

# Helping Students in Need

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*Serve Well Those Who Have Served!*

## **Veteran Services Office (VSO):**

- Part of Scholarships & Financial Aid within Academic Affairs.
- Mission is to maximize college funding for military affiliated students.

## **Veteran Resource & Support Center (VRSC):**

- Part of Student Affairs.
- Identifies, develops & provides uniquely tailored resources for military affiliated students & their families.
- Houses Military Admissions and the Vet-Success on Campus Counselor.

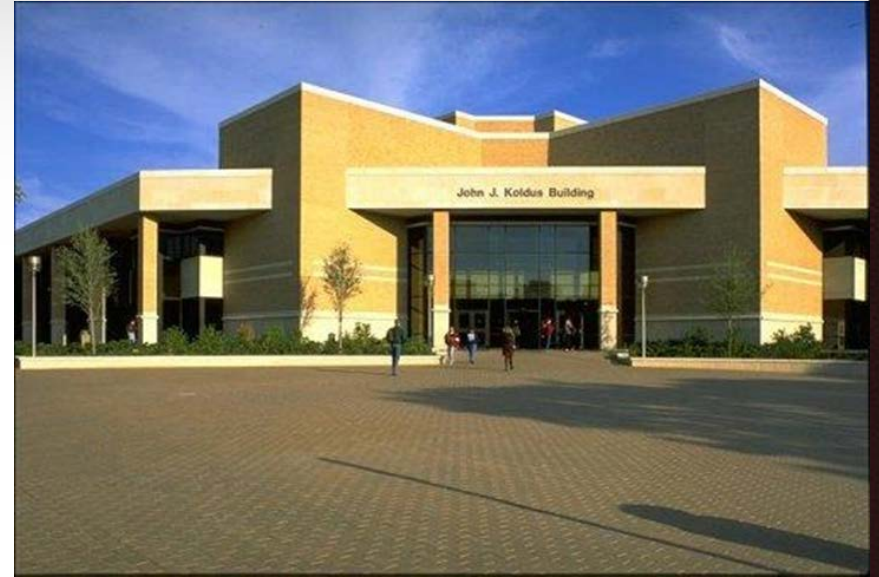


# VSO



**The Pavilion, Room 205**

# VRSC



**Koldus, Room 112**



# Veteran Services Office



# Veteran Services Office

- **Responsibilities:**

- Process federal and state veteran education benefits.
- Provide scholarship and financial aid advising.
- Award military scholarships.
- Ensure compliance with federal and state veteran benefit policies and regulations.
- Primary responder to data requests and military friendly surveys.

- **Collaborates with the VRSC on:**

- Veterans presentations and resource tables.
- Troops to College Committee.
- Veteran events (Vet Camp, Dog Tags to Degrees, etc.).



# Veteran Educational Benefits

## Types of Veterans Educational Benefits:

### **Federal Benefits:**

- Chapter Benefits
  - Chapter 33 – Post 9/11 GI Bill
  - Chapter 30 – Montgomery GI Bill
  - Chapter 31 – Vocational Rehabilitation and Employment
  - Chapter 1606 – Selected Reserves
  - Chapter 35 - Dependents' Educational Assistance
- Tutoring Reimbursement

### **State Benefits:**

- Hazlewood Exemption



# Veteran Educational Benefits

## VA Chapter Benefits for Veterans:

Pays tuition and fees, books, and a housing stipend:

Chapter 33 – Post 9/11 GI Bill

Chapter 31 – Vocational Rehabilitation and Employment

Pays a monthly stipend directly to the student:

Chapter 30 – Montgomery GI Bill

Chapter 1606 – Selected Reserve

Chapter 1607 – Reserve Educational Assistance Program

Reserves

## VA Chapter Benefits for Dependents:

Pays tuition and fees, books, and a housing stipend:

Chapter 33 – Post 9/11 GI Bill

Pays a monthly stipend directly to the student:

Chapter 35 – Dependents' Educational Assistance

\* Course Program of Study - All courses must pass a degree audit in order to be certified with the VA. Any courses that are not on a student's degree evaluation as filed with the university will not be considered by the VA. Please ensure any course you advise a student to take is in the system as counting for their degree evaluation.



