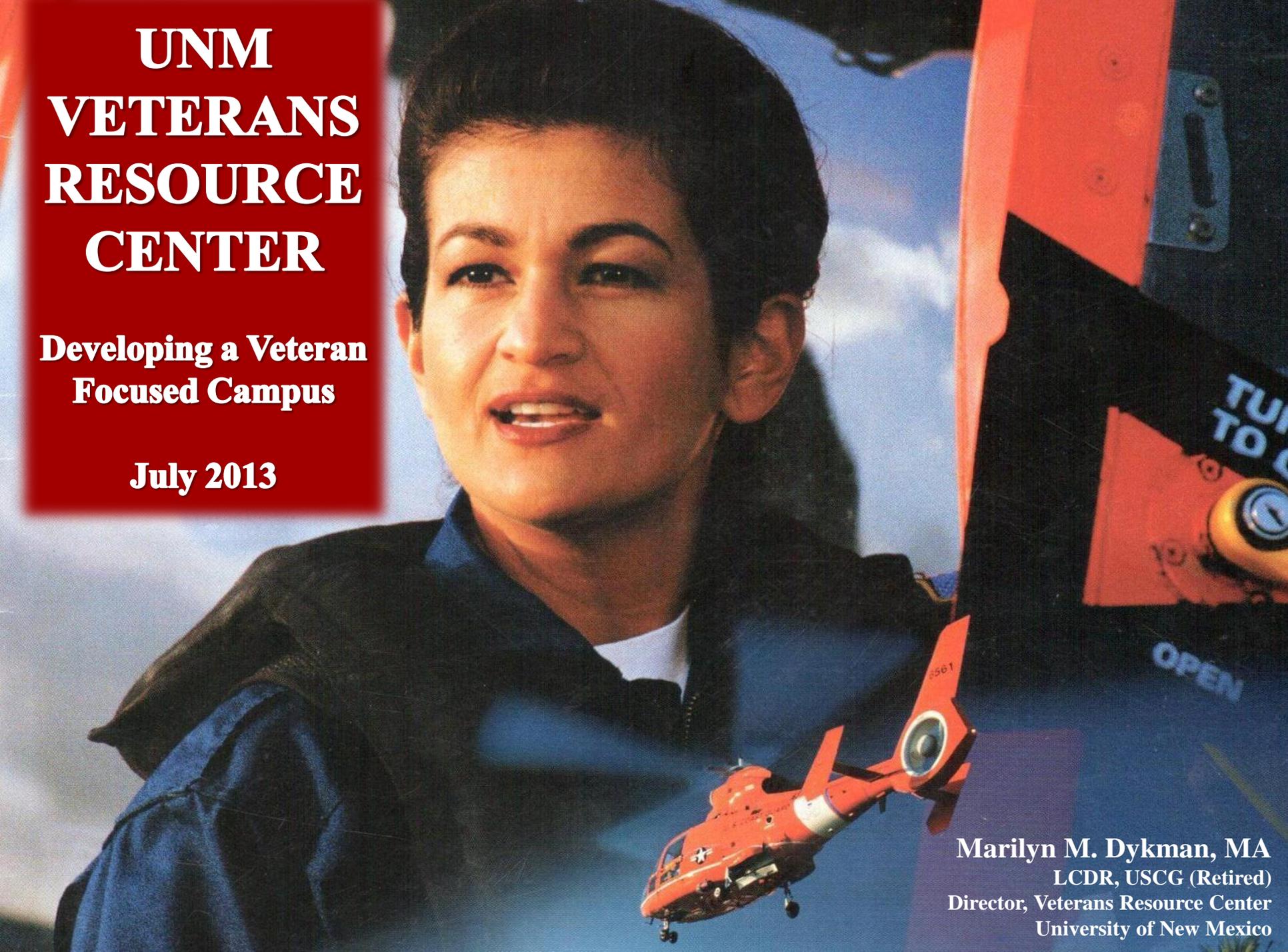


# UNM VETERANS RESOURCE CENTER

**Developing a Veteran  
Focused Campus**

**July 2013**

A woman with dark hair, wearing a blue flight jacket, is looking out of a window. Outside the window, a red helicopter is flying against a blue sky with light clouds. The helicopter has the number '561' on its tail and a white star on its side. To the right of the woman, there is a red door handle with a yellow circular button and the word 'OPEN' printed on it. The overall scene suggests a military or aviation setting.

