

Cleveland State University



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SERV

Helping the Best, Brightest and Bravest get their degree
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The Obstacles

- Admissions/Registration Process
 - The Transition-
 - Personal Income-
 - Benefits and Support
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GI Bill usage/Grad Data

- GI Bill eligible Vets from 1985-1994
 - Only **52,000** of **641,000** eligible veterans (**8%**) used *all* of their GI Bill tuition benefits,
 - **41%** have *not used any portion* of their GI Bill
- Funding \$\$ into MGIB- In Millions
 - **FY2005-\$1627; Unused- \$650M**
 - **FY2006-\$1982; Unused- \$792M**

Table 2 - FY 2005 Performance Measures by Program

(Key Measures are in bold)
(G = Green; Y = Yellow; R = Red)

FY 2001 FY 2002 FY 2003 FY 2004 FY 2005 Result FY 2005 Plan Strategic Target

Education

P&F ID Codes:
36-0133-0-1-702

36-0133-0-7-702
36-8133-0-7-702

36-0137-0-1-702

Resources						
FTE	852	864	866	841	851	838
Benefits cost (\$ in millions)	\$1,425	\$1,756	\$2,120	\$2,417	\$3,329	\$2,787
Administrative costs (\$ in millions)	\$64	\$75	\$69	\$78	\$84	\$101

Performance Measures

Average days to complete original education claims	50	34	23	26	33 R	25	10
Average days to complete supplemental education claims	24	16	12	13	19 R	13	7
Montgomery GI Bill usage rate %: All program participants (1) Corrected	58%	56%	58%	(1) 65%	* 66% G	61%	70%
Montgomery GI Bill usage rate %: Veterans who have passed their 10-year eligibility period (1) Corrected	N/A	N/A	66%	(1) 71%	* 71% G	67%	70%
Percent of Montgomery GI Bill participants who successfully completed an education or training program (1) Measure under development	N/A	N/A	N/A	N/A	(1) N/A	N/A	TBD
Percentage of beneficiaries that believe their VA educational assistance has been either very helpful or helpful in the attainment of their educational or vocational goal (1) Measure under development	N/A	N/A	N/A	N/A	(1) N/A	N/A	TBD
Customer satisfaction-high ratings							



Registration/Admission

- 1st day on Campus
 - **Admissions**
 - First admin person they meet
 - **Bursars**
 - We pay the \$30 fee
 - **Registrars**
 - We turn in the paperwork by hand
 - **VA campus administrator**
 - Meet fellow IEF/OEF vet on first day



Campus/Civilian Transition

- Vets only classes as an option
 - Gen Ed's
 - Math, science, english, etc.

 - Selected instructors
 - Want to teach veterans

 - Allow transition to occur
 - While they are taking college credit classes
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Other



advantages

- **Campus is a central location**
 - Have VSO's and VA services on campus
 - Have Employers come to campus
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Impact on Communities

- **Small Business Development**
 - DoD projects, SBIR's STTR's

 - **SBA Mandate**
 - 3% of all SBA loans go to vets
 - Reality 0.8%

 - **Federal Dollars go back to local communities**
 - Via regions best, brightest and bravest
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Impact on Local VA's

