

# Serving Veteran Students



## **PRESENTED BY:**

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# Veteran Students @ LLCC



	<b>Unduplicated Enrollment</b>	<b>Veterans</b>	<b>%</b>
• <b>FY10</b>	<b>7677</b>	<b>606</b>	<b>7.8%</b>
• <b>FY11</b>	<b>7602</b>	<b>588</b>	<b>7.7%</b>
• <b>FY12</b>	<b>7337</b>	<b>546</b>	<b>7.4%</b>
• <b>FY13</b>	<b>7193</b>	<b>584</b>	<b>8.1%</b>
• <b>FY14</b>	<b>6175</b>	<b>490</b>	<b>7.9%</b>

# Expectations



- Veteran students come to us with high expectations
- Veteran students require high levels of customer service
- Many come with transfer credit
- Many come with high need for support – emotional issues, transition issues, mental health issues

# Services Provided



- Extensive financial aid/benefits counseling is required
- Integration of state veteran benefits, federal veteran benefits, and federal financial aid.
- Extensive academic advising/career counseling to get on path and stay on path
- Many veteran students also need counseling support for emotional/mental health and transition related issues

# Feedback from Veteran Students



- Believe they receive personalized, attentive service at LLCC
- Notes there is a gap between training/experience received in the military and careers available as a civilian
- Complexity of veterans benefit options is overwhelming
- Tuition assistance benefits “provides a ladder from a very dark hole” & makes a difference in the lives of veterans

# Financial Impact at LLCC



- **FY06 – FY13 - \$481,725 – ING write-offs**
- **FY06 – FY13 - \$1,143,211 – IVG write-offs**
- **Total ING/IVG write offs- \$1,624,937 (FY06-FY13)**
  
- **FY13 Write-Off – in excess of \$800,000**
- **Estimated FY14 Write-off – in excess of \$1 Million (app. 2.5% of overall operating budget)**

# Veterans Matter



- **Community colleges provide a vital link to training and education to prepare for civilian careers**
- **We are fully committed to serving veteran students**
- **Must find ways to offset the costs associated with IVG/ING funding**



**Questions?**