

The background of the slide is a close-up, slightly blurred image of the United States flag. The stars and stripes are visible, with the blue field of stars on the left and the red and white stripes on the right. The flag appears to be waving or draped.

# **Veterans Process at Penn State Schuylkill**

# Presented by:

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# Veterans Process

- ★ Objective
- ★ Recruitment Strategy
- ★ Partnership and Process ( A Team Approach)
- ★ Transition to Success
- ★ Best Practices



# Objective

- ★ Provide quality customer service to our veterans in the areas of Enrollment, Financial Aid and Veterans Benefits.



# Recruitment

★ The AEC (Adult Enrollment Coordinator) utilizes various means of reaching out to the local adult population:

★ Billboard advertisements targeting adults

★ Print advertising targeting adults

★ Radio ads

★ Job & Education Fairs and Community  
College Transfer Fairs

# Recruitment cont.

- ★ In partnership with Veteran Services, we utilize the RONA (release of names and addresses) letter purchased from the VA to contact potential new Veteran students. MAILING-RONA LETTERS, POSTAGE PAID POSTCARD, AND PENN STATE SCHUYLKILL ADULT BROCHURE.
- ★ This mailing is the responsibility of the Veteran Work Study.
- ★ The AEC tracks the responses from the mailing.

# Recruitment Cont.

★ The Application Fee is Waived by the AEC for All Veteran Students that Provide a DD-214

(Certificate of Release or Discharge from Active Duty)



# Partnership and Process

- ★ Penn State Schuylkill uses a Team Approach
- ★ The PSU Schuylkill Team is comprised of the Adult Enrollment Coordinator, the Financial Aid/Veterans Benefits Coordinator and the Veteran Work Study.





# Partnership and Process Cont.

- ★ When AEC schedules an admissions appt. with a potential Veteran student, a Financial Aid/Veterans Benefits appt. is also made.
- ★ AEC discusses the PSU admissions process with each student, including how to obtain their military transcripts and any other relevant transcripts.
- ★ AEC will then escort the Veteran to the Financial Aid/Veteran's Benefits area.

# Partnership and Process Cont.

- ★ The Financial Aid/Veterans Benefits Coordinator will sit down with the Veteran to review the next steps :
  - ★ Review applying for FAFSA (Free Application for Federal Student Aid)
  - ★ Review the procedure for credit for prior training
  - ★ Provide the student with a *Checklist for Veteran's Education Benefits*



# Partnership and Process Cont.

- ★ During or after the meeting with the Financial Aid/Veterans Benefits Coordinator, the Veteran Work Study will establish himself as a point of contact for the Veteran as they begin to navigate the benefits process.
- ★ The Veterans Work Study also serves as a liaison to connect Veterans to other Veteran students at the Penn State Schuylkill campus.
- ★ The Veterans Work Study helps to foster a Veteran friendly campus by providing a reliable source for answers to their questions and concerns.

# Partnership and Process Cont.

- ★ Once the student completes the admissions process, they will meet with the Financial Aid/Veterans Benefits Coordinator to review their financial aid package.
- ★ The length of time that the student is eligible for benefits is compared with the length of time needed to complete their PSU degree to assist the Veteran with their educational plan.

# Partnership and Process Cont.

- ★ Either the Financial Aid/Veterans Benefits Coordinator or the Veteran Work Study will meet with every Veteran student prior to the start of each semester.
- ★ Veterans complete a certifying form each semester they choose to use their benefits.



# Transition to Success

★ Veterans Resource Directory-is a listing of the available Penn State Schuylkill resources/contacts. Included on this webpage are the following resources/contacts:

★ ADULT ENROLLMENT COORDINATOR

★ FINANCIAL AID/VETERANS BENEFITS COORDINATOR

★ VETERANS WORK STUDY

★ ADVISING

★ COUNSELING/DISABILITY SERVICES

★ TUTORING SERVICES

★ This listing is designed to streamline the resources for veterans as they successfully transition to their new role as a student at Penn State Schuylkill.

# Best Practices

★ We define our best practices through our recruitment strategies, campus partnerships and serving the needs of our veterans .

★ Resources:

★ RONA Mailing

★ Checklist for Veterans Education Benefits

★ Certifying Form

★ Website

# QUESTIONS ?

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