

BEST AND SHARED PRACTICES

for Supporting
Military-Affiliated Students

NOVEMBER 5-6, 2019

SUNY System Administration Albany, New York





ACKNOWLEDGMENTS



The State University of New York Trustee Ambassador Carl Spielvogel and the SUNY Impact Foundation created a fund in 2018 to boost education opportunities for the more than 12,500 military students and their dependents across New York State. The fund was started with a generous donation by Ambassador Carl Spielvogel, SUNY Board of Trustee, who is a veteran himself. Ambassador Spielvogel served as a 2nd Lieutenant in the U.S. Air Force Reserve and a member of the U.S. Army, as well as serving as United States Ambassador to the Slovak Republic.



Project Director

Jason Gilliland, Coordinator, Office of Veteran & Military Services at SUNY New Paltz

With Support from

Amy Nitza, Ph.D., Director, Institute for Disaster Mental Health (IDMH) at SUNY New Paltz Rebecca Rodriguez, Program and Operations Manager, IDMH at SUNY New Paltz Kelsey Valencia, Military and Veterans Program Assistant, IDMH at SUNY New Paltz

and

Dr. John L. Graham, Associate Provost for Student Affairs and University Life, SUNY System Administration

Diana Pasterchick, Coordinator, Veteran and Military Affairs, SUNY System Administration

Thank you to our colleagues who helped guide this curriculum by joining us in focus groups, answering our surveys and being available for follow-up questions, and for being here today.

A special thank you to the military-affiliated students who have informed our understanding of their strengths, needs, and challenges over the past several years.

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AGENDA

Day 1 Tuesday, November 5th

8:30	Registration and Breakfast
9:00 - 9:30	Color Guard and Welcome Remarks Location: Zimpher Board Room
	Kristina M. Johnson, Chancellor, The State University of New York The Honorable Antonio Delgado , U.S. Representative, 19th District of New York
9:30 – 10:30	Keynote Address: Valuing the Strengths and Addressing the Challenges of Military-Affiliated Students Location: Zimpher Board Room
	David Riggs, Ph.D. , Executive Director of the Center for Deployment Psychology, Uniformed Services University
	Participants will:
	 Identify the strengths, challenges and needs of military students Understand the role of higher education institutions in supporting military students
10:30 - 11:00	Veteran Initiatives at SUNY: Current Status & Future Directions Location: Zimpher Board Room
	James McDonough, Director of the New York State Division of Veterans' Services
	Dr. John L. Graham, Associate Provost for Student Affairs and University Life, SUNY System Administration
	Participants will address:
	 SUNY System Administration's goals for supporting military-affiliated students
	 How SUNY System Administration is working to support campuses How campuses can communicate/advocate needs with SUNY System Administration
11:00 - 11:15	Coffee Break
11:15 – 12:00	Concurrent Sessions
	Session 1: The Value of an Active Military-Affiliated Student Program on Campus Location: President's Room
	David Eaton, Vice President of Enrollment Management, SUNY New Paltz

Participants will discuss:

- Steps to implement a military-affiliated student program
- Challenges (cost, space, etc.) of starting a military-affiliated student program
- The value and impact of a military-affiliated student program on students and campuses

Session 2:

Expanding Capacity: Utilizing the VA Work Study Program

Location: Zimpher Board Room

Jonathan Barnwell, Coordinator, Veteran Affairs, Rockland Community College

Participants will focus on:

- How programs can expand capacity through utilizing VA Work Study students
- How to access and implement the VA Work Study program
- Recommendations for integrating student workers into their programs

12:15 – 1:00 Lunch

The Honorable Didi Barrett, Assemblywoman and Chair of the Assembly Committee on Veteran's Affairs

1:00 - 2:00 Concurrent Sessions

Session 1:

Panel Discussion of Campus Veteran Programs

Location: Zimpher Board Room

Moderated by: Amy Nitza, Ph.D, Director, Institute for Disaster Mental Health, SUNY New Paltz

Panelists:

Paul Stroud, Director, Student Affairs Policy Analysis, Compliance and Veteran Services, Binghamton University

Ben Parker, Coordinator, Veteran & Military Services, SUNY Oswego Desiree Drindak, Director, Veteran and Military Education, SUNY Empire Shannon O'Neill, Director, Veterans Affairs, SUNY Suffolk