- 46,812 GI Bill eligible vets in Ohio
 - Classified as 'new' vets
 - 25 colleges/univs in Ohio with tuition < 36K
 - If 70% attended SERV univ's =1,310 avg per campus
 - 2 Vet counselors (FTE)/campus
 - 655 unique patients per FTE
 - 21 unique patients/FTE now
 - Increase VA/patient contact
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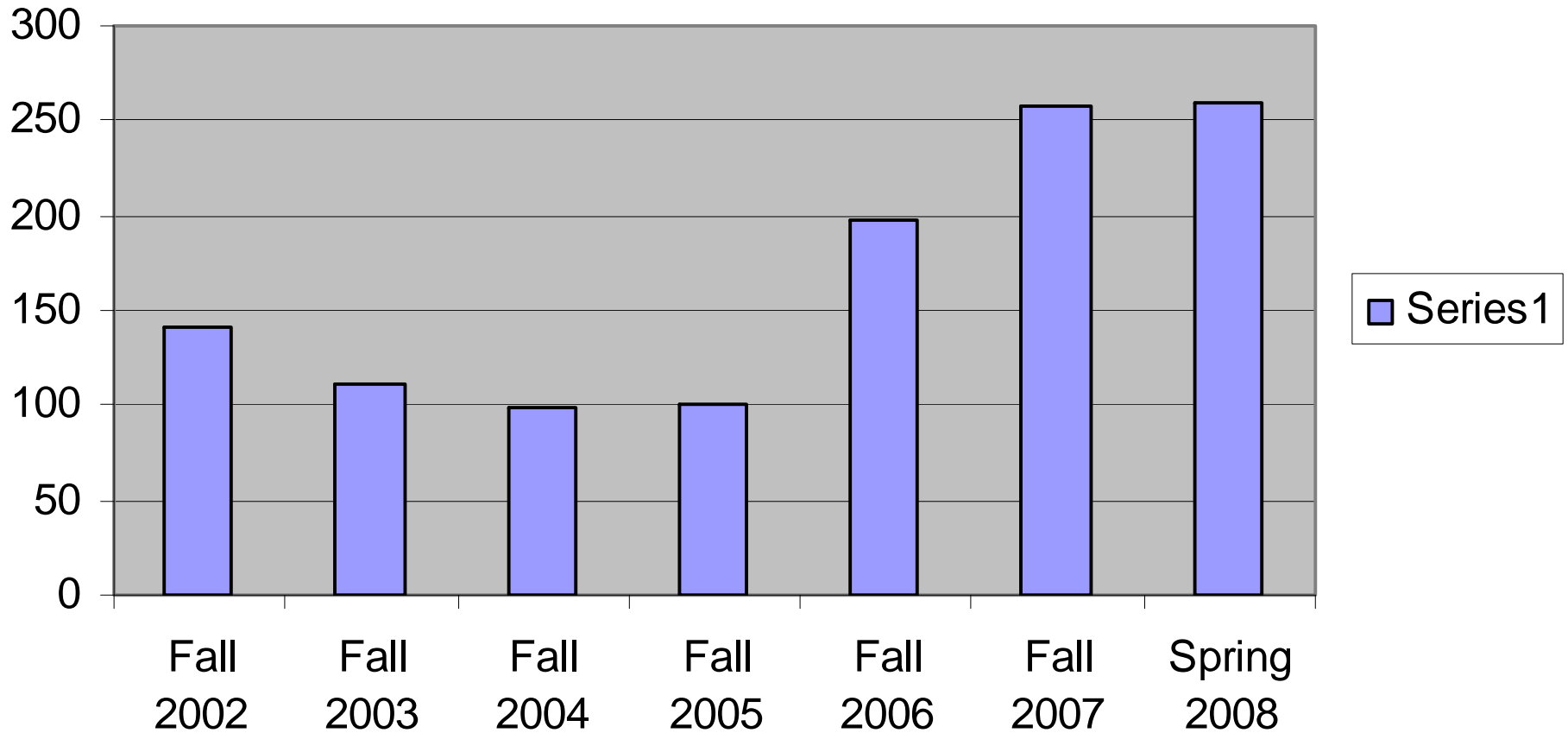
Spring 2008



Classes Results

- 4 classes- 14 students
 - History, Chemistry, Biology, Math
 - The Students
 - 10 finished with C's or better
 - 2 had medical withdraws
 - 1 had family withdraws
 - 1 joined a fraternity.....
 - Retention Rate
 - All ten going on to second semester-during Summer
 - 71% freshmen retention rate-vs 72-77% avg for Ohio
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Overall Campus results with





Why it will work

- The success of the 'Greatest Generation'
 - **51% of all College students in 1946 were veterans**
 - Colleges swelled to handle the increase
 - Community colleges were created
 - They had the camaraderie in the classroom
 - All their buddies were there
 - Got their education and influenced US Policy
 - Became scientists, judges, congressmen, Media giants
 - Their Success was a group success



Summary

- Increase GI Bill Graduation
 - Unsure of exact level, 8% = 120,000 from 9/11
 - Increase federal \$\$ flow to local communities
 - SBA, DoD, grants
 - Increase VA/Veteran contact
 - 21 vs 655 unique patients per FTE
 - Reduce anxiety of moms and dads
 - Place their education and transition in the Univ's hands
 - Make this generation
 - **The Next Great Generation!**
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