UNC SERVES
System Resource Guide

The UNC SERVES April 2010 Report to the President evaluated the current state of active duty military and veteran affairs at UNC institutions and provides recommendations for institutional, systemwide, and state/federal statutory policy changes, regulations and/or guidelines to improve access, retention and the graduation of active duty military and veterans at UNC institutions.

The UNC SERVES 2012 Resource Guide provides expanded information on current best practices and implementation plans for UNC SERVES recommendations. UNC endeavors to complete implementation by July 2013.

UNC General Administration Federal and Military Relations
Points of Contact

Logan Cason
Director of Military Education
lcason@northcarolina.edu
919.962.3992
P.O. Box 2688
910 Raleigh Rd.
Chapel Hill, NC 27515-2688

Gilberto Alvarado
Military Academic Advisor
galvarado@northcarolina.edu or military@northcarolina.edu
910.908.1513
Special Warfare Center and School Ed Center (SWCS) Bldg. D
3915, Bank Hall, Ardenes Street, Room 242
Fort Bragg, NC 28310

Kimrey Rhinehardt
Vice President for Federal Relations
kwr@northcarolina.edu
919.843.0381
P.O. Box 2688
910 Raleigh Rd.
Chapel Hill, NC 27515-2688
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C UNC Wilmington Conditional Admissions Contract
### UNC System GI Bill Recipients

<table>
<thead>
<tr>
<th>Total Population</th>
<th>Term</th>
<th>Share of System Population</th>
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</thead>
<tbody>
<tr>
<td>4,634</td>
<td>Spring 2011</td>
<td>2.02%</td>
</tr>
<tr>
<td>(+28.7%) 5,961</td>
<td>Fall 2011</td>
<td>2.71% (+34.2%)</td>
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</tbody>
</table>

The column charts below compare the actual size of the populations on different campuses and the relative size of that population among the general student body.
In January/February of 2012 UNC General Administration staff visited each of the UNC campuses to offer assistance and gauge institutional priorities. This matrix illustrates campus progress with the UNC SERVES recommendations as of 5/1/2012.

<table>
<thead>
<tr>
<th>Best Practice Recommendation</th>
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<tbody>
<tr>
<td>Campus has Clearly Articulated Military to Campus Credit Equivalencies</td>
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<tr>
<td>Campus Offers Priority Enrollment for Active Duty Military Students</td>
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<tr>
<td>Campus has Call to Duty Student Policy</td>
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<td>Campus Classifies Military Students as Transfer Students</td>
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<tr>
<td>Campus has One Admissions Counselor for Military-Affiliated Students</td>
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<tr>
<td>Campus Offers Conditional Admission Contracts</td>
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<tr>
<td>Campus has one Financial Aid Counselor for Military-Affiliated Students</td>
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<tr>
<td>Campus Accepts Tuition Assistance</td>
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<tr>
<td>Campus Accepts Veterans Education Benefit</td>
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<tr>
<td>Campus Offers Payment Plan for Student with VA Payment Delay</td>
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<tr>
<td>Campus has Scholarship or Grant for Military, Veterans, or Dependents</td>
</tr>
<tr>
<td>Campus has Military or Veteran Specific Housing or Assistance with Off-Campus Housing</td>
</tr>
<tr>
<td>Campus has one Student Affairs Person for Military-Affiliated Students</td>
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<tr>
<td>Campus has Student Veteran Organization</td>
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<tr>
<td>Campus has Other Military Student Organizations</td>
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<tr>
<td>Veteran or Military Student Space on Campus</td>
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<tr>
<td>Campus has Military or Veteran Orientation</td>
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<tr>
<td>Campus Tracks Active Duty Military and Veteran Student Populations</td>
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<tr>
<td>Campus Identifies Military-Affiliated Students on the Student Data File</td>
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<tr>
<td>Campus has PTSD, TBI, and Military Stress Trained Support Staff</td>
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<tr>
<td>Yellow Ribbon Program Participation</td>
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<tr>
<td>Military Affairs Liaison Appointed</td>
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<tr>
<td>Targeted Collectible Material for Military Students</td>
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<tr>
<td>Campus has Military Affairs Committee</td>
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<tr>
<td>Campus Offers Core Education Curriculum Online</td>
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<tr>
<td>Campus Designates Military Ombudsmen to Advocate on Behalf of Students</td>
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<tr>
<td>Campus Offers Targeted Online Programs to the Military</td>
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<tr>
<td>Campus Affiliates with the Servicemembers Opportunity College Network (SOC)</td>
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<tr>
<td>Campus Employs VA Work Study Students</td>
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<tr>
<td>Campus has Dedicated Web Presence for Military-Affiliated Students</td>
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<tr>
<td>Campus Conducts (for Faculty, Staff, and Student) Military Student Awareness Training</td>
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<tr>
<td>Military or Veteran “Seminar” Classes</td>
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<tr>
<td>Campus Delivers Classes on Military Base with approval from Military Installation</td>
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<tr>
<td>Army ROTC</td>
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<tr>
<td>Campus Delivers Classes on Military Base with approval from Military Installation</td>
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<tr>
<td>Air Force ROTC</td>
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<tr>
<td>Navy/ Marine Corps ROTC</td>
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</table>
UNC SERVES Priority #1 – Establish Campus Military Affairs Committee (First Meeting by Summer 2012)

Military Affairs Committee (UNC SERVES April 2010 Report to the President Page 15)

Chancellors should appoint a campus-based committee to facilitate awareness and communication between key departments, including admissions, financial aid, counseling, disability services, career services, and GI Bill Certification and the campus community in general. Faculty, including campus-based Professors of Military Science, and students should be engaged to serve on the committee.