**Marilyn M. Dykman, MA**  
LCDR, USCG (Retired)  
Director, Veterans Resource Center  
University of New Mexico

# Campus Veterans Resource Center

- Sustain/increase student vet population
  - Critical mass of student veterans must be reached
  - Student vets can find each other and support each other
  - Without these connections vets may not get needed support and drop out
- Fostering camaraderie and can decrease suicide rates
- Help connect student vets to career services to increase employment



*VRC needed for veterans  
and military personnel to  
find each other*

# Student Veterans at Risk

- Student veterans  
Veterans of America surveyed 525 student veterans
  - 46% contemplated suicide
  - Non-military students rate is 6%
  - 20% had a suicide plan (indication of intent)
- Number of suicide deaths surpasses combat and motor vehicle deaths in the Army



# VRC – Campus Impact



- Increase retention and graduation
  - As # of student veterans on campus increases, high (>70%) retention rates and graduation rates will increase overall campus graduation rates
- Increase career opportunities for GI grads
  - Bring employers to the VRC to network with student vets
- Grants for faculty and administration
  - STEM and DoD grants available
- Bing funds *into* the community
  - BAH
  - No student loans for vets
- Challenge discrimination against veteran and military community

# VRC Staff

- Staffing is key to VRC success
  - Continuity
  - Specialty
  - Demographics (race, gender, etc.)
- Accessibility of Personnel
  - caring, familiar, attentive, accountable
- Familiar with campus resources and VA procedures
  - Student employees



*Trust is the most important ingredient!*

# VRC & School Certifying Official

- School Certifying Official (SCO) is one of the most important staff members on campus to the student veteran (in addition to Academic Advisors)
- VA pays \$14 per veteran student certified
  - This doesn't allow for full time SCO salary
  - Many SCOs have several duties
    - Impacts student veteran enrollment and training of SCO