Participants will have the opportunity to hear from four experienced veterans coordinators across different campuses, who will discuss:

- Their experiences with effective programming efforts on different campuses
- How veteran programs are directly impacting student success
- What it really takes for veterans programs to be successful

AGENDA

Session 2:

SUNY Student Veteran Panel

Location: President's Room

Moderated by: Diana Pasterchick, Coordinator, Veteran and Military Affairs, SUNY System Administration

Panelists:

Glenn Phillips, University at Albany Master's Student Amanda Matteson, University of Albany Doctoral Student Douglas "Brian" Sherman, Empire State College Alumnus

Participants will have the opportunity to hear from three militaryaffiliated students, who will discuss:

- Their unique experiences as military-affiliated students enrolled in SUNY programs
- How programs on their campus impacted their success
- How their campuses could have supported them further

2:00 - 2:10 Break

2:10 – 3:30 Concurrent Sessions

Session 1:

Administrator Bootcamp: Federal Policies and Compliance

Location: President's Room

Jason Gilliland, Coordinator, Office of Veteran & Military Services, SUNY New Paltz

Participants will:

- Review key federal policies regarding military-affiliated students
- Distinguish between mandatory and recommended federal policies and understand risks of non-compliance
- Consider options for developing institutional initiatives for operationalizing federal policies

Session 2:

Working with Educational Benefits for Military-Affiliated Students

Location: Zimpher Board Room

Cinda Quattrini, Education Liaison Representative, Buffalo Regional Processing Office, Department of Veterans Affairs

Participants will:

- Review educational benefits and eligibility requirements
- Learn strategies for helping students maximize benefits
- Recognize common student challenges in utilizing benefits
- Identify practices for mitigating these challenges

3:35 – 4:30 The "Ins-and-Outs" of the ACE Military Evaluations Review Process

Location: Zimpher Board Room

Michele Spires, Director of Military Programs, American Council on Education

Participants will:

- Recognize the value of ACE and the Military Evaluations contract
- Identify and discuss the rigor and integrity of the review process for both courses and occupations
- Compare the faculty's role in the evaluation review process and the measures used in determining credit recommendations with the scope and deliverables of the contract
- Find and use the resources available to the higher education community

4:30 - 6:00 Light Reception with Cash Bar

Location: 1st floor Reception Area

Day 2 Wednesday, November 6th

8:30 **Breakfast** 9:00 - 10:00 Best Practices for Engaging with Student Veterans Location: Zimpher Board Room Calvin Jensen, Career and Professional Development Manager, Student Veterans of America Participants will address best practices for engaging military-affiliated students: with peers with the campus community with veteran offices 10:05 - 11:00 **Concurrent Sessions** Session 1: Military Culture Location: President's Room Jason Gilliland, Coordinator, Office of Veteran & Military Services, SUNY New Paltz

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Participants will understand military culture including:

- branches of service and their components
- military career fields
- military terminology
- deployment characteristics

Session 2:

Military Transcripts, Tools and Resources

Location: Zimpher Board Room

Michele Spires, Director of Military Programs, American Council on Education

Participants will:

- Learn about the transcript process steps for service members, veterans, colleges and universities
- Review sample Joint Services Transcript (JST) transcripts
- Analyze the JST leveraging the resources of the Military Guide
- Discover more about future initiatives with the JST

11:00 - 11:15 Break

11:15 – 12:15 Concurrent Sessions

Session 1:

Collaborating to Promote the Wellness and Resilience of Military-Affiliated Students

Location: President's Room

Amy Tully, Ph.D., Counseling Psychologist, Dutchess Community College

Participants will:

- Discuss key mental health and wellness needs of the military-affiliated students we are privileged to serve within the SUNY system
- Identify opportunities to collaborate in addressing the unique needs of military-affiliated students (e.g., mental/physical health; career development)
- Recognize how a strengths-based, holistic approach to providing student services can reduce barriers to help-seeking and promote wellness, resilience, and academic success

Session 2:

Mapping and Leveraging Military Credit Recommendations

Location: Zimpher Board Room

Michele Spires, Director of Military Programs, American Council on Education

Participants will:

- Identify promising practices for supporting active duty and veteran students with the transfer and potential award of academic credit
- Discuss potential strategies to resolve the top issues in terms of transfer and award of credit
- Develop foundational plans for the acceptance and award of military credits at their institutions
- Compile the available resources to support their campus community in terms of next steps and actions

12:15 –1:45 Working Lunch:

Best and Shared Practices: Collaborative Discussion and Next Steps

SPEAKER BIOGRAPHIES

David Riggs, Ph.D.

