

### 3357:13-14-901 Procedures to Support the Success of Service Members and Veterans

- (A) North Central State College (NCSC) seeks to assist service members and veterans as they pursue an advanced degree and/or certificate. The purpose of this procedure is to set forth the support and assistance North Central State College will provide to service members and veterans to promote their success.
- (B) In alignment with Ohio Revised Code Section 3345.42, this procedure utilizes the definitions for “service member” and “veteran:”
- (1) “Service member” means a person who is serving in the armed forces of the United States.
  - (2) “Veteran” means any person who has completed service in the armed forces, including the national guard of any state or a reserve component of the armed forces, and who has been discharged under honorable conditions from the armed forces or who has been transferred to the reserve with evidence of satisfactory service.
- (C) To support and assist Service Members and Veterans, North Central State College will:
- (1) Establish and maintain a service member and veteran student services office;
  - (2) Refer service members and veterans to proper local, state and/or federal agencies in the event North Central State College believes that the service member or veteran is eligible for services;
  - (3) Work with the Ohio Board of Regents (OBR) to develop a veteran-friendly campus that increases the opportunity for service members and veterans to succeed academically;
  - (4) Work with other Ohio institutions of higher education to disseminate and share promising practices for serving service members and veterans effectively;
  - (5) Promote veteran-friendly campuses by utilizing the OBR’s structure to disseminate and share promising practices statewide for serving service members and veterans effectively;
  - (6) Train appropriate faculty and staff to increase awareness of the mindset and unique needs of service members and veterans returning from combat zones and/or tours of duty overseas;
  - (7) Create “safe zones” for service members and veterans through a student service member/veteran club, organization, or association and campus-wide awareness training;
  - (8) Provide a portion of student orientation (or a separate session) specifically for service members and veterans;
  - (9) Recognize the service of service members and veterans at various events such as graduation, community service awards, honors awards, and an appreciation day;

- (10) Regularly evaluate institutional policies and procedures that create barriers to service member and veteran success;
- (11) Empower those working directly with service members and veterans to provide services designed to promote educational achievement;
- (12) Provide training, in partnership with Veterans Affairs, in the proper certification methods for certifying officials on each campus;
- (13) Develop a clear outreach strategy to communicate with eligible persons about educational and training benefits to encourage the use of GI Bill benefits, as well as services and assistance offered by the institution;
- (14) Continue to work with the legislature, workforce and higher education community to identify and develop statewide policies to ensure the transition to higher education is seamless for all students, including service members and veterans. (This may include, but is not limited to, issues such as transfer, credit for prior learning and/or experience, career ladders, support services, etc.); and
- (15) Ensure the campus community is aware of benefits associated with the new Post 9/11 GI Bill and actively find ways to connect returning service members and veterans with the services offered by the Department of Veterans Affairs.

(D) North Central State College will work to provide better access and success for service members and veterans in postsecondary education and training while improving transition to civilian work. Improved Workforce Training and Education services North Central State College will provide include:

- (1) An online tool for exploring careers, searching programs in Ohio and providing consumer reporting information on earnings and employment outcomes for each program. This website should include special information targeted to service members and veterans regarding shortening the time to receive a credential or degree through:
  - (a) Expanding credit for prior learning;
  - (b) Articulation and transfer agreements;
  - (c) Bridge programs;
  - (d) Applied Baccalaureate degrees; and
  - (e) Online tools.
- (2) Improving services for service member and veteran job seekers by promoting seamless workforce development services such as those provided at Ohio Means Jobs Centers, campus career centers, and through affiliates.

(E) North Central State College will designate at least one person employed by the institution to serve as the contact person for veterans and service member affairs. This person shall not be a person currently designated by the institution as a Veterans Administration certifying official. The contact person shall assist and advise veterans and service members on issues related to earning college credit for military training, experience, and coursework. The following individuals have been designated by the institution as contacts for veterans and service member affairs:

(1) Amanda Kaltenbaugh, Financial Aid Advisor

HB488 Role: VA Certifying Official

Office Location: 143-Kee Hall

Phone: (419) 755-4723

Email: akalten@ncstatecollege.edu

(2) Rose Hughes, Success Coach

HB488 Role: Veteran & Service Member Affairs Contact Person

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Promulgated under Board of Trustees resolution 2014-38 on December 3, 2014.

Effective: December 3, 2014

Next Review: December 1, 2024

Review Dates: 12/3/14, 12/5/19