

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

1. Please provide the contact information of the primary person on campus with veterans and military personnel responsibilities.

Name	Ms. Nancy Dole
Title	Coordinator of Student Services for Veterans and Military Personnel
Department	Office of Financial Aid
Address	Second Floor, East Wing, Student Services Building Eastern Illinois University Charleston, IL 61920
Phone number	(217) 581-5227
Email address	nedole@eiu.edu

2. Have you appointed the Coordinator of Veterans and Military Personnel Student Services?

Yes

If the Coordinator is different from the primary person named in Question 1, please provide the contact information.

Ms. Dole is both the primary contact and the coordinator.

3. Please indicate how your institution identifies veterans or military personnel.

- Admission process
- Financial aid process
 - Registrar's Office
 - Veteran Center
- Other (please describe)

Students who declare themselves to be veterans/military personnel are identified as such in our Student Information System so that we may track their progress and determine which support services they use.

4. Please indicate which of the following provide programs or services designed for veterans or military personnel and their families.

- Academic Advising Office
- Admissions Office
- Counseling Center
- Bursar Office
- Disability Service Office
- Financial Aid Office
- Health Services

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

Student Center
Veterans Center
Other (please specify)

5. Please describe the programs or services that are available to veterans, military personnel, and their families.

Academic Advising Center: Two academic advisors have been assigned to work specifically with EIU students who are veterans, military personnel, or members of their family. Having completed training so that they are sensitive to these students' needs, they are able to recommend pertinent support services and service providers, including courses like EIU 2919 that assist students with the transition to college, Counseling Center staff who aid those suffering from post-traumatic stress disorder, and area veterans' organizations that provide social support.

Counseling Center: One licensed clinical counselor works specifically with EIU students who are veterans or military personnel. This counselor's primary role is to provide counseling services related to transitional issues (anxiety, post traumatic stress disorder, substance abuse, etc.), provide advocacy for veteran clients, refer to appropriate services and resources, and if needed, facilitate medical withdrawals. Other licensed clinical counselors are available to assist veterans and dependents who may be dealing with other mental health and psychological issues.

Office of Financial Aid: Veteran Services is located within the Office of Financial Aid. Two staff members work with military personnel, veterans, and their families to coordinate the processing and payment of their federal and state military benefits. Both staff members are veteran certifying officials for the purpose of certifying the federal monthly benefits. In addition, they provide assistance regarding the application and processing of federal, state, and institutional financial aid and act as a direct liaison between EIU and the Department of Veterans Affairs Regional Office in St. Louis regarding payment of benefits and with other entities that award military or veteran benefits. Veterans Services' staff members also liaise with other departments on Eastern's campus to help students transition from military to student life.

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

6. Please indicate the number of veterans, military personnel, and spouses or dependents accessing the following programs and services during the 2008-2009 academic year. Please provide the contact information for each program or service offered.

	Veterans	Military Personnel	Families
a. Academic advising	250	60	Unknown
Contact Name	Monica Zeigler		
Department	Academic Advising		
Address	9 th Street Hall		
Telephone Number	(217) 581-2313		
Email Address	mazeigler@eiu.edu		
b. Academic support/tutoring*	4	1	Unknown
Contact Name	Cindy Boyer		
Department	Student Success Center		
Address	9 th Street Hall		
Telephone Number	(217) 581-6696		
Email Address			
c. Campus social events	Unknown	Unknown	Unknown
Contact Name	Not applicable		
Department			
Address			
Telephone Number			
Email Address			
d. Career services	59	53	Unknown
Contact Name	Linda Moore		
Department	Career Services		
Address	1301 Human Services Center		
Telephone Number	(217) 581-2412		
Email Address	llmoore@eiu.edu		
e. Counseling	5	10	5

*Numbers may not accurately reflect those receiving tutoring services, given that records are not available for all support services in this category.

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

Contact Name Mike Tozer
Department Counseling Center
Address Human Services Center
Telephone Number (217) 581-3413
Email Address mtozer@eiu.edu

f. Disability Services 5 1 Unknown

Contact Name Kathryn Waggoner
Department Disability Services
Address 2002 9th Street Hall
Telephone Number (217) 581-6583
Email Address klwaggoner@eiu.edu

g. Employment assistance 14 2 18

Contact Name Nancy Dole
Department Office of Financial Aid
Address Second Floor, East Wing, Student Services Building
Telephone Number (217) 581-5227
Email Address

h. Financial aid assistance counseling (excluding Montgomery GI Bill, IVG, ING, or Post 9/11 Bill) 219 47 25

Contact Name Jerry Donna
Department Office of Financial Aid
Address 4112 Student Services Building
Telephone Number (217) 581-7812
Email Address jdonna@eiu.edu

i. Health services 96 37 Unknown

Contact Name Lynette Drake
Department Health Service
Address 600 Lincoln Avenue
Telephone Number (217) 581-7015
Email Address ldrake@eiu.edu

j. Mentoring No special services are available specifically

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

for veterans/military personnel.

