaining their military transcripts and applying relevant credits to their degree programs.

### **TAKE A COMMUNITY-BASED APPROACH.**

For many years, colleges and universities have developed partnerships to respond to institutional, regional, and national challenges. Tap into those partnerships to implement integrated and comprehensive programs and services for student veterans and their families. Community-based approaches that address issues such as housing, health care, and employment help student veterans stay in college and fulfill their educational goals.

- ★ [www.bristol.edu](http://www.bristol.edu)  
Bristol Community College partners with other higher education institutions, state government, and business industry to find employment for its student veterans.
- ★ [www.woundedwarriorproject.org/track](http://www.woundedwarriorproject.org/track)  
Florida Community College, Jacksonville partners with the Wounded Warrior Project to provide courses for wounded warriors through TRACK, a residential college preparatory and vocational skills program.
- ★ [www.uoregon.edu/~vfsa/telling/project.htm](http://www.uoregon.edu/~vfsa/telling/project.htm) and <http://thetellingproject.org>.  
The University of Oregon worked with "The Telling Project", a theatrical production that collaborates with communities and organizations, allowing veterans and families to use theatrical training to tell their stories on stage.

Across the nation, college and university campuses will soon have the opportunity to serve more than **2 million military veterans returning from the Afghanistan and Iraq wars**. Anticipating their return and the new GI Bill implementation, many higher education institutions—from state systems and community colleges to research universities and small

### **GIVE YOUR VETERANS A VOICE.**

“The more you listen, the more we speak,” says one veteran. And, the more institutions learn what works, or what does not work, for veterans. Begin by holding a roundtable for high-level campus administrators and student veterans. If you have two or more veterans attending your institution, start a student veterans association—a good resource and sounding board for policy and practice.

★ **[www.veterans4education.org](http://www.veterans4education.org)**

Three students at Rutgers University, Camden started Veterans for Education to promote a positive view of veterans.

★ **[www.uiowa.edu/~uiva/](http://www.uiowa.edu/~uiva/)**

The University of Iowa Veterans Association helps newly arrived veterans and returning reservists integrate into the campus community.

★ **[www.columbia.edu/cu/usmilvetscu/](http://www.columbia.edu/cu/usmilvetscu/)**

The U.S. Military Veterans of Columbia University serves as an online rallying point for student veterans, faculty, and staff.



liberal arts colleges—are putting **programs and services in place to ease the transition from soldier to student**. For institutions that are either getting started or building on existing efforts, **ACE offers seven suggestions for creating a veteran-friendly campus**. Examples of institutions putting good practice into place follow each suggestion.

### **BUILD A STRONG WEB PRESENCE.**

Too often, colleges and universities have programs that even their staff, faculty, and students don't know about. If you can't find this information, how can the returning veteran? Spread the word by developing a welcome page that is easily accessible from your institution's home page and include contact information for programs and services.

- ★ [www.csub.edu/admissions/veterans](http://www.csub.edu/admissions/veterans)  
California State University, Bakersfield offers a prominent welcome message from the president and shares student veteran testimonials on its admissions page.
- ★ [extended.nmsu.edu/military/index.html](http://extended.nmsu.edu/military/index.html)  
New Mexico State University's All Things Military Effort web page promotes greater awareness among campus faculty, staff, and students.
- ★ [www.njascu.org/operation\\_promise\\_services.html](http://www.njascu.org/operation_promise_services.html)  
The portal for Operation Promise for Servicemembers (OPS) portal, initiated by the New Jersey Association of State Colleges and Universities, gets veterans started with quick and easy FAQs.

### **ESTABLISH SPECIFIC POINTS OF CONTACT.**

Student veterans need knowledgeable points of contact who will support their successful transition to and through college. From admission to graduation, this point person or office can guide them through administrative processes and help remove retention obstacles that may occur.

- ★ [studentaffairs.arizona.edu/vets/](http://studentaffairs.arizona.edu/vets/)  
Trained student veterans staff the Veterans Education and Training Services (V.E.T.S.) at the University of Arizona.
- ★ [cp.astate.edu/PRIDE](http://cp.astate.edu/PRIDE)  
The Beck PRIDE Center for America's Wounded Veterans at Arkansas State University, Jonesboro offers comprehensive rehabilitation and education services.
- ★ [www.veterans.ucla.edu/team.html](http://www.veterans.ucla.edu/team.html)  
At the University of California, Los Angeles, the Veterans and Military Members Services, made up of college administrators from a variety of departments and programs, offers comprehensive resource information.

The background of the page features a large, semi-transparent silhouette of a person's head and shoulders in profile, facing right. This silhouette is overlaid on a light blue-to-white gradient background. In the lower right area, there are faint, smaller silhouettes of other people, suggesting a group or community setting.

## **EXPAND HOUSING OPTIONS.**

From a 26-year-old on her own to the 50-year-old with a family, student veterans are looking for a range of housing options. Survey your student veterans about their housing needs to develop more effective housing policies. Whatever the options, be sure to reach out early to potential student veterans with housing information and related resources.

★ [www.vets.umich.edu/housing.html](http://www.vets.umich.edu/housing.html)

The University of Michigan provides housing information through the U-M Veteran's Connection.

## **IMPLEMENT A TUITION DEFERMENT PLAN.**

The new GI Bill represents a change in the way benefits are disbursed, and veterans will most likely experience delays in receiving their education benefits. To avoid frustration for both student veterans and your institution, consider adopting tuition and fee deferment options. If you offer deferments or promissory notes to veterans, make current and prospective students aware of these policies as soon as possible. It is also important to consider similar policies for the purchase of books and supplies, as the new GI Bill provides annual benefits to offset these expenses, as well.

★ [students.asu.edu/veterans-services](http://students.asu.edu/veterans-services)

A statewide policy provides student veterans at Arizona State University with the option of deferring tuition, fees, and charges for books and supplies.

★ [www.sfa.ufl.edu/receiving/fees.html](http://www.sfa.ufl.edu/receiving/fees.html)

The University of Florida issues fee deferments to veterans and to some dependents of veterans receiving education benefits.

★ [www.mnscu.edu/students/veterans/index.html](http://www.mnscu.edu/students/veterans/index.html)

Student veterans enrolled in the Minnesota State Colleges and Universities system and waiting for their education benefits can delay tuition payment without penalty.



## ***Serving Those Who Serve:***

### **The ACE Agenda for Veterans' Postsecondary Access and Success**

Through the growing support of organizations such as the Wal-Mart Foundation and Lumina Foundation for Education, ACE has created an agenda—*Serving Those Who Serve: Higher Education and America's Veterans*—to support higher education institutions in building capacity to serve America's veterans. For more information, read ACE's issue brief and visit the project web site at [www.acenet.edu/stws](http://www.acenet.edu/stws).



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