

Report on Departmental Survey of Veteran Issues
at the University of Utah

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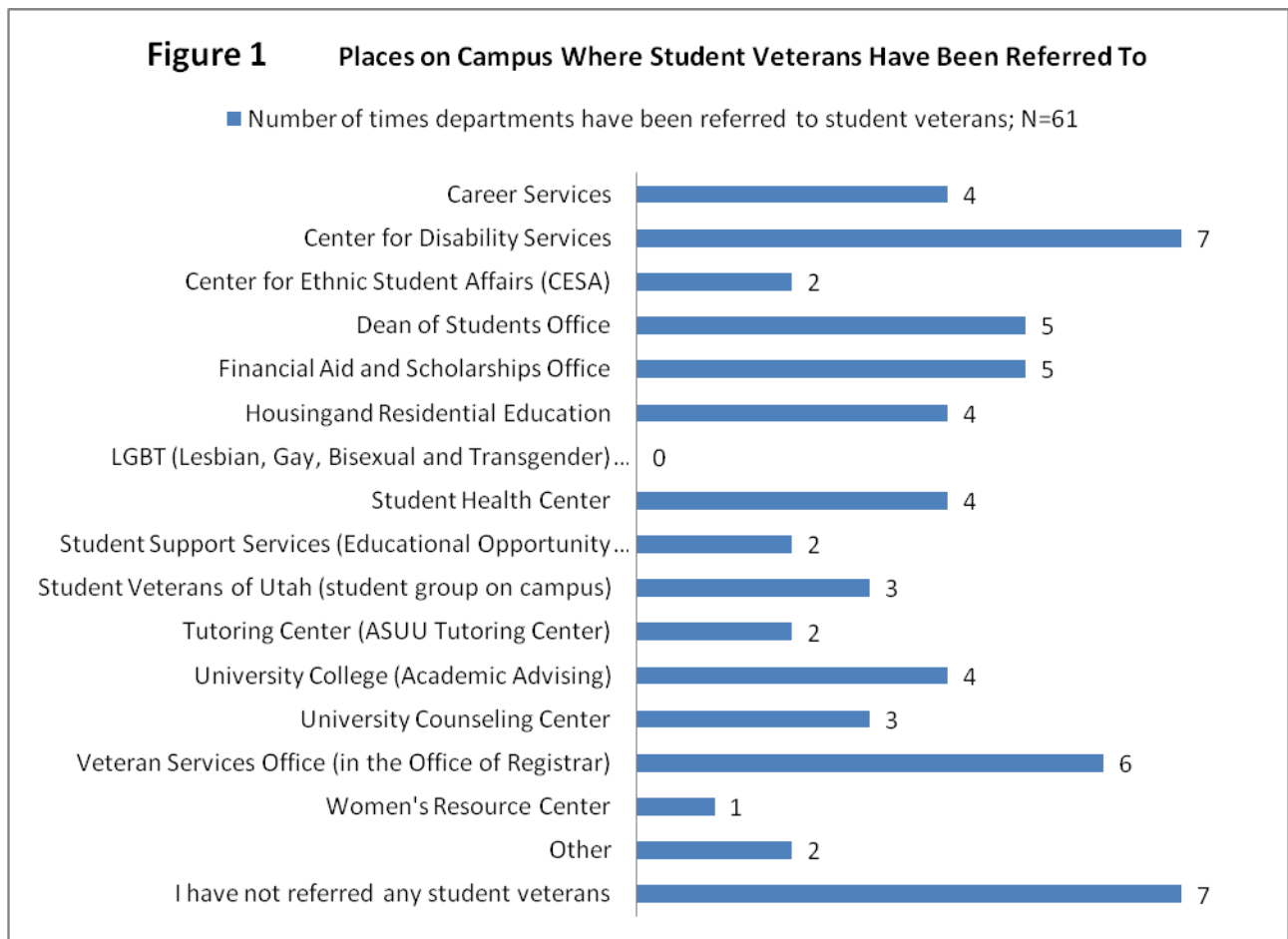
Spring 2010

Introduction

A survey on services to student veterans was sent out to department directors and associate vice presidents within student affairs in February 2010. Of the 17 who responded to the survey, 12 said their office work with student veterans, 2 said they do not work with student veterans, and 3 were unsure. Fourteen of the 17 respondents stated that they do not track veteran status information. Two of the 3 respondents estimated that they serve between 41 and 60 student veterans each year, while the third believed the office serve less than 20 student veterans annually.

