

Military and Veterans Affairs



-- SERVING THE MILITARY SINCE 1983 --

Vision

To create an inviting learning climate that promotes program growth and academic success in support of the military community (Service Members, Veterans and their Families) through quality education, services, collaboration and partnerships

Goals

- To work together toward one vision.
- “Our goal is simple... to support, educate and serve our Nation’s heroes



Understanding the Climate

- **Returning veterans are enrolling in college at an increased rate.**
 - Nearly 300,000 expected to transition in FY 2013
 - In FY 2011, 923,839 veterans utilized \$906,382,424; \$7M post 9/11
 - Over \$30 billion in Post 9/11 Benefits since inception in Aug 09
- **Competition and Collaboration Increasing**
 - 1000's of colleges and universities are developing or expanding their Veterans Success Centers
 - VA funds Veteran Success on Campus initiatives - currently located at 32 campus sites in 16 states and is expanding to additional campuses in 2013



Understanding the Climate

- **Military Tuition Assistance Funding Limits**
 - Legislation requires funding for Service members education
 - Sequestration has impacted services and funding
 - Services retaining TA caps at \$250 per semester for a total NTE \$4500 per year
- **VA Policies and Processes continually changing**
- **Federal mandates and guidance - DoD, DoE, VA, DoL and DoJ**
 - President's Executive Order
 - DoD MOU for Voluntary Education
 - Principles of Excellence
 - 8 Keys to Success

President's Executive Order 13607

On April 27, 2012, the President signed Executive Order 13607, Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members.

- Requires institutions to provide information, support, and protections to Federal education beneficiaries
- Strengthens oversight, enforcement and accountability
- Establishes Principles of Excellence
- Expands student data collection efforts
- Requires development of Centralized Complaint System

DoD MOU

- We are a participating institution under current MOU
- New version is in the Federal Register – closes September 30.
 - Requires all schools to sign in order to receive TA
- Includes the Principles of Excellence requirements for VA
 - Adhere to SOC principles
 - Adhere to the Military Student Bill of Rights
 - Have a process to determine credit awards and learning acquired in military
 - Recognize the ACE Guide in evaluation of credit



DoD MOU cont.

New requirements under proposed rule include:

1. Require all institutions providing education programs through DoD TA program:
 - a) Will provide meaningful information to students about the financial cost and attendance at an institution so military students can make informed decisions on where to attend school.
 - b) Will not use unfair, deceptive, and abusive recruiting practices.
 - c) Will provide academic and student support services to Servicemembers and their families.

DoD MOU cont.

- (2)** Implement rules to strengthen existing procedures for access to military installations by educational institutions.
- (3)** Require DoD to conduct an annual review and notification process is required if there are changes made to the uniform semester-hour (or equivalent) TA caps and annual TA ceilings.
- (4)** Require the Military Departments to provide their Service members with a joint services transcript (JST). *(SMART, AARTS combined)*
- (5)** Implement the DoD Postsecondary Education Complaint System for Service members, spouses, and adult family members to register student complaints. *(escalates to the DoJ)*
- (6)** Authorize the Military to establish Service-specific TA eligibility criteria and management controls. *(in place and changing)*



Principles of Excellence

The Departments of Defense, Veterans Affairs, and Education shall establish Principles of Excellence to apply to educational institutions receiving funding from Federal military and veterans educational benefits programs

The EO directs that, “to the extent permitted by law,” the Principles “should” require institutions that receive funding from military tuition assistance and veterans’ education benefits programs to comply with a range of consumer disclosure and other requirements. Those requirements generally are as follows...



Principles of Excellence

- (1) *Prior to enrollment*, provide a personalized standard form (to be developed by ED in consultation with DoD and VA) that discloses total cost of the student's education program. *(challenges with DoE and understanding non-traditional)*
- (2) Inform students of the availability of federal student financial aid under Title IV and have in place policies to alert those students of their potential Title IV eligibility before packaging or arranging private student loans or alternative financing. *(District wide collaboration needed)*
- (3) End "fraudulent and unduly aggressive" recruiting techniques on and off military installations, misrepresentation, payment of incentive compensation, and failure to meet state authorization requirements. *(Military Dept currently on top of State compliance issues and have always practiced appropriate marketing)*

Principles of Excellence

- (4)** Obtain accreditor approval for new courses or programs before enrolling students in such courses or programs (*standard*)

- (5)** Allow service members and reservists to be readmitted to a program if they are temporarily unable to attend class or must suspend studies due to service requirements, and take additional steps to accommodate short absences

- (6)** Agree to an institutional refund policy that is aligned with ED's Return of Title IV Funds rules.