# New VA and DoD Data Tracking



DoD MOU

Principles of Excellence

VetSuccess on Campus

Operation College Promise

Service Opportunity Colleges (SOC) - GoArmy.ed – Recruitment

Retention and Graduation Rates

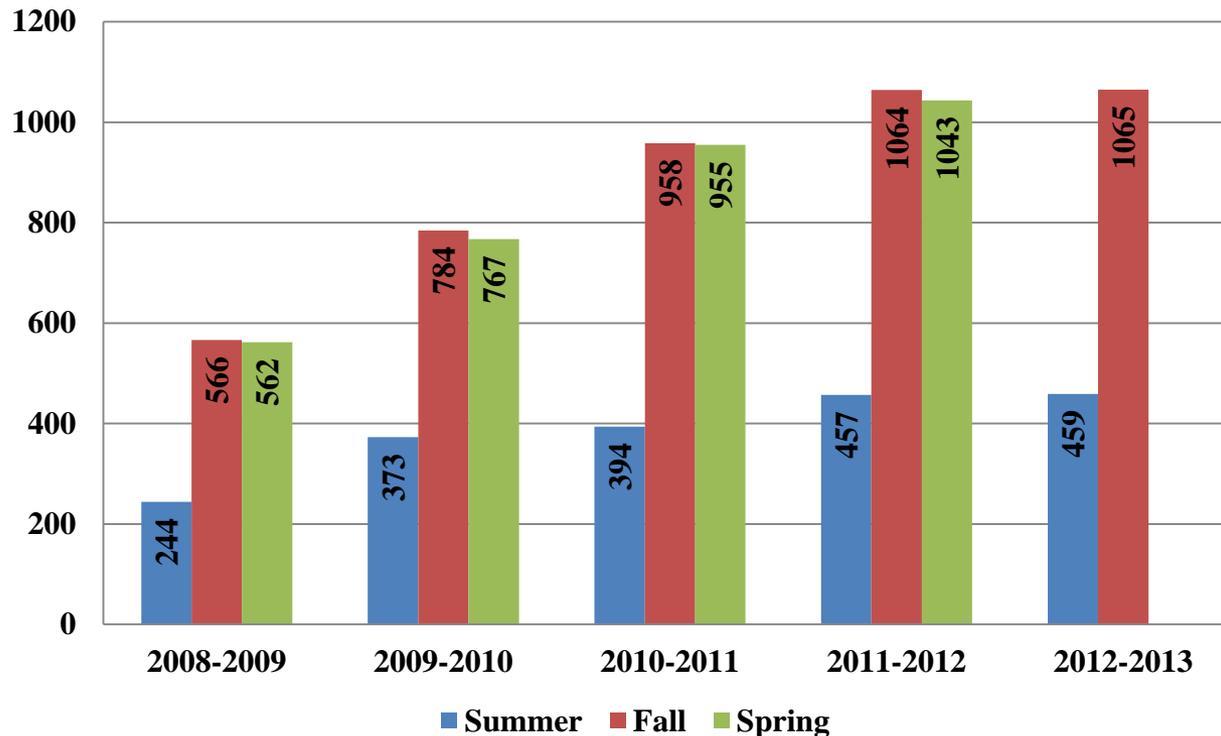


# UNM Enrollment Management Data Tracking

- VA Reporting
  - 30 day course drop/add reports and graduations
- End of year reports to UNM (# students, monies)
- Academic Success Tracking
  - Course Grades and GPA
- Building Student Veteran Cohorts
  - Student vets are typically not considered first-time, full-time freshman and are excluded from institution cohorts
- Graduation/Retention rates
  - UNM will be one of few institutions nationwide
- Grant/Scholarship data for various departments
- Updating student vet tracking policies
  - Move VRC data tracking from “vets on benefits” to “vets on campus”
  - Self-ID'd on application, Tuition Assistance and Vietnam Veteran Scholarship

# Student Veterans at UNM

**UNM Main Campus  
Military GI Education Benefits Enrollment**



Student veteran GI Bill enrollment increasing due to troop draw downs overseas and VRC recruitment efforts.

**UNM saw an 88% increase in fall term GI Bill enrollment between 2008 and 2012.**

**An additional 200** service members and veteran students were using other military education benefits at UNM for Fall 2012.