Implementation Recommendation: UNC General Administration will assist campuses with establishing a campus-focused military affairs committee. The campus military affairs committee serves as the hub for inter-campus interaction and can facilitate quick reaction to scenarios or trends involving students, the campus community and military stakeholders.

The Committee should be a comprehensive team of representatives from relevant departments across the campus. Ideally, each member will have the appropriate influence to affect change in his or her respective department, some prior experience working with military-affiliated students, and a genuine desire to enhance military transition resources for the University. It is recommended for the Committee to include representatives from:

- Undergraduate Admissions
- Graduate Admissions
- Office of the Registrar (preferably the GI Bill Certifying Official)
- Student Accounts/Cashier’s Office/Bursar
- Financial Aid
- Office of the Chancellor
- Government/Federal Relations
- Office of the Provost
- Representative from the Faculty Council
- Academic Advising
- ROTC Commander
- Veteran Faculty Member
- Dean of Students Office
- New Student Orientation
- Multi-cultural Services
- Non-Traditional Student Services
- Counseling Center
- Disability/Accessibility Services
- Career Center
- Student Ombudsman or Advisor for the Veteran Student Organization

In reviewing current campus committees, it is clear that most campuses have some form of an established committee; however, a common sentiment was that the group was either not comprehensive enough or needed to communicate more. Once formed, the Committee can be sustained with email updates discussing related news and individual student updates, as well as regular meetings for workshops and professional development.

*Examples of existing committees at East Carolina University, UNC Chapel Hill, UNC Charlotte, UNC Pembroke, and UNC Wilmington are found in the Appendix A.*
UNC SERVES Priority #2 – Dedicated Web Presence for Military-affiliated Students (Online at each Campus by End of Summer 2012)

Web Portal for Service Members (UNC SERVES April 2010 Report to the President Page 15)

UNC institutions should have a dedicated, visible web-based portal for service members to easily access the following information:

- Points of contact (with phone numbers and email address) for admissions, financial aid, Veterans Certifying Official, academic advising, counseling center, veteran student organizations that serve service members;
- Policies and procedures with special exceptions or permissions for service members;
- Available support services for military students and families; and
- Link to the UNC Partnership for National Security portal.

Many military students are enrolled via distance education programs or are researching potential schools while still on base or on deployment, and if the information about how to become a UNC student appears difficult to find, then they will rightly assume that information about how to succeed as a UNC student will be difficult to find.

Implementation Recommendation:
1. The campus should choose a URL for the site that is short and obvious like http://military.unx.edu or http://www.unx.edu/military. The link should be prominently located on the university’s main page, as well as on pages for other relevant departments, like those represented on the Military Affairs Committee. The university’s search engine can also be optimized to produce this site first following a search for key words like ‘military,’ ‘veteran,’ ‘tuition assistance,’ or ‘GI Bill.’
2. The site should have three main sections containing the following items:
   - Getting Started at the University
     - The application process
     - Military transcripts and ACE transfer credit
     - Benefits enrollment and processing
     - Orientation for military-affiliated students
   - On-campus Resources
     - Information about campus efforts to support the military-affiliated student population
     - Military Affairs Committee offices and Points of Contact
     - Veteran Students Organization
   - Off-campus Resources
     - Government-sponsored resources such as the Department of Veterans Affairs, including national and local elements
     - Veteran Service Organizations like American Legion and IAVA
     - Employment resources specifically for veterans
     - Community service opportunities to support the military and veteran community

Several UNC campuses have websites that can serve as a template:
- Fayetteville State University
- NC State University
- UNC Charlotte
- UNC Greensboro
- UNC Wilmington
Priority #3 – Student Data Tracking Mechanism (Operational by Fall 2012)

Improve Data Identification, Tracking and Analysis of Military-Affiliated Students
(UNC SERVES April 2010 Report to the President Page 14)

The General Administration should work with UNC institutions and the Department of Defense to collect accurate admission and enrollment data on military-affiliated students. “Veterans Certifying Officials” at UNC institutions track the number of students using certain Veterans Affairs (VA) tuition benefits. Most institutions do not actively track the number of students using Department of Defense (DOD) tuition assistance (TA) or the number of student veterans or active duty military students using other forms of payment for tuition.

Implementation Recommendation:
1. To begin the initial process of identifying military-affiliated students the campus should modify the graduate and undergraduate admissions applications to allow the students to self-identify. The simplest and most inclusive model would have one simple question on the application:

   **Have you ever served in the U.S. Military, or are you the spouse or dependent of a current or former U.S. service-member?** (Radio Buttons with Yes or No should follow)

   The language is important because it is inclusive. If the applicant answers ‘no’ to this question then they will continue on to the next portion of the application. If they answer ‘yes’ then new options with radio buttons will appear allowing them to self-identify as:

   - Currently serving in Active-duty, National Guard, or Reserve status.
   - Discharged Veteran or Retiree.
   - Spouse or Dependent
   - I plan to use veteran or military-related benefits for my educational expenses.

   The first three identifiers will provide the campus with useful demographic data. The fourth identifier will allow new students to state that they plan to use any military tuition benefits for use by the School Certifying Official (SCO). Accepted applicants can be accessed on a roster for specialized welcome packages with information about military student orientation sessions, veteran resources on campus, and benefits processing instructions.

2. Once the total application data is used to create a student data profile in Banner or Peoplesoft, the military-related information should also create attributes within the profile including information such as military benefits being used, Call to Duty status, and Military Transfer Credit awards.

3. The students should be prompted to update their military status (active-duty to veteran, etc…) each year during the registration process.

4. The Banner Work Flow System can be used to notify students via email each time their benefits’ processing reaches an important step in the process. This information is helpful to the student in a complex process