Principles of Excellence

(7) Provide education plans to students who use military tuition assistance and veterans education benefits, to include expected timeline of completion.

(8) Designate a point of contact for academic and financial advising, including disability counseling, to assist service member and veteran students and their families with successful completion of their studies and with their job searches.

Keys to Veterans Success

Joint initiative, 8 Keys To Veteran Success on Campus, from the Departments of VA and Ed was announced by President Obama earlier this month. Called on schools across America to join this effort to support every Veteran at whatever educational institution they choose to enroll.

- Signed by Dr. Adrian
- Highlights specific ways that colleges and universities can support Veterans as they pursue their education and employment goals.
- It aims to aid veterans in their effort to afford and complete their college degrees, certificates, industry-recognized credentials and licenses in preparation for jobs in high-growth sectors of the economy.



Keys to Facilitate Veterans' Success on Campus



Areas of Opportunity to Strengthen Coastline's Military/Veteran Institutional Culture

- Enhance collaboration among Coastline departments that provide services for Military, Veterans, and their families
- CCC established an adhoc Veterans Task Force to engage in discussions and make recommendations to develop, enhance, and align services that are of value to our Veterans.
 - Comprised of Student-Veterans (Veteran Work Study and VRC staff) and employees who are veterans and/or represent the areas of counseling, admissions and records, employment services, instruction, military programs and special programs.
- ❖ Recommend official College Committee - Military and Veterans Working Group



Areas of Opportunity to Strengthen Coastline's Military/Veteran Institutional Culture

- Hire/designate a Military and Veterans Affairs Coordinator
- New and enhanced Faculty and Staff in-service training
- Standardize and Streamline Services & Policies
 - i.e. VA Certification processes, support services, drop policies, etc.
 - Counseling and Articulation – Partnership Pathways



Areas of Opportunity to Strengthen Coastline's Military/Veteran Institutional Culture

- Integrate and align best practices and compliance measures with college-wide initiatives, accreditation standards, program planning and development, curriculum review
- Centralize military and veteran resources website; on campuses
- Establish an Early Alert System
- Standardization of Reports and Student Tracking
 - College Scorecard
 - Internal Enrollment and Graduation Reports

Coastline's Strengths

Coastline has a wide array of services, programs and resources of value to Veterans. Below are some reasons why Coastline is the school of choice for Military and Veterans nationwide:

- In addition to our college-wide, publically accessed programs, Coastline has a dedicated Military Distance Learning Program that offers fully online degree programs for the mobile Veteran. Active duty, reserve component, Veteran service members and military dependents have the option of enrolling in any of Coastline's programs.
- Regionally accredited by the Western Association of Schools and Colleges (WASC)
- Approved by the Bureau for Private Postsecondary and Vocational Education for the training of veterans seeking benefits under state and federal regulations.



Coastline's Strengths

- Courses and degree programs available at sites located onsite throughout Orange County, California and completely online.
- Faculty, Counselors and Staff who are dedicated and experienced in serving the military community.
- Serving the military for nearly 30 years.
- A member of Servicemembers' Opportunity Colleges (SOC) (all branches)
- Degrees which align with military occupations
- Accept up to 40 credits for military training and experience according to American Council on Education (ACE) Guidelines.



Coastline's Strengths

- Affordable tuition rates for in and out of state Veterans and military dependents.
- Nationally renowned Acquired Brain Injury Program.
- Site Advisors located on military installations nationwide
- National Testing Centers located on military installations nationwide
- Partners with many military, DoD, and Veteran organizations nationally and locally



Student Initiatives

- Veterans Resource Centers – staffed by Veterans, for Veterans
 - Counselor on site in FV location
- Student Veterans of American Chapter
- Vet2Vet communication and mentorships
- Financial Support – through corporate, organization and individual sponsorships, fundraisers, donations, and partnerships
 - Veterans Angels
 - Coastline’s Hardship Micro Grant for Veterans
- Transition Programs- Partnerships with Employers
 - U.S. military veterans represent a powerful potential workforce advantage for corporate America, because they bring significant skills and knowledge, such as leadership, discipline, focus and ability to work well in teams.



Why should we do our best to
serve this student population?



Only 1% of the American People
serve in the Military.

What does that mean for the other 99%?

What does that mean to you?





COASTLINE

COMMUNITY COLLEGE

MILITARY PROGRAMS