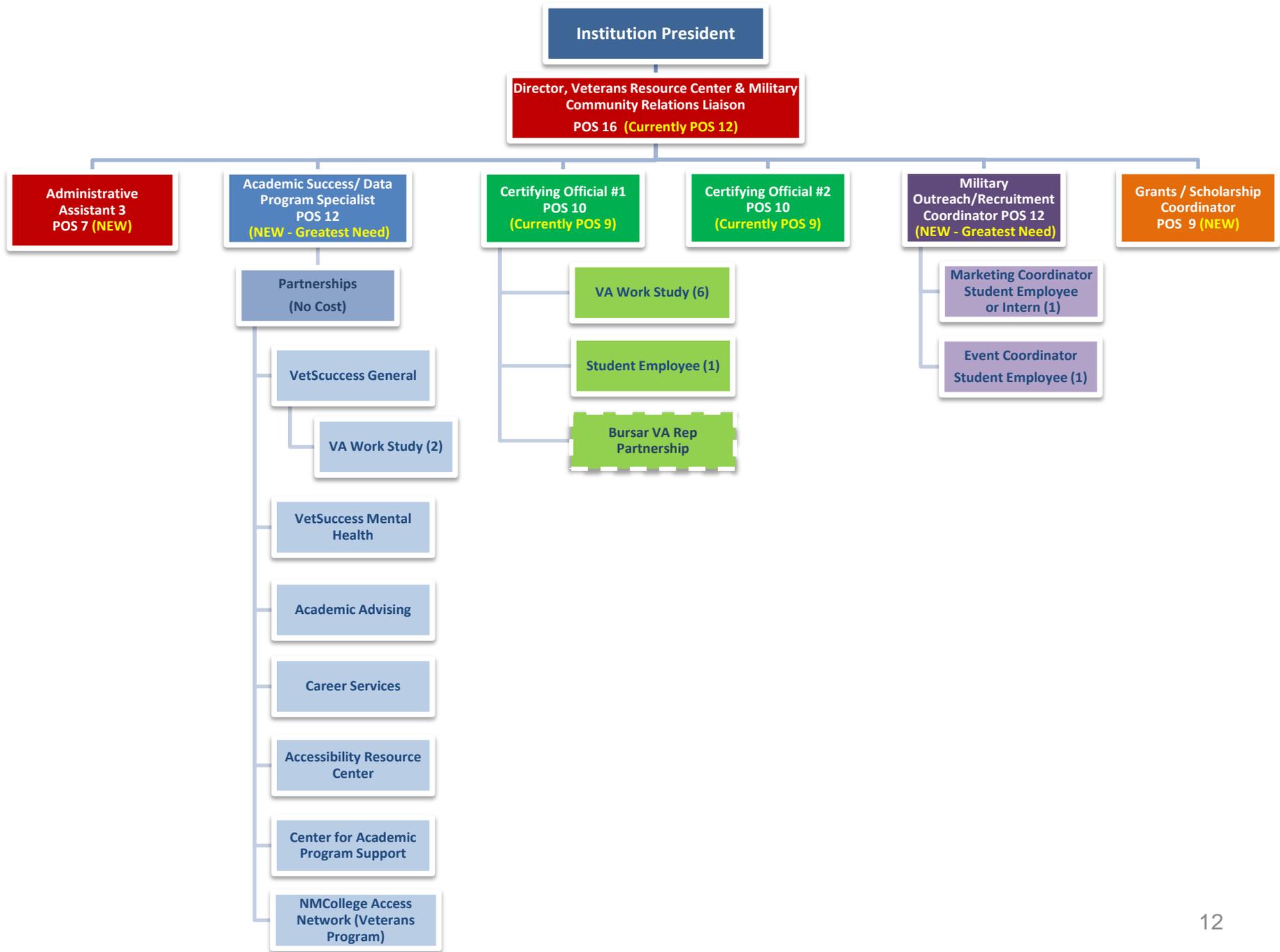
# Federal Funding Received Fall 12'

## Federal funding received by student veterans at UNM for Fall 2012

Fall 2012	
GI Bill Chapters	\$6,679,054
Main Campus	\$6,048,692
Branch Campus	\$630,363
Pell Grant	\$1,230,499
Lottery Scholarship	\$226,002
Tuition Assistance	\$221,909
Vietnam Scholarship	\$25,868
<b>Total</b>	<b>\$8,383,332</b>

# A Successful Veteran Resource Center

- Liaison to Military Community and Legislature
- SCOs housed in same office as other veteran student services staff
  - Create a one-stop shop!
- Accountability for successful programs to administrators
- Staff and Faculty training to create coordinated supportive framework on campus for student vets
- Collaboration with other institutions to establish a standardized program and best practices
- Academic Success Program
  - ✓ Academic Success Program Manager
  - ✓ Utilize student needs assessments to inform program design
  - ✓ Data tracking system
    - ✓ Establish and monitor graduation/retention rates
  - ✓ Outreach to priority students (failing, drop/stop out)
  - ✓ Academic coaching or mentoring program
- Military Outreach Coordinator to recruit veterans
  - bases, guard, reserve, job fairs, transfer fairs