Executive Director of the Center for Deployment Psychology

Dr. David Riggs oversees the development and delivery of training seminars to behavioral health professionals to prepare them to provide for the needs of warriors and their families as the executive director. Dr. Riggs earned his Ph.D at Stony Brook University and held clinical research positions at the Center for the Treatment and Study of Anxiety at the University of Pennsylvania and the National Center for PTSD at the Boston VA Medical Center. Much of his work has focused on trauma, violence and anxiety with a particular interest in the impact of posttraumatic stress disorder (PTSD) and other anxiety disorders on the families of those directly affected. Dr. Riggs has trained numerous students and professionals around the world in techniques for treating PTSD, obsessive compulsive disorder (OCD), and other anxiety disorders.

Dr. John L. Graham

Associate Provost for Student Affairs and University Life, SUNY System Administration

Dr. John L. Graham serves as Associate Provost for Student Affairs and University Life at The State University of New York System Administration. Prior to this, he served as Provost Fellow for Academic and Strategic Development, supporting the implementation of SUNY's priority Completion Agenda and as liaison to campuses to support the achievement of SUNY Excels Performance Improvement Plan goals. As well, he assisted with the refinement of student effectiveness and the strategic Enrollment Planning process.

His doctorate is in Agricultural and Extension Education from Michigan State University, Masters in Agricultural and Extension Education from the University of Maryland Eastern Shore, and Bachelor's degree in Business Administration have all facilitated his passion to serve as a thought leader and change driver for communities striving for higher education and stronger workforce participation.

David Eaton

Vice President of Enrollment Management, SUNY New Paltz

David Eaton has served as Vice President of Enrollment Management at SUNY New Paltz since 1998. In his role, Eaton is a member of the SUNY New Paltz's Presidents' senior management team and serves as the Chief Enrollment Officer. Eaton was a member of the Middle States Accreditation Steering Committee, SUNY Board of Trustees Student Assembly Transition Committee, and the Campus Auxiliary Services board of directors. Previously, David served as the Dean of Students, Associate Vice President of Student Affairs, and Interim Dean of Admissions as SUNY New Paltz and worked in higher education administration for over three decades.

Jonathan Barnwell

Veteran Affairs Coordinator, Rockland Community College

Jonathan Barnwell has been the Coordinator of Judicial and Veteran Affairs and Veterans Certifying Official since 2010. Prior to this, Barnwell attended Columbia University where he earned his Master's in Counseling and Student Affairs. He counsels, advises, and mentors student veterans regarding personal, academic, and transitional issues as well as educating faculty and staff on how to effectively work with military students. Barnwell has regularly participated and presented at conferences and symposiums to share best practices in working with student veterans. He is a strong advocate for implementing supportive events, policies, and practices for serving military students and is largely involved in his campus and local community.

Diana Pasterchick

Coordinator, Veteran and Military Affairs, SUNY System Administration

Diana Pasterchick serves as the SUNY Coordinator of Veteran and Military Affairs. In her position Pasterchick assesses, develops and evaluates student life issues for all military-affiliated students. This includes educational outreach, assessment projects, liaison to SUNY professional groups, and collaborative work with campuses and military installations associated with SUNY. Prior to coming to SUNY, Pasterchick served in the U.S. Air Force for 26 years. The majority of her career was spent managing personnel and training programs, preparing enlisted personnel for deployments and advising Commanders on all matters pertaining to the unit mission.