Collaboration with Campus and Off-Campus Agencies

Figure 1 listed the places on campus where student veterans have been referred to. The places on campus most often referred to were the Center for Disability Services (n=7), the Veteran Services office (n=6), the Dean of Students Office (n=5) and Financial Aid and Scholarship Office (n=5).



Most of the offices surveyed, 14 to be exact, do not collaborate with off-campus agencies. Of the 3 which collaborate with off-campus agencies, the responses were “Department of Work Force Services & Transitional Child Care Funding,” “Unsure of name of agency, but we assist with payment of application fees and transfer of military credit,” and “VA [office].”

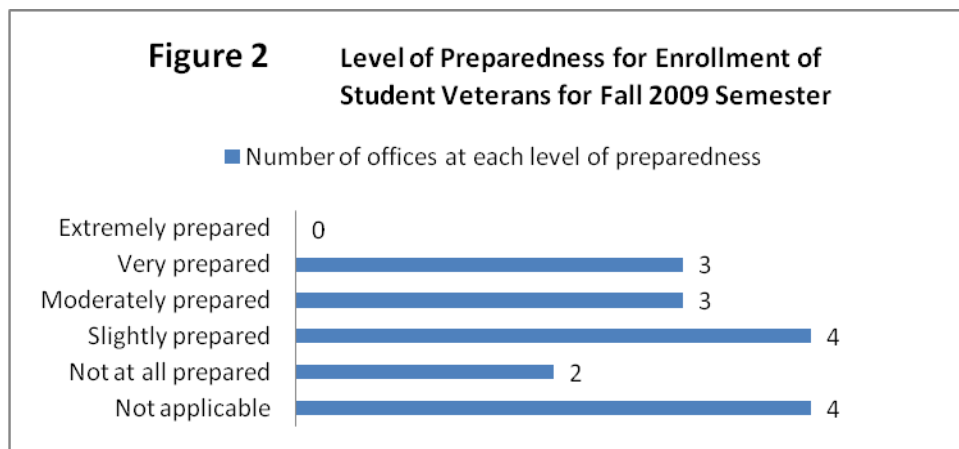
Veteran Training

Almost half of the offices (8 out of 17) have staff members who have participated in some type of training on veteran issues. The types of training the staff members participated in were:

- PTSD/Trauma/Clinical Interventions for Vets
- Student Affairs Veterans Day General Session
- Video and discussion
- Video presentation with questions and answer section afterwards
- Speaker from the Veteran Services office
- Working with mental health needs of veteran’s families and Informal meeting with VA staff

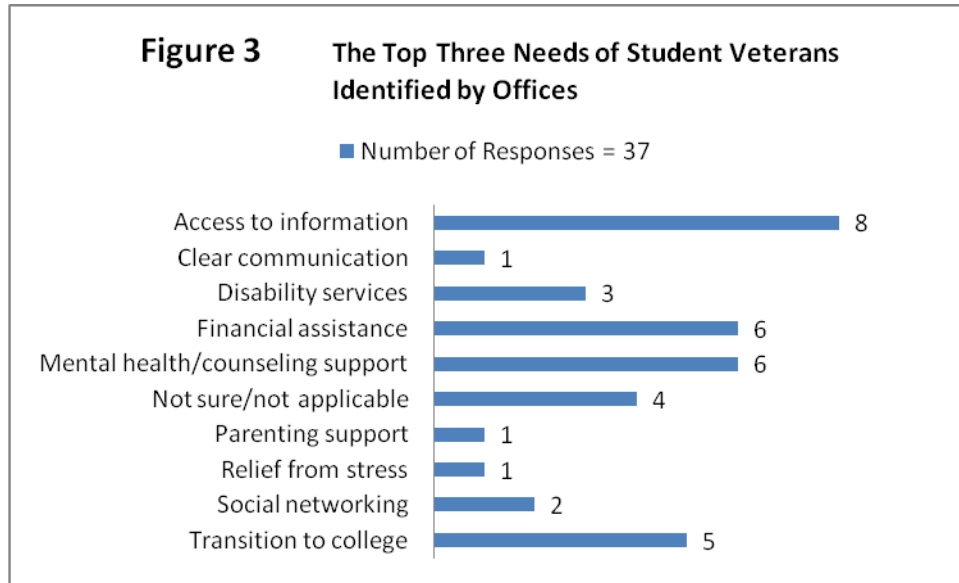
Level of Preparedness

When asked if offices have received calls from faculty, staff and/or students regarding veteran issues, 9 of the 16 who responded said yes, 6 said no, and 1 was unsure. In terms of the level of preparedness for the enrollment of student veterans for the fall 2009 semester, the responses from 10 of the 16 offices ranged from slightly prepared to very prepared, while only 2 offices stated they were not at all prepared, and the remaining 4 indicated that this question was not applicable to them (see **Figure 2**).