Director, Military Community Relations	Administrative Assistant	Grants / Scholarships Department
<ul style="list-style-type: none"> <li>• Advisor to President</li> <li>• Manage 3 VRC Coordinators and certifying officials</li> <li>• Liaison to policy makers</li> <li>• Develop VRC budget</li> <li>• Liaison Department Veteran Services (DVS) and State Approving Agency (SAA)</li> <li>• NMHED Military Issues</li> <li>• Head up UNM Got Your 6 Campaign</li> <li>• Travel DC, State veteran campuses, 2 Out of state conferences</li> <li>• Family Readiness &amp; Yellow Ribbon Board Member</li> <li>• ESGR Board Member</li> <li>• Hispano Chamber of Commerce Education Board Member</li> </ul>	<ul style="list-style-type: none"> <li>• Manage Budget</li> <li>• Scheduling VA Work Study office duties</li> <li>• Managing time cards for VA Work Studies</li> <li>• Managing time cards for VRC staff</li> <li>• Managing travel vouchers</li> <li>• Ordering/managing office supplies</li> <li>• Scheduling travel, in and out of state conferences</li> <li>• MS Office Proficient</li> </ul>	<ul style="list-style-type: none"> <li>• UNM Foundation partnerships</li> <li>• 501(c)3 updates</li> <li>• Research grant opportunities for VRC and other UNM veteran initiatives</li> <li>• Grant application writing</li> <li>• Securing and Distributing Grants <ul style="list-style-type: none"> <li>○ Wounded Warrior Project \$250k</li> <li>○ Women Veteran Leadership Scholarship</li> <li>○ Tillman Foundation</li> <li>○ Wal-Mart Grant</li> </ul> </li> <li>• Assist with data for UNM veteran grants (Nurse Education, Practice, Quality and Retention - Veterans to BSN)</li> <li>• Securing and Distributing Scholarship Funds</li> </ul>
VA Certifying Department	Recruitment / Outreach Department	Academic Success & Data Department
<p><b>Certifying Official 1</b></p> <ul style="list-style-type: none"> <li>• Certification of students last name A-L</li> <li>• Supervise Department Work Study students</li> <li>• Training branch campuses on certification</li> <li>• Supervise 6 VA Work Studies</li> <li>• VA Compliance Inspection Manager</li> <li>• Quality assurance team</li> <li>• VA Compliance Inspection</li> </ul> <p><b>Certifying Official 2</b></p> <ul style="list-style-type: none"> <li>• Certification of students last name M-Z</li> <li>• VA Compliance inspection</li> <li>• Bursar Liaison for VA Payments</li> <li>• Record management</li> <li>• 30 day VA Student Add/Drop Status Reports</li> <li>• Help with Grade Report</li> <li>• Help Gather Data</li> <li>• Quality assurance team</li> </ul> <p><b>Work Study (6) &amp; Student Employee (1)</b></p> <ul style="list-style-type: none"> <li>• DOD MOU – Go Army input grades</li> <li>• Record Scanning 1,500 student records</li> <li>• Pre-certifications, enter in VA-Once</li> <li>• Filing</li> <li>• Phones and Email</li> <li>• Update SOP</li> <li>• Other duties as assigned</li> </ul> <p><b>Bursar Partnership</b></p> <ul style="list-style-type: none"> <li>• Tuition Assistance</li> <li>• Vietnam Scholarship</li> <li>• Coordinates VA Payments to students</li> </ul>	<p><b>Main Campus and Branch Outreach Coordinator</b></p> <ul style="list-style-type: none"> <li>• Recruit new students</li> <li>• UNM Branch campus partnerships</li> <li>• UNM Campus partnerships</li> <li>• Academic department partnerships <ul style="list-style-type: none"> <li>○ Engineering, Nursing, Anderson, Education, etc.</li> </ul> </li> <li>• Military partnerships <ul style="list-style-type: none"> <li>○ Bases (Kirtland), National Guard, Reserves, ROTC, Concurrent Admission Program (ConAp) Leads, GI Jobs Leads, Student Veterans of New Mexico (SVUNM)</li> </ul> </li> <li>• Community Partnerships <ul style="list-style-type: none"> <li>○ Workforce Solutions/Connections, VA Hospital/ Albuquerque Vet Center, Women Veterans of New Mexico, Veterans Integration Center – Homeless veterans, Henderson House – Homeless Female Veterans</li> </ul> </li> <li>• Central New Mexico Community College and other NM institutions</li> <li>• Attend Community Job Fairs and Transfer Fairs</li> <li>• Form Corporate Partnerships (i.e. Sandia) for mentoring, workshops, and employment opportunities</li> </ul> <p><b>Marketing and Web Design (Student Employee or Intern)</b></p> <ul style="list-style-type: none"> <li>• Update GI Jobs Profile for VRC annually</li> <li>• Veteran Friendly Tool Kit Updates</li> <li>• Create and Distribute VRC Monthly Newsletter</li> <li>• Update VRC Facebook and LinkedIn Pages</li> <li>• VRC Website and Google Calendar</li> <li>• Coordinate Student Union Building Advertising</li> <li>• Update TV monitor announcements in VRC vestibule</li> <li>• Create VRC flyers and publications for events</li> <li>• MS Office Proficient</li> <li>• Proficient in Publisher or other graphic software</li> </ul> <p><b>Event Coordinator (Student Employee)</b></p> <ul style="list-style-type: none"> <li>• New Student Veteran Orientation</li> <li>• TNT orientations</li> <li>• Graduation Ceremony</li> <li>• Veterans Day</li> <li>• Stand-Down</li> </ul>	<p><b>Academic Success/ Data Program Specialist</b></p> <ul style="list-style-type: none"> <li>• Data Management <ul style="list-style-type: none"> <li>○ Veterans Transitions Course</li> <li>○ Operation College Promise</li> <li>○ DoD MOU compliance</li> <li>○ Mentorship Program</li> <li>○ Cohort Program</li> <li>○ VetSuccess on Campus</li> <li>○ Wounded Warrior Project Grant</li> </ul> </li> <li>• Needs Assessments Coordinator</li> <li>• Create and Monitor Cohort Program</li> <li>• Develop and Coordinate Academic Success Programming <ul style="list-style-type: none"> <li>○ Contacting Students</li> <li>○ Mentoring Program</li> <li>○ Alumni Program</li> </ul> </li> <li>○ Wounded Warrior Project Grant</li> <li>• Coordinate Campus/Community Academic Success Partnerships</li> <li>○ New Mexico College Access Network - Veterans Program – 2 AmeriCorps Members, VetSuccess on Campus Counselor and Mental Health Counselor, UNM Career Services, UNM Accessibility Resource Center, UNM Center for Academic Program Support</li> <li>• Liaison with UNM Departments with Veteran Programs <ul style="list-style-type: none"> <li>○ Veteran Upward Bound Satellite at main campus – UNM Taos Gran recipients – Pending</li> <li>○ Anderson School Kauffman Foundation based FastTrac for Vets curriculum– New Program – Pending</li> <li>○ VANAP – College of Nursing applied for grant. – Pending</li> <li>○ Wounded Warrior Project –Grant Due June 1, 2013 - Pending</li> <li>○ SERV Grant – Main Campus or UNM Gallup – Pending</li> </ul> </li> <li>• <b>VetSuccess on Campus Counselor</b> <ul style="list-style-type: none"> <li>• Coordinate VetSuccess on Campus data for VA</li> <li>• Train faculty and staff on Veteran-related issues</li> </ul> </li> </ul>