# Veteran Educational Benefits

## Non-Resident Tuition & Fees

### **Military Personnel & Dependents Non-Resident Tuition Exemption**

- Must reside in Texas
- Must be receiving VA Chapter benefits or be the spouse/child of an active duty service member
- Must intend on ultimately becoming a Texas resident
- Processed by Student Business Services

### **Post 9/11 GI Bill Yellow Ribbon Program**

- Must have a 100% VA Chapter Benefit rating
- Fry Scholarship recipients are ineligible
- Active duty and spouses of active duty are ineligible
- Processed by the Veteran Services Office





# Veteran Educational Benefits

## Hazlewood Exemption

### What it Pays For:

- Pays resident tuition and required fees for a total of 150 credit hours.
- Can be applied to Undergraduate, Graduate, or Professional School.
- Students using Legacy benefits will only be eligible for the hours needed to graduate from their program (maximum degree certified hours).
  - Legacy benefit is a dependent using their unused veteran parent's hours.



# **Veteran Resource & Support Center**



How does Texas A&M...  
**Serve Well Those Who  
Have Served??**

**It's all about helping**

**YOU**

***connect with the right people &  
resources in a new environment!***



## Student Veteran Strengths

- **Maturity & Discipline**
- **Diverse Experiences**
- **Leadership**
- **Core Values**
- **Communication**
- **Collaboration**
- **Interpersonal Skills/Team Player**
- **Focused on Achievement & Success**
- **You just know how to “get things done!”**

**Focus on  
“*applying your  
strengths!*”**





## **VRSC Programs (Grad Students)**

- **Aggie Veteran Network (AVN)**
- **Vet Camp**
- **Military Withdrawals**
- **Vet Success on Campus (VA)**
- **Recognition Programs**
- **Employment & Career Programs**
- **VetConnect Program**
- **Student Veteran Aggie Ring Program**
- **Tickets for Aggie Student Veterans Program**
- **Equine Services for Heroes Program Veteran**
- **Legal Initiative Program**



# Getting Connected

## Monthly Veteran Services Newsletter:

- Sent each month to all students using veteran benefits.
- Critical information for veterans/dependents...**READ IT!!!**
- A resource for unique opportunities...

## FACEBOOK:

- SVA: <http://www.facebook.com/groups/TAMUveterans/>
- VRSC: <http://www.facebook.com/groups/TAMUVRSC/>

## Texas A&M Student Veterans Association:

- Student organization of veterans, dependents, and other students affiliated with current/former military personnel.
- MSC, Room 1406.
- **FREE MEMBERSHIP** for new student vets who qualify!



# Disability Services



# Mission

Disability Services (DS) staff members interact and collaborate with students, faculty and staff to promote an inclusive environment at Texas A&M University by educating the campus community and facilitating appropriate accommodations for students with disabilities.





# Statistics by Disability Type (2015-2016)

	Fall 2015	Fall 2016
Attention Deficit Hyperactivity Disorder (ADHD)	842	955
Learning Disabilities	662	800
Mental Health Disabilities	512	692
Health Related Disabilities	348	414
Visual Disabilities (Blind/Low Vision)	88	100
Hearing Disabilities (Deaf/Hard of Hearing)	83	89
Autism Spectrum Disorders (ASD)	29	38
Orthopedic Disabilities	76	100
Traumatic Brain Injuries (TBI)	43	58
Speech Related Disabilities	27	32
Temporary Conditions	17	34
Total	*1768	*2034
* Note some students have more than one diagnosis		



# Services

- Testing Accommodations
  - Extended time, reduced distraction environment, readers, scribes, adaptive technology
- Classroom Accommodations
  - Note-taking assistance, recording lectures, preferential seating
- Sign Language Interpreting/Transcription
  - Classroom and required academic activities
- Adaptive Technology Services (ATS)
  - Alternative format materials, adaptive hardware/software
- Physical Accessibility
  - Consult with other entities to make sure buildings are accessible



# Tips for Advising Students with Disabilities

- Disability information is strictly confidential
- General questions are okay if the student discloses their disability.
  - Are they working with DS? (If not, make a referral and follow-up.)
  - Are they comfortable taking a full course load?
- Some students may be reluctant to register with Disability Services.



