Helping the Best, Brightest and Bravest get their degree
By John Schupp,
SERV Director Cleveland State University
The Obstacles

- Admissions/Registration Process
- The Transition-
- Personal Income-
- Benefits and Support
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

http://chronicle.com; Section: Students  Volume 51, Issue 36, Page A31
Table 2 - FY 2005 Performance Measures by Program
(Key Measures are in bold)
(G = Green; Y = Yellow; R = Red)

<table>
<thead>
<tr>
<th>FY 2001</th>
<th>FY 2002</th>
<th>FY 2003</th>
<th>FY 2004</th>
<th>Result</th>
<th>FY 2005 Plan</th>
<th>Strategic Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>P&amp;F ID Codes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resources</td>
<td>36-0133-0-1-702</td>
<td>36-0133-0-7-702</td>
<td>36-0137-0-1-702</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FTE</td>
<td>852</td>
<td>864</td>
<td>866</td>
<td>841</td>
<td>851</td>
<td>888</td>
</tr>
<tr>
<td>Benefits cost ($ in millions)</td>
<td>$1,425</td>
<td>$1,756</td>
<td>$2,120</td>
<td>$2,417</td>
<td>$3,329</td>
<td>$2,787</td>
</tr>
<tr>
<td>Administrative costs ($ in millions)</td>
<td>$64</td>
<td>$75</td>
<td>$69</td>
<td>$78</td>
<td>$84</td>
<td>$101</td>
</tr>
</tbody>
</table>

Performance Measures

<table>
<thead>
<tr>
<th></th>
<th>FY 2001</th>
<th>FY 2002</th>
<th>FY 2003</th>
<th>FY 2004</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average days to complete original education claims</td>
<td>50</td>
<td>34</td>
<td>23</td>
<td>26</td>
<td>33 R</td>
</tr>
<tr>
<td>Average days to complete supplemental education claims</td>
<td>24</td>
<td>16</td>
<td>12</td>
<td>13</td>
<td>19 R</td>
</tr>
<tr>
<td>Montgomery GI Bill usage rate %: All program participants</td>
<td>58%</td>
<td>56%</td>
<td>58%</td>
<td>(1) 65%</td>
<td>*66% G</td>
</tr>
<tr>
<td>Montgomery GI Bill usage rate %: Veterans who have passed their 10-year eligibility period</td>
<td>N/A</td>
<td>N/A</td>
<td>66%</td>
<td>(1) 71%</td>
<td>*71% G</td>
</tr>
<tr>
<td>Percent of Montgomery GI Bill participants who successfully completed an education or training program</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>(1) N/A</td>
</tr>
<tr>
<td>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</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>(1) N/A</td>
</tr>
<tr>
<td>Customer satisfaction-high rates</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) Measure under development</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
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
Other advantages

- Campus is a central location
  - Have VSO’s and VA services on campus
  - Have Employers come to campus
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
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
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
Overall Campus results with
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!