Contact Name Not applicable
Department
Address
Telephone Number
Email Address

k. Orientation 18 3 Unknown

Contact Name Kimberlie Moock
Department New Student Programs
Address 1715 MLK Jr. University Union
Telephone Number 217/581-6435
Email Address kamooock@eiu.edu

l. Tuition assistance counseling 215 50 27

Contact Name Nancy Dole
Department Financial Aid
Address East Wing, Second Floor, Student Services Building
Telephone Number (217) 581-5227
Email Address nedole@eiu.edu

1. Montgomery GI Bill	132	50	27
2. Illinois National Guard Grant (ING)	0	38	0
3. Illinois Veterans Grant (IVG)	215	0	0
4. Post 9/11 (IVG)	1	0	0

m. Transition assistance: Housing 0 24 0

Contact Name Mark Hudson
Department University Housing & Dining Services
Address 600 Lincoln Avenue
Telephone Number (217) 581-7711
Email Address mahudson@eiu.edu

n. Veteran student lounge or Not applicable

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

designated gathering space

Contact Name Not applicable
 Department
 Address
 Telephone Number
 Email Address

o. Other (please describe)

7. Please provide the estimated range of potential use by veterans, military personnel and their families accessing the following programs and services during the 2013 – 2014 academic year.

	Veterans	Military Personnel	Families
a. Academic advising	504	121	Unknown
b. Academic support/tutoring	51	4	Unknown
c. Campus social events	Unknown	Unknown	Unknown
d. Career services	119	107	Unknown
e. Counseling	10	21	12
f. Disability Service Office	10	4	Unknown
g. Employment assistance	28	2	44
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	440	94	60
i. Health services	198	74	Unknown
j. Mentoring	Unknown	Unknown	Unknown
k. Orientation	37	7	Unknown
l. Tuition assistance counseling	427	102	66
1. Montgomery GI Bill	266	102	66
2. Illinois National Guard Grant (ING)	0	78	0
3. Illinois Veterans Grant (IVG)	427	0	0
4. Post 9/11	1	0	0
m. Transition assistance Housing	0	49	0
n. Veteran student lounge or designated gathering space	Not applicable		
o. Other (please describe)			

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

8. Please provide the estimated range for potential use by veterans, military personnel and their families accessing the following programs and services during the 2018 – 2019 academic year.

	Veterans	Military Personnel	Families
a. Academic advising	514	123	Unknown
b. Academic support/tutoring	52	5	Unknown
c. Campus social events	Unknown	Unknown	Unknown
d. Career services	121	109	Unknown
e. Counseling	10	21	12
f. Disability Service Office	10	5	Unknown
g. Employment assistance	29	2	45
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	449	96	61
i. Health services	202	75	Unknown
j. Mentoring	Unknown	Unknown	Unknown
k. Orientation	38	7	Unknown
l. Tuition assistance counseling	436	104	67
1. Montgomery GI Bill	271	104	67
2. Illinois National Guard Grant (ING)	0	80	0
3. Illinois Veterans Grant (IVG)	436	0	0
4. Post 9/11	1	0	0
m. Transition assistance Housing	0	50	0
n. Veteran student lounge or designated gathering space	Not applicable		
o. Other (please describe)			

9. Please indicate which of the following services are provided.

- Psychiatrist
- Referral to off-campus support services
- Referral to support services provided by the U.S. Department of Veterans Affairs
- Other (please describe)

Eastern sponsors the Student Veterans of Eastern, an organization that fosters social and professional networking among veterans, reservists, and national guard members.

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

10. Please indicate which of the following communication methods are used to inform currently enrolled veterans, military personnel and their families about programs and services available to them.

- Advisor
- College catalog
- Email
- Mailing
 - Print advertisement
 - Web-based advertisement
 - All of the above
 - Other (please describe)
- EIU Veterans Website at <http://www.eiu.edu/veterans/>.

11. Please describe how your institution tracks retention and goal completion of veterans and military personnel.

Veterans and military personnel are identified in EIU's student information system with special codes that would allow us to track and report on their academic progress and retention. While their academic advisors and college certification officers also provide them with updates on their progress, all EIU students may monitor their own progress online by reviewing their semester-by-semester transcripts and their degree audits, planning guides that outline their requirements for and progress toward their particular degree major.

12. Please indicate which accommodations are made for students called to active duty during the semester.

- Tuition and fee refund policy
- Leave of absence policy
- Online options for continuing in the same semester
(This option is available to students if they already are enrolled in online courses.)

13. Please indicate which accommodations are made for families of military personnel called to active duty during the semester.

- Tuition and fee refund policy
- Leave of absence policy
- Online options for continuing in the same semester
(This option is available to students if they already are enrolled in online courses.)

14. When called to active duty during the semester, would the semester count as a withdrawal?

Public Act 96 – 0133 Survey

Eastern Illinois University <http://www.eiu.edu/veterans/>

Yes

No

Maybe

If the student leaves during the first four full weeks of the term, the semester is not counted as a withdrawal. However, if the student leaves after the first four weeks of the term but before the last two weeks of the term, he or she may choose to withdraw (and receive a refund of tuition and fees) or choose to receive incomplete grades (and no refund). If the student leaves during the last three full weeks of the term, he or she is granted full course credit based on the grades attained at the time.

15. Does your institution accept military credit?

Yes

No

16. Does your institution use the *ACE Guide to the Evaluation of Educational Experiences in the Armed Services* in making the determination for accepting credit?

Yes

No

17. Does your institution accept Defense Activity for Non-Traditional Education Support (DANTES) credits?

Yes

No

18. Is professional development training related to veterans or military personnel issues available to administrators and faculty?

Yes

No

19. Please provide the URL where an individual may access this survey on your institution's website.

<http://www.eiu.edu/veterans/EIUpa96-0133Survey.pdf>