Opening Doors to Resources

Are We Hearing What Our Students AREN’T Saying?
Meet the Panelists

• Margaret Oakar—Admissions
• Rory Hammock—Enrollment Coach
• Michelle Bates—Financial Aid
• Todd Lawton—Academic Advising
• Terry Watson—Disability Services
• Jorge Trevino—Academic Advising
Objectives

- Examine what it means to be more than “veteran friendly”
- Overview support services that span the timeline from prospect to graduation day
- Discuss tracking data growth and areas for improvement through student services
- Building relationships across work units as a key to success for our students
  - Identify issues that matter to military connected students
  - Collaboration on projects to address concerns
  - Use of technology
Baseline Institutional Competencies

• Military Connected Students
  – Veteran, active duty, reserve, national guard
  – Dependent using parent benefits
  – Spouse with transferred benefits or other eligibility

• Academic Institutional Culture

• Veteran On-line Student with Disabilities (VOSD)
Student Time Line

• The way they see it!

Apply to school
Get the $ part worked out
Take the Classes
Graduate and with a job lined up!
What the Students Don’t See

Apply to school

Get the $ part worked out

Take the Classes

Graduate

Admissions Counselor
Enrollment Coach

Academic Advisor
Registrar

Disability Services

Financial Aid Office
Veterans Certifying Official
ESO
VA

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Admissions

• Intro to dedicated PSU Military Team approach
  – Begins with admissions counselor and/or enrollment coach

• Act as internal liaison for student by recommending resources
  – From the RFI to the 1st month of class, and sometimes beyond

• Data driven decisions
Financial Aid

• Awareness of vast types of aid resources
• Early Alert—paying attention to key words
  – Job reduction/loss
  – Change in household size
  – Death of spouse/parent
  – Transfer student
• Roadblocks
  – High number of credits / appeal / delays
• Streamline the process

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Academic Advising

• Military Advising Team
  – Academic planning
• At risk students
  – Life choices and emerging issues
Disability Services

- Veteran On-line Student with Disabilities (VOSD)
- DCL / DS / ODS
- Contact / Categories
- Referral
- Triggers
- Follow-up
- Follow-through
Veteran On-line Students with Disabilities

- Veterans are returning home from conflicts overseas and are enrolling in higher education.

- Some of these students are Disabled Veterans that have chosen an on-line format to meet their needs.

- The culture of this population group is different from that of the other students with disabilities and the challenges they face are compounded by the unfamiliarity of the on-line education delivery format.
Institutional Competencies: Veteran Culture

- All Veterans / Military members should not be stereotyped into one group
- Veterans respond to other Veterans
- Institutions should consider using Peer to Peer mentoring / Advising
- Advisors should be very up front with Veterans since they are not the typical freshman student, but rather adults. This is why many of them chose online programs
Veteran Culture of Non-disclosure

- All Veterans & Military member do not start their military career as a disabled person. It is acquired during service and is classified differently.
- Many do not acknowledge they have a disability “Black Knight Syndrome”.
- Many do not know that there are services available “Misconceptions – “…it is not for me”.
- Trained to only disclosure on a “Need to know” bases.
- Veteran on-line Student with Disability (VOSD)
- Institutional Awareness: (Triggers / Indicators) is key factor to direct VOSDs to resources.
Links to resources mentioned during the Q&A:

Faculty Development Catalog--http://wcfd.psu.edu/
- OL1700—Serving Those Who Serve
- And other GREAT options for strengthening skills as an online instructor or staff member

Transitions Program--http://www.worldcampus.psu.edu/how-online-learning-works/transitions-college-and-career-prep

Upcoming Events--http://www.worldcampus.psu.edu/calendar

New Student Orientation--http://student.worldcampus.psu.edu/orientation-new-students
Military TEAM Approach

Questions and Discussion

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