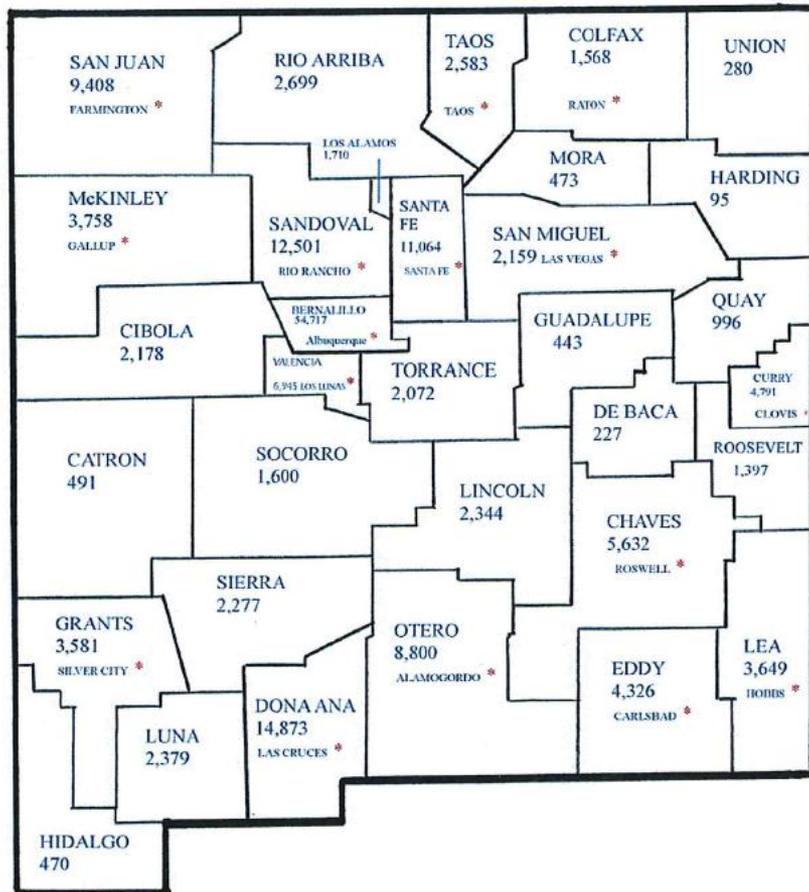
# Student Veterans In New Mexico Need Your Support