Douglas "Brian" Sherman

Alumnus, Empire State College

Chief Warrant Officer 3 Douglas "Brian" Sherman is a Warrant Officer Strength Manager for the New York Army National Guard since 2007, he first enlisted into the United States Marine Corps in 1979. Sherman, has 26 years of military service to include 2 deployments to Afghanistan in 2003 as a Military Policeman with the Army Reserve and 2012 with the New York Army National Guard as a Chief Warrant for a second tour in Afghanistan. A tour in Okinawa, Japan in 1982 and a tour of duty in Nurnberg, Germany from 1984-1987. Sherman received his Bachelors of Professional Studies Business, Management and Economics with concentration in Business Management in June of 2017. Sherman has five sons, 1 step son and 2 step daughters. Three of his five sons have served in the Air Force and Army. He has five grandchildren.

Amanda Matteson

Doctoral Student, University at Albany

Amanda Matteson is a doctoral student in the School of Social Welfare at the University at Albany. She received her bachelor's degree in Psychology in 2011 and her master's degree in Social Work in 2018 from UAlbany. She served in the New York Army National Guard from 2005-2011 and was deployed in support of Operation Iraqi Freedom from 2008-2009. She worked at the Albany VA Medical Center doing various administrative work such as clerical assistance, enrollment, and recruitment/hiring. She also worked as a social work intern at the hospital while obtaining her master's degree. Currently she works doing program evaluation for New York State sponsored veteran's peer to peer program.

Glenn Phillips

Master's Student, University at Albany

Glenn Phillips is a master's in social work student at the University at Albany. He completed his bachelor's degree at the University at Albany in 2018. During his time at the University, Phillips served as president of the UAlbany Veteran Student Association where he collaborated with University Administration to create a more veteran friendly climate on campus, appeared on various media outlets to spread awareness of veteran's mental health issues, and worked with various nonprofit agencies to expand the knowledge base for local veterans. Before attending school, Phillips served as a team leader in the United States Army Infantry from 2010-2013 with a combat deployment in 2012 in support of Operation Enduring Freedom XII. After leaving active service, Phillips reenlisted in the National Guard where he continued his service until 2015.

SPEAKER BIOGRAPHIES

Amy Nitza, Ph.D.

Director of the Institute for Disaster Mental Health, SUNY New Paltz

Dr. Amy Nitza is the Director of the Institute for Disaster Mental Health at SUNY New Paltz. She is a psychologist who specializes in providing mental health training in academic and non-academic settings both nationally and internationally, with an emphasis on disaster mental health and trauma recovery. As a Fulbright Scholar at the University of Botswana, she trained mental health and school counselors and studied the use of group counseling interventions in HIV/AIDS prevention among adolescents. She has collaborated with the University of Notre Dame in Haiti to develop trauma-related interventions for children in domestic servitude, and to provide training for teachers in dealing with traumatized children in the classroom. She is also currently collaborating with UNICEF USA to develop and implement a program of mental health support for children impacted by Hurricane Maria in Puerto Rico. Amy is the author and editor of numerous publications, including the recent book Disaster Mental Health Case Studies: Lessons Learned from Counseling in Chaos. She is a Fellow of the Association for Specialists in Group Work and serves on the Executive Board of the Society for Group Psychology and Group Psychotherapy (Division 49) of the American Psychological Association. She holds a Ph.D. in Counseling Psychology from Indiana University. She formerly served as an Associate Professor and Chair of the Department of Professional Studies at Indiana University-Purdue University Fort Wayne.

Paul Stroud

Director of Student Affairs Policy Analysis, Compliance and Veteran Services, Binghamton University In addition to his role as the School Certifying Official, Stroud also serves as the Director of Policy Analysis and Compliance for Student Affairs at Binghamton University. After having previously served in a variety of roles in Residential Life, Off Campus College and Student Conduct, Stroud possesses a wealth of administrative knowledge and experience. As a seasoned professional and relatively recent SCO, Stroud believes it's important not to lose sight of our prime objective of helping others and firmly feels there is no higher application of this than serving those who have already served us.

Ben Parker

Veteran & Military Services Coordinator, SUNY Oswego

Ben Parker is a Senior Academic Planning Coordinator and Veteran & Military Services Coordinator at SUNY Oswego. After coming to the institution to work with students in online and evening degree programs, he led a grassroots effort to increase campus support for military-connected students that became a campus-wide initiative after garnering top-down support from the administration. The efforts led to SUNY Oswego receiving its first ever military-friendly designation in 2013 and in 2019 the institution was included in Military Times Best for Vets rankings for the fifth consecutive year. As a veterans' advocate, he serves on The State University of New York Veterans and Active Military Advisory Council, is a past President of the New York State Advisory Council on Military Education, a member of the Veteran, Family, and Military Summit Group at Clear Path for Veterans, and has volunteered with various veterans' groups and events including the National Veterans Golden Age Games.

