Where do I fit in?

How faculty and staff can assist veteran students on campus
UNC Charlotte
Veteran Student Services

- Over 800 students using the GI Bill
- 2 Certifying Officials
- 6 VA work study students
- Veterans Lounge
- Collaborate with campus partners
- Educate faculty, staff and students
- Advocate
- Resource Team and Military Affairs Committee
Who are we talking about?

- Students that were on active duty
  - Ages could range from 21 to 60+
- National Guard/Reservists
  - May or may not have deployed
  - Wide range of ages, beginning with 18
Our Office’s Students

Not just veterans

- Dependents (spouse, children) can use benefits
- Some may have had benefits given to them
- Some get benefits after parent is considered 100% disabled or deceased.
Student/Office Connection

- **Benefits**
  - Many different kinds paying out in different ways/amounts
  - Have to take required classes (and pre-reqs)
  - Have to pass classes
  - Can get tutoring paid for, but need to see us first
Challenges Faced

- **Time away**
  - Math and Writing

- **Age difference**
  - Older veterans can struggle to feel comfortable talking with classmates/asking questions
    - Jargon (Vets)
    - Slang (Traditional students/Faculty/Staff)

- **Families**
  - Many have other priorities

- **Commuters**
  - If they’re done with class, why be on campus?

- **Jobs**
  - Many veterans work while also attending school full-time

- **Disconnect from campus community**

- **Residency issues**

- **Military Credit (undergraduate)**
# Stigma: PTSD and TBI

## Academic Performance
- Attention and concentration difficulty
- Information processing challenges
- Sluggish or abstract thinking
- Learning and memory deficits
- Slowed functions – problem solving, awareness, sequencing

## Challenges Associated
- Sleep disturbances
- Panic Attacks
- Financial Stress
- Home life stress
- Transition to civilian life
What You Can Do

- Treat like any other student
  - Services for veterans don’t necessarily need to be extra or different
- Avoid assumptions
- Have patience
  - Empathy
  - Assistance
- Problem in class? Talk to them!
- Consider their experience
- Curriculum
  - Politics, war, middle east discussions, etc.
The 8 Keys to Success

1. Create a culture of trust and connectedness
2. Ensure consistent support from campus leadership
3. Ensure all Veterans receive academic, career, and financial advice before challenges become overwhelming
4. Efforts for all Veterans, together with the creation of a designated space
5. Collaborate with local communities and organizations to provide various services
6. Collect and track information on Veterans
7. Provide professional development for faculty and staff
8. Develop systems that ensure sustainability of effective practices for Veterans
Questions?

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