- Two programs at UNM without continuity - the greatest need for largest research institutions in the State of New Mexico
  - Academic Success Program
  - Military Outreach program
- Programs are currently run by volunteers and students
  - Leave when contract is over or student graduates
  - Students can not commit full-time due to school -  
**PRIORITY**

**Veteran's Resource Center Draft Budget**

Salary		FY14	FY15	FY16	FY17	FY18	Total
Veterans Resource Center & Military Community Relations (Director, G16)	1 @ 100% x 12mos.	\$70,000.00	\$72,100.00	\$74,263.00	\$76,491.00	\$78,786.00	\$371,640.00
Academic Success Coordinator/Data (Student Program Specialist, G12)	1 @ 100% x 12mos.	\$34,900.00	\$35,947.00	\$37,025.41	\$38,136.17	\$39,280.26	\$185,288.84
Admin Assistant II (G7)	1 @ 100% x 12mos.	\$22,300.00	\$22,969.00	\$23,658.07	\$24,367.81	\$25,098.85	\$118,393.73
Certifying Officials (G10)	2 @ 100% x 12mos.	\$60,000.00	\$61,800.00	\$63,654.00	\$65,563.62	\$67,530.53	\$318,548.15
Grants / Scholarships Coordinator (Program Coordinator, G9)	1 @ 100% x 12mos.	\$26,700.00	\$27,501.00	\$28,326.03	\$29,175.81	\$30,051.09	\$141,753.93
Recruitment / Outreach Coordinator (Program Specialist, G12)	1 @ 100% x 12mos.	\$34,900.00	\$35,947.00	\$37,025.41	\$38,136.17	\$39,280.26	\$185,288.84
<b>Professional Salary Subtotal</b>		<b>\$248,800.00</b>	<b>\$256,264.00</b>	<b>\$263,951.92</b>	<b>\$271,870.59</b>	<b>\$280,026.98</b>	<b>\$1,320,913.48</b>
Student Employees	4 @ \$11 per/hr x 80hrs per/mos. x 10 mos.	\$35,200.00	\$36,256.00	\$37,344.00	\$38,464.00	\$39,618.00	\$186,882.00
<b>Total Salary</b>		<b>\$284,000.00</b>	<b>\$292,520.00</b>	<b>\$301,295.92</b>	<b>\$310,334.59</b>	<b>\$319,644.98</b>	<b>\$1,507,795.48</b>
Fringe		FY14	FY15	FY16	FY17	FY18	Total
Professional Full Time Staff	(YR14 @ 35.2%, YR15 @ 35.5%, YR16 @ 37.1%, YR17 & YR18 @ 37.7%)	87,577.60	90,973.72	97,926.16	102,495.21	105,570.17	484,542.86
Student Staff	(@1%)	\$352.00	\$362.56	\$373.44	\$384.64	\$396.18	\$1,868.82
<b>Total Fringe</b>		<b>\$87,929.60</b>	<b>\$91,336.28</b>	<b>\$98,299.60</b>	<b>\$102,879.85</b>	<b>\$105,966.35</b>	<b>\$486,411.68</b>
Other							
Professional Out of State Travel		\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$25,000.00
Professional In State Travel		\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$10,000.00
Office Supplies		\$9,600.00	\$8,000.00	\$7,500.00	\$7,500.00	\$5,500.00	\$38,100.00
Outreach	Promotional Materials	\$6,000.00	\$5,000.00	\$5,000.00	\$3,500.00	\$1,500.00	\$21,000.00
General Copying cost	\$200 x 12 mos.	\$2,400.00	\$2,400.00	\$2,400.00	\$2,400.00	\$2,400.00	\$12,000.00
Training	\$200 x 4 training sessions/year	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$10,000.00
<b>Grand Total FY14-FY18</b>		<b>\$486,859.20</b>	<b>\$499,592.56</b>	<b>\$521,795.12</b>	<b>\$538,494.29</b>	<b>\$549,977.67</b>	<b>\$2,110,307.17</b>

