



## Winter 2009

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ARCenter 216 hours:

**Mondays 9:30 to 12:30 pm**

**Tuesdays 10:30 to 1:30 pm**

**Wednesdays 9:30 to 12:30 noon**

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### VETS Peer Mentors

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## Veterans Cultural Competency

- 1) Veterans are like all other students; they wish first to be treated with **respect as individuals**, and secondarily as veterans. Talk with them and get to know their concerns just the way you would with any other student. Look for commonalities with other students you work with, i.e. transfer students, re-entry students over twenty five, UCSC re-admits, etc.
- 2) Veterans are extremely **diverse**: Discharged Veterans, and Active Service Members, Guard and Reservists, Pre and post 9/11, domestic and foreign service, combat and non combat, enlisted and commissioned officers, single and married with family, traditional college age and over 25, etc. They may want to appear just like any other undergraduate and not want veteran status notoriety, especially at UCSC. Others may display military insignias, i.e. ID tags, military boots, or camouflage clothing.

In all cases university staff should look to veterans for maturity and other **positive attributes** supportive of college life. These include military developed qualities in: leaderships, goal directedness, discipline, camaraderie, physical workout routines, ethics of self-sacrifice and service, a hard working “can do” attitude, ability to work within large bureaucracies, and a respect for authority and order to name a few.

As well, some veterans appearing healthy on the outside may experience severe short or long term **educational challenges** such as memory and other cognitive processing functions stemming from invisible closed head combat injuries. Still others may suffer Post Traumatic Stress Disorder leading in some cases to: high risk activities, insomnia, acute anxiety, depression, emotional reactions of anger/guilt/withdrawal, negative reactions to authority, drug misuse, and/or relationship problems such as domestic violence and divorce. It is projected; more Iraq veterans will commit suicide than have died in combat. Veterans are clearly an “at risk” student population.

- 3) Veterans recently transition to civilian life share in **common** the experience of a highly structured life of defined authority lines and clearly stated mission goals. Therefore, they respond well to “to do” check lists, and campus staff exhibiting self confident authority. They hold a deep “fox hole” trust with other student veterans, especially those that served in their same military branch and operation theater. This underlines the importance of linking-up at the outset new student veterans with STARS VETS program and the SOAR student group, Student Veterans of America at UCSC. They will follow-up on staff referrals from other veterans. The corollary is; they may not trust “civilian” resource referrals. In some cases, they may not trust Veteran Administration services either.

## **New Vet Text for Registrar's Website (and Navigator)**

### **Veteran Services**

Veteran Services, located in the Registrar's Office, 160 Hahn Student Services, serves as a liaison between the Department of Veterans Affairs (DVA) and students who, as veterans, veterans' dependents, or reservists, receive education benefits. The staff also assists with the Cal Vet program, which offers fee waivers to California residents who are dependents of veterans who have died or are disabled due to a service-connected disability.

If you are a veteran or a veteran's dependent, contact Veteran Services as soon as you receive notification of admission to UCSC to ensure timely processing of your benefits claim.

### **VA Education Benefits**

#### **The New GI Bill**

For information about the New GI Bill (Chapter 33) which is effective August 1, 2009, please refer to <http://gibill.va.gov> where you can sign up to receive updates as more details become available.

#### **Satisfactory Progress Toward a Degree Objective**

Veterans and veterans' dependents receiving DVA educational benefits are expected to make satisfactory progress towards completion of a degree objective. Until you have decided on a major (degree objective) and have a study plan on file, benefits will be paid only for general education courses and adviser-recommended remedial courses. If you remain on academic probation beyond two quarters without improvement, your benefits shall be subject to suspension. You are not paid for auditing a course.

#### **Reduction in course load, W grades, withdrawals and Incompletes**

Dropping a course or requesting a W grade notation will affect your payments; you are responsible for promptly reporting the drop or W to Veteran Services. If, due to mitigating circumstances, you drop a course or withdraw from the university, the reduction or termination of payments will begin on the effective date of the drop. If mitigating circumstances cannot be shown, the DVA will consider the effective date to be the first day of the quarter in which the drop or withdrawal occurs, and you will be charged for an overpayment from the first day of the quarter. A mitigating circumstance is defined as a circumstance beyond the student's control that hinders the student from pursuing a program of studies. Incompletes are not reported to the DVA because at UCSC, incompletes convert to "F" grades if the work is not completed by a specific date.

#### **Transfer Credit**

The amount of transfer credit that satisfies UCSC graduation requirements (including major requirements) is reported to the Department of Veteran's Affairs as "credit for prior training." The DVA will pay only for the maximum number of quarters required to complete 180 credits. Call (831) 459-2709 if you have questions.

### **Priority Enrollment**

**At** UCSC, veterans are one of the groups with priority enrollment appointment times. Included are: veterans receiving DVA education benefits and, upon documentation of their service, veterans who did not opt for education benefits; **and** any reservist who is called to active military duty compelling the reservist to take an academic leave of absence.

A veteran or reservist who is preparing to return to UCSC after a period of military service and who does not have a priority enrollment appointment time, should contact Veterans Services, 160 Hahn Student Services, (831) 459-2709 or email Gloria Rodriguez <ggrodri@ucsc.edu>.

#### **Withdrawing from school in response to a call to active duty**

If you have to withdraw in response to a call to active duty, notify your college and Veterans Services. If you are activated mid-quarter, the registration fees paid for the quarter are refunded. Once you know when you will return to UCSC, email your college adviser. The Readmission/Leave of Absence application fee is waived.

#### **Academic and Support Services for Veterans**

Services for Transfer and Re-Entry Services (STARS) provides a broad range of academic and personal support services to military veterans during their transition to the university and while they are enrolled as UCSC students. The main STARS office is located in room 216A of the Academic Resources Center. Contact staff at 459-2552, or visit the STARS web site (<http://stars.ucsc.edu>)

A list of campus and community resources is under construction.

## **VETS Collaborators and Partners:**

STARS--Mark Neenan, Claudia Parrish, Corinne Miller  
Admissions--Michael McCawley, Elaine Rivas  
Advising--Stacy Sketo-Rosener, Jill Schontag  
Counseling & Psychological Services--Lorchen Heft  
Disability Resource Center--Peggy Church, Barbara Duron  
Financial Aid--Monica Fernandez  
Veterans' Services/Registrar's Office--Pam Hunt Carter, Gloria Rodriguez  
EOP--Richard Vasquez  
Student Health Outreach Program (SHOP)--Paul Willis  
Transfer Partnerships Program--Monica Galvan  
Career Center--Barbara Silverthorne

### **On campus resource people and advocates:**

Kathleen Rose Hughes--Student Affairs Development Officer  
Conne Lester--Family Student Housing Director/Campus Family Center  
Helen Mayer--Academic Adviser Kresge College  
Laurie McCann--Ombudsman  
Dennis Tibbetts--Native American Resource Center Director  
Dave Keller--CUHS Management  
Jim Grove--CUHS (Village, Graduate Student Housing)  
Emily Lefson--CUHS (UCSC Inn)  
Shane Sanchez--CUHS (University Town Center)  
Sayo Fujiyoka--SOAR  
Larry Trujillo--Student Academic Support Services

### **Student Leaders names:**

Josh Karrasc  
Joe Cresalia  
Gordon Wong  
Muffie Cooper  
Danny Molina  
Skye De Leo