# Tips for Advising Students with Disabilities

- Become familiar with the difficulties imposed by a some disabilities:
  - Medication schedules, frequent doctor appointments
- Be aware of the campus:
  - Construction
  - Building accessibility
  - Building locations (distance between classes)





# Tips for Advising Students with Disabilities

- Know the rules and regulations of Texas A&M University:
  - Financial aid - A student with a disability can receive some forms of financial aid even though the student is enrolled in less than twelve hours, if their disability warrants it.
  - Course substitutions - Advisors need to know the procedures in their departments/colleges for such things as obtaining a course substitution if they hope to assist students who qualify.
- Develop a collaborative relationship with DS:
  - DS is responsible for establishing eligibility for accommodations, determining the nature of the accommodations needed by a particular student and helping to insure that the student receives the accommodations for which they are eligible.



# Student Counseling Service



Provide a variety of professional counseling services only to Texas A&M students including:

individual

couple

group

crisis intervention

consultation

outreach

psychiatric

case referral

What we do--



# Services

- Personal Counseling
- Career Counseling
- Psychiatric Services
- Learning Disability Screening
- Biofeedback/Stress Management
- Anger Management
- Eating Concerns
- Substance Use/Abuse
- Veterans Services
- Wellness



# Provided by...

- 10 Counselors
- 15 Psychologists, 4 Pre-doctoral Interns
- 1 Psychiatrist, 1 Psychiatric Nurse Practitioner, 6 Associate Staff
- 5 Administrators/Psychologist and LPC
- 1 Financial Manager, 1 Case Referral LCSW, 2 Computer Experts, 1 Office Administrator, 1 HelpLine Coordinator, 1 Administrative Assistant





# Where we're located....

- In November 2015, the SCS moved into temporary quarters at Student Services at White Creek.
- Located on Bus #3 route
- Reception area is in the smallest of three SCS buildings.
- We are scheduled to return to main campus at the Bizzell site in January 2020



- The SCS serves about 8% - 10% of our students through direct counseling services. This is about the national average for all counseling centers.
- When outreach and other programming are included, the SCS reaches about 20% of our students by providing some type of programming.
- 700 – 800 counseling sessions are scheduled each week during the busiest times of the long semesters—October and November, February, March, and April.



# Why students seek services...

- Anxiety
- Depression
- Relationships (Peer; Romantic; Enhancement/Premarital; Family of Origin)
- Choosing /Changing a Major (Identify Career Interests)



# How much?

- The SCS is funded by the University Advancement Fee and the State of Texas.
- Each semester the SCS receives about \$10.00 per student from the UAF and about \$0.20 per student from the state.
- 99% of the SCS budget comes from UAF. This represents an increase in the percentage of support coming from students from previous years.



# What do students get for that?

- Students are guaranteed an assessment about every two years or more often if clinically indicated.
- Additional treatment is based on student need, counselor availability, and staff expertise.
- Students with long-term issues are typically referred out after the initial assessment to receive the services and support that is needed.
- ***Our goal is to serve the greatest number of students with the best service we can provide in an effort to enhance student academic performance, retention, and graduation rates.***





# *HelpLine*

- With the help of our outstanding student volunteers, we provide HelpLine Crisis Line, a nationally respected program. This telephone crisis line receives about 1000 calls each year. (You may see them this fall in their florescent PINK shirts for HelpLine Awareness Week!)
- TAMU has a low suicide rate in part due to this program and these volunteers, who give much more than they get. The HelpLine is celebrating its 23<sup>rd</sup> year of providing this valuable service. The number is on the back of your ID cards... (I'll wait while you check!)



# QPR

- In the fall of 2004 the SCS initiated a suicide prevention program called QPR (Question, Persuade, Refer) and it has been extremely successful. Over 6,500 faculty, staff, and students have already been trained through 400+ programs. Expanded QPR is also offered to special populations on campus who are at greater risk for suicide. The Student Counseling Service at TAMU was one of the first campuses in the nation to implement this program and it is a huge success. “QPR’d” has now become a verb for many faculty, staff, and students!



# One or two more things.....

- The SCS offers substance abuse counseling to students as part of its regular services. Two staff members with this training provide these services.
- We provide biofeedback training to help students manage stress and anxiety.
- We have a stress management chair to enhance our stress reduction services. Come check it out!



# How to access?

- Students can make their FIRST appointment online at <http://scs.tamu.edu> (resets every four months) IF they log out before completing the registration process, they will need to call us to get back in.
- Students may call for an appointment (979-845-4427) if they have problems with the registration process
- *If the student is in crisis, s/he may be walked over to the SCS to see the crisis counselor. Or ride Bus #3 to Student Services at White Creek. After regular office hours, HelpLine is available.*





# Questions?

**ATM** | **TEXAS A&M**  
UNIVERSITY.