# Student Veterans In New Mexico Need a Veterans Center



## Five Largest Veteran-Populated NM Counties

*Bernalillo, 54.7k*

- UNM-Main, CNM, Kirtland

*Doña Ana, 14.7k*

- NM State

*Sandoval, 12.5k*

- UNM West

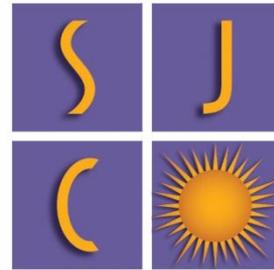
*Santa Fe, 11k*

- SFCC

*San Juan, 9.4k*

- SJ College

# Student Veterans In New Mexico Need a Veterans Center



SAN JUAN COLLEGE



SFCC

SANTA FE COMMUNITY COLLEGE



UNM GALLUP



UNM TAOS

# Questions & Contact Information



**Mandy Dykman, VRC Director**

[mdykman@unm.edu](mailto:mdykman@unm.edu)

505-277-1181

**Veterans Resource Center**

Phone: 505-277-3181

Email: [vrc@unm.edu](mailto:vrc@unm.edu)

Website: [vrc.unm.edu](http://vrc.unm.edu)

 UNM Veterans Resource Center

# Introducing the Joint Service Transcript



# Joint Service Transcripts Update



## Key Components of the JST

### ■ Transcript Core

- Course Completions
- Military Experience
- College-level Test Scores
- Other Learning Experiences (OLE)

### ■ Summary Page

- Displays ACE credit recommendations only
- SOC Transferability Codes

### ■ Academic Institute Page

- College courses (Coast Guard, Marines, Navy)
- Certificates, Degrees, Licenses and Apprenticeships



# Future Initiatives

- Update Registration Procedures
- Redesign Website
- Separate Certifications Page
- VA Education Counselor Access to JST
- ✓ ■ Army MOSes (Clearly Labeled)
- Officer transcripts (Army)
- Tools to support colleges/universities

# UNM Efforts

- Joint Service Transcripts will include experience
- VRC contacting 5 different institutions
- Needs to be a standardized program for the State. All institutions accept different military ACE transcripts
- A National Issue