Needs of Student Veterans

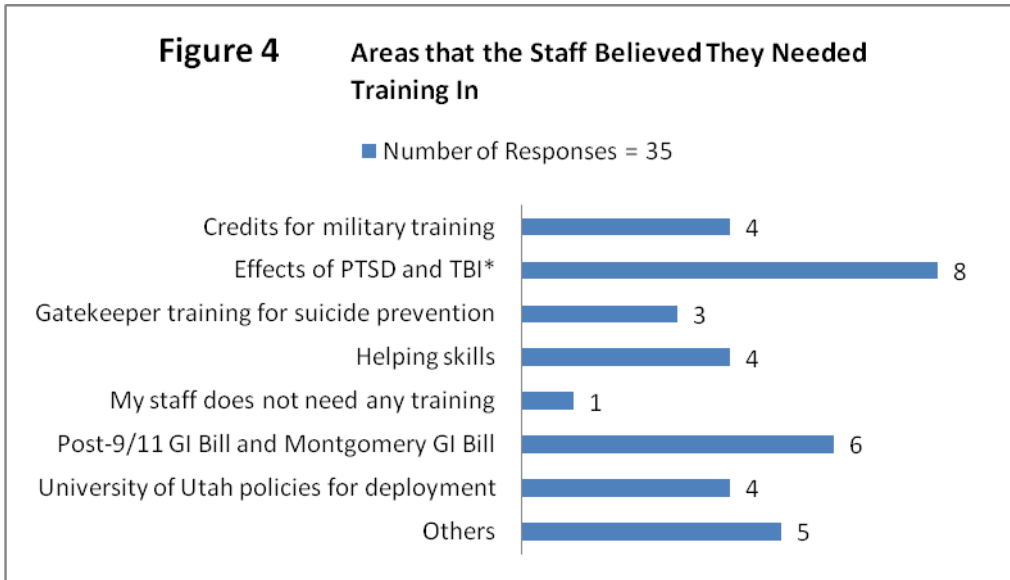
According to the 37 responses (one of the responses included two suggestions), the number one need identified was access to information (8 responses); next came financial assistance and mental health/counseling support (both with 6 responses); and third was transition to college (5 responses). See **Figure 3**.



Staff Training

Most of the staff (8 out of the 35 responses) believed that they need training in understanding the effects of Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI). See **Figure 4**. Besides this area, another area is learning about the Post-9/11 GI Bill and the Montgomery GI Bill (6 out of 35 responses). Other areas of training suggested by the staff were:

- Health care/VA medical & mental health services
- Job assistance using veteran status
- Providing assistance to people with disabilities
- Impact of veterans receiving scholarships
- Recreational opportunities



*PTSD=Post Traumatic Stress Disorder; TBI=Traumatic Brain Injury

As a result of this survey and the survey on student veterans conducted in February 2010, the Office of the Associate Vice President for Student Life and Development put together a committee to plan a Veteran Training Conference for staff members working in student affairs division. This conference is scheduled to be held on June 15, 2010.

Appendices

Departmental Survey Data Summary

Please provide the following information:

Your name

The name of your office

Name	Name of Office
Barb Remsburg	HRE
Barbara Fortin	Admissions
Bill Barnhart	International Center
Cristina	Student Initiatives
Gwen Fears	Orientation
Jerry Basford	V.P. for Student Affairs
Jim White	Career Services
John Curl	Financial Aid and Scholarships
Kari	Student Development
Kathryn Felker	TRIO/EOP
Kris Hale	Child Care Coordinating Office
Lauren Weitzman	Counseling Center
Mark Pfitzner	Student Health
Mary Bohlig	Campus Recreation Services
Mateo Remsburg	Student Recruitment
Scott McAward	Center for Disability Services
Whit Hollis	University Union

Does your office work with student veterans?

	N = 17
Yes	12
No	2
Unsure	3

Does your office track veteran status information?

	N = 17
Yes	3
No	14
Unsure	0

What is your estimate of the total number of student veterans your office serves each year?