Desiree Drindak

Director of Veteran and Military Education, Empire State College

Desiree Drindak, Director for the Office of Veteran and Military Education at Empire State College, is a military spouse and has worked in military education for the past 16 years. Most recently, she was the military academic development coordinator for the Office of Veteran and Military Education and a military advisor for the Center for Distance Learning at Empire State College. Previously, she served as an on-base advisor and navy college counselor in Norfolk, Va. In 2018, Drindak received the Patriot Award from the United States Department of Defense for her support and flexibility on behalf of military service employees. Drindak holds an M.Ed. in Psychology with a concentration in student personnel administration in higher education from Springfield College, Springfield, Mass.

Shannon O'Neill

Director of Veterans Affairs, Suffolk County Community College

Shannon O'Neill currently works as the Director of Veterans Affairs at Suffolk County Community College, which serves over 750 military-connected students annually across three campuses. She has nearly 15 years of experience providing service to student veterans both at the community college level as well as a private four-year institution. Prior to her tenure at Suffolk County Community College, she was the Assistant Dean for Military and Veteran Services at St. Josephs College, where she established a veterans program. During her time at St. Joseph's, she was responsible for a growth of over 300% in the student veteran population in less than 5 years' time. At the time of her departure, Military and Veteran students accounted for 4% of the total population. Since starting at SCCC in 2015, she has been responsible for establishing a Veterans Resource Center on each of the three campuses, streamlining and centralizing the certification process as well establishing academic programs on military bases. During her tenure, Suffolk has received over \$200,000 in grant funds specific to serving student Veterans, as well as seen an increase in enrollment of military connected students. Due to the strong support services she developed at Suffolk, the college was identified as a VetSuccess on Campus program by the Department of Veterans Affairs, a designation that only 99 other colleges hold in the U.S. A passionate advocate for Veterans, O'Neill was invited to speak at the White House regarding the benefits of increased support for Veterans at the community college level. In addition to her work at the college, she volunteers with various Veterans service organizations, and also serves on several Veteran advisory boards i.e. Re-entry Task Force, congressional advisory board, Town of Brookhaven, O'Neill holds a Bachelor's of Science in Human Services as well as a Masters in Management both from St. Joseph's College.

SPEAKER BIOGRAPHIES

Jason Gilliland

Veteran and Military Services Coordinator, SUNY New Paltz

Jason F. Gilliland holds a Master's Degree in Higher Education Administration from Stony Brook University and has been working with student veterans in higher education for more than eight years. Gilliland first served as the Coordinator for Veteran and Military Services at Buffalo State College from January 2011 to April of 2014, and then was appointed as the Coordinator of Veteran and Military Services at SUNY New Paltz in May of 2014. Gilliland is deeply involved in all aspects of military-affiliated students' experience in higher education from application to graduation. In addition to his experience in higher education, Gilliland has served over 20 years in the United States Military. His service includes seven years in the Army, 13 years in the Air Force Reserve, and currently services in the Air National Guard as an Education and Training Specialist. Gilliland is the founder of the Consortium on Veteran and Military Affiliated Education and co-founder to the Clear Path for Veterans Education Summit. Additionally, Gilliland is a member of the following organizations: SUNY Veterans and Military Affairs Advisory Council, National Association of Veterans' Program Administrators, New York State Advisory Council on Military Education, Purple Heart Hall of Honor Board Member, SUNY Veteran and Military Affairs Advisory Council, and most recently Congressman Delgado's NY-19 Veterans Advisory Committee.

Cinda Quattrini

Education Liaison Representative, Buffalo Regional Processing Office, Department of Veterans Affairs
Cinda Quattrini is the VA Education Liaison Representative (ELR) for New York. ELRs support VA
Education Benefits programs, to include maintaining close working relationships with school and
State officials, as well as informing them of changes in VA policies and procedures. She served as
the trainer for the ELRs and Compliance Survey Specialists within the Eastern Region of the US.
Cinda has worked for the US Department of Veterans Affairs since 1995.

Michele Spires

Director of Military Programs, American Council on Education

Michele Spires serves as the Acting Executive Director, Learning Evaluation, and Director, Military Programs, for the American Council on Education (ACE). With more than 25 years of wide-ranging experience in military and adult education, Spires excels in program operations and integration, change management, building strong networks, continuous improvement, and leading cross functional, dynamic teams. She is a frequent speaker at national, state, and local conferences, addressing topics that range from the evaluation of educational experiences that occur outside of the traditional classroom, credit for prior learning, military culture, military transcripts and credentials, transfer credit, and trends related to military education and training. Spires served as the start-up Executive Director of an off-campus higher education technology center catering to adult students and directed external community and corporate outreach, marketed existing programs, expanded curriculum offerings and built industry partnerships throughout the region.

Calvin Jensen

Career and Professional Development Manager, Student Veterans of America

Calvin Jensen served in United States Marine Corps from 2008-2012 as an Infantry Team Leader. After graduating from the University of Arizona, Jensen served as a Chapter Liaison at Student Veterans of America's (SVA) National Headquarters in Washington, DC, assisting in membership

engagement and consulting for student veteran chapters on best practices in organizational planning and management. Calvin now works as the Student Veterans of America's Manager of Career and Professional Development and as lead for SVA's partnership with LinkedIn, mobilizing and training student veterans and SVA Chapters on advancing career readiness goals and programs.

Amy Tully, Ph.D.

Counseling Psychologist, Dutchess Community College

Dr. Amy Tully is passionate about promoting the mental health, resilience, and academic success of military-affiliated students. As a proud daughter and granddaughter of veterans, she was inspired at an early age to serve those who have served. Over the past few decades, Dr. Tully has provided a broad range of mental health, academic, and career development services. Her experience also includes program development/leadership, teaching, and research. Dr. Tully currently works as a psychologist at the Counseling Center at Dutchess Community College, SUNY. She is also an independent consultant and mental health advocate. Dr. Tully's community service activities include serving as Vice Chair of Dutchess County's Mental Hygiene Advisory Board. She earned a Ph.D. in Counseling Psychology from the University at Albany, SUNY, a M.S.Ed. in Counseling and Personnel Services from Fordham University, and a B.A. in Psychology from Purchase College, SUNY. She is a member of the American Psychological Association, American College Counseling Association, and Hudson Valley Psychological Association.

Assemblywoman Didi Barrett

Chair of the Assembly Committee on Veteran's Affairs

Didi Barrett was elected to the New York State Assembly in a special election in March 2012 and is now in her fourth full term in office. A resident of the Hudson Valley for more than 30 years, she came to elected office after a career as a writer, museum professional and longtime leader of not-for-profit organizations. As a member of the Assembly, she is Chair of the Assembly Committee on Veteran's Affairs and also serves on the Committees on Agriculture; Environmental Conservation, Mental Health and Tourism, Parks, Arts and Sports Development, as well as the Legislative Women's Caucus.

The Honorable Barrett is passionate about the agricultural, environmental, historical, and cultural resources of the Hudson Valley and their critical importance as economic drivers and job creators. The Honorable Barrett writes a blog, Diner Dialogues: Talk of the Hudson Valley, which explores many of these issues. Her family has deep roots in the Hudson Valley and a long involvement with both Dutchess and Columbia Counties. In 1938, her grandfather and great-uncle first bought a farm in Ancramdale which remains in the family.

A lifetime advocate for women and girls, The Honorable Barrett spearheaded the creation of the Dutchess Girls Collaborative to support local girls and young women. She helped launch the North East Dutchess Fund (NED) of the Berkshire Taconic Community Foundation; helped create the pioneering NED Corps program to deliver social services to this rural region and served on its affiliated Latino Roundtable. She is formerly a trustee of the Anderson Foundation for Autism and former board member of the Millbrook Education Foundation and of Sprout Creek Farm, an educational farm in Poughkeepsie. The Honorable Barrett's other affiliations have included Girls Incorporated of NYC (founding chair); New York Women's Foundation, Planned Parenthood of NYC, the Women's Campaign Forum and NARAL Pro-Choice New York (former board member) and the American Folk Art Museum (trustee emeritus).

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