Number of Student Veterans	N = 3
0 – 20	1
21 – 40	0
41 – 60	2
61 – 80	0
81 – 100	0
More than 100	0

Where on campus have you referred student veterans (Check all that apply)

	N=61	Percent
Career Services	4	6.56
Center for Disability Services	7	11.48
Center for Ethnic Student Affairs (CESA)	2	3.28
Dean of Students Office	5	8.20
Financial Aid and Scholarships Office	5	8.20
Housing and Residential Education	4	6.56
LGBT (Lesbian, Gay, Bisexual and Transgender) Resource Center	0	0.00
Student Health Center	4	6.56
Student Support Services (Educational Opportunity programs)	2	3.28
Student Veterans of Utah (student group on campus)	3	4.92
Tutoring Center (ASUU Tutoring Center)	2	3.28
University College (Academic Advising)	4	6.56
University Counseling Center	3	4.92
Veteran Services Office (in the Office of the Registrar)	6	9.84

Women's Resource Center	1	1.64
Other (please specify) ¹	2	3.28

¹Academic Department Advisors
 I don't know that we have made individual referrals but provide much of this information during our orientation programs.
 I have not referred any student veterans

Does your office collaborate with off-campus agencies to provide services/programs specifically for student veterans?

	N = 17
Yes	3
No	14
Unsure	0

Which off-campus agency or agencies does your office collaborate with?

	N = 3
Department of Workforce Services, Transitional Child Care Funding	1
Unsure of name of agency, but we assist with payment of application fees and transfer of military credit	1
VA	1

During the past two years (2008 and 2009), has your office or staff in your office participated in any type of training on veteran issues?

	N = 17
Yes	8
No	9
Unsure	0

In what type of veteran's issues training has your office or staff in your office participated?

	N = 6
PTSD/Trauma/Clinical Interventions for Vets	1
Student Affairs Veterans Day General Session	1
Video and discussion	1

Video presentation with question and answer section afterwards	1
We have had the Veteran's Services Office speak to us about the different educational benefits available to this population of students and ways that we can facilitate their entry in the U.	1
Working with mental health needs of veteran's families informal meeting with VA staff	1

Who has received this training?

	N = 7
Entire office staff	0
Individuals (please specify who) ²	7

²All full time staff
 Jerry Basford
 Karen Henriquez
 Kris Hale
 Licensed clinical staff and graduate student trainees
 Scott McAward entire office staff met informally with a VA staff member as well
 Student leaders, some professional staff

Has your office received calls from faculty, staff, and/or students regarding veteran issues?

	N = 16
Yes	9
No	6
Unsure	1

How prepared was your office for enrollment of student veterans for the Fall 2009 semester?

	N = 16
Extremely prepared	0
Very prepared	3
Moderately prepared	3
Slightly prepared	4
Not at all prepared	2
Not applicable	4

What do you believe are the top three needs of a student veteran at the University of Utah?

N = 13	N = 12	N = 11
Access to information about getting into the U	Access to information about services available to veterans.	Access to support resources
Admissions/financial aid	Assistance with entry or re-entry from military life to campus life	Being able to communicate special accommodations that may be needed by veterans that are different from other students (dark rooms, backs to the door, loud noises, etc.)
Clear avenues to resource	clear communication	counseling svcs (if applicable)
Financial aid - understanding new veterans benefits	disability svcs (if applicable)	Disability and counseling services
Financial Aid support	financial information	Information on the Veteran's Office on campus. (Several didn't know there was a vet's office.)
Financial Aid	Have a difficult time grasping how to easily negotiate the University system.	NA
information about services and knowledge of where to go for support	Mental Health Concerns	Need support in parenting skills especially if both parents are military. Seem to have some difficulty relating to other parents and child care center staff.
NA	Mental Health related issues/support	physical and mental health information/support
Re-entry issues -- help making the transition back to college	Mental Health Support - (I've dealt with several with obvious symptoms of PTSD.)	Social Networking - finding a safe place
Transitioning from life in the military to life in the classroom.	NA	Student Engagement issues -- how to connect with other vets and with other non-vet students
Unsure	Re-adjustment	Unsure
Veterans coming through this office seem like they're under a lot of stress, especiall [sic] if they are still part of a reserve unit. Fragil [sic] temperaments [sic].	Understanding financial aid available to veterans and how to get access to those funds.	
Veterans Services--making sure students are aware of eligibility for services		

On what veterans' issues do you think your staff needs training? (Check all that apply)

	N = 35	Percent
Credits for military training	4	11.43
Effects of PTSD (Post Traumatic Stress Disorder) and TBI (Traumatic Brain Injuries) on veterans	8	22.86
Gatekeeper training for suicide prevention	3	8.57
Helping skills	4	11.43
Post-9/11 GI Bill and Montgomery GI Bill	6	17.14
University of Utah policies for deployment	4	11.43
Other (please specify) ³	5	14.29
My staff does not need any training.	1	2.86

³All issues listed for all students health care/VA medical mental health services How to claim veteran's preference for jobs. And assisting people with disabilities Impact of veterans receiving scholarships recreational opportunities

Do you have any additional comments or suggestions on serving student veterans at the University of Utah?

	N = 16
Yes <ul style="list-style-type: none"> - A specialized orientation more focused on veteran temperament [sic] and needs. - I have always been surprised to encounter 1 or 2 veterans (on our campus) each year that don't know the Veteran's Office exists. If they don't get one already, they should receive [sic] an automatic invitation from the Vet's office when they admit. - Our office does not "target" services for veterans but would and has served veterans in the course of serving students eligible for SSS. In the last couple of years, we have served a few veterans of which I am aware but may see increased numbers of veterans in the future. - This year I learned that during the admission application process we ask if a student is veteran but that information has not been collected and stored in PeopleSoft (PS). We are in the process of creating a custom table in PS to begin collection of that information (veteran? yes or no) so interested offices may query for outreach purposes. This data will be available for new students beginning Spring 2011. - We receive consistent feedback from our Veterans student that there is a need for a centralized office serving veterans (not just the Registrar office) 	5
No	11

Survey Instrument

1. Please provide the following information:
Your name:
The name of your office:
2. Does your office work with student veterans?
 - a. Yes
 - b. No
 - c. Unsure
3. Does your office track veteran status information?
 - a. Yes
 - b. No
 - c. Unsure
4. What is your estimate of the total number of student veterans your office serves each year.
 - a. 0-20 student veterans
 - b. 21-40 student veterans
 - c. 41-60 student veterans
 - d. 61-80 student veterans
 - e. 81-100 student veterans
 - f. More than 100 student veterans
5. Where on campus have you referred student veterans? (Check all that apply)
 - a. Career Services
 - b. Center for Disability Services
 - c. Center for Ethnic Student Affairs (CESA)
 - d. Dean of Students Office
 - e. Financial Aid and Scholarships Office
 - f. Housing and Residential Education
 - g. LGBT (Lesbian, Gay, Bisexual and Transgender) Resource Center
 - h. Student Health Center
 - i. Student Support Services (Educational Opportunity Programs)
 - j. Student Veterans of Utah (student group on campus)
 - k. Tutoring Center (ASUU Tutoring Center)
 - l. University College (Academic Advising)
 - m. University Counseling Center
 - n. Veteran Services office (in the Office of the Registrar)
 - o. Women's Resource Center
 - p. Other (please specify)
 - q. I have not referred any student veterans

6. Does your office collaborate with off-campus agencies to provide services/programs specifically for student veterans?
 - a. Yes
 - b. No
 - c. Unsure

7. Which off-campus agency or agencies does your office collaborate with?

8. During the past two years (2008 and 2009), has your office or staff in your office participated in any type of training on veteran issues?
 - a. Yes
 - b. No
 - c. Unsure

9. In what type of veteran's issues training has your office or staff in your office participated?

10. Who has received the training?
 - a. Entire office staff
 - b. Individuals

11. Has your office received calls from faculty, staff and/or students regarding veteran issues?
 - a. Yes
 - b. No
 - c. Unsure

12. How prepared was your office for enrollment of student veterans for the Fall 2009 semester?
 - a. Extremely prepared
 - b. Very prepared
 - c. Moderately prepared
 - d. Slightly prepared
 - e. Not at all prepared
 - f. Not Applicable

13. What do you believe are the top three needs of a student veteran at the University of Utah?

14. On what veterans' issues do you think your staff needs training?
 - a. Credits for Military Training
 - b. Effects of PTSD (Post Traumatic Stress Disorder) and TBI (Traumatic Brain Injuries) on Veterans
 - c. Gatekeeper Training for Suicide Prevention
 - d. Helping Skills
 - e. Post-9/11 GI Bill and Montgomery GI Bill
 - f. University of Utah Policies for Deployment
 - g. Other
 - h. My staff does not need any training

15. Do you have any additional comments or suggestions on serving student veterans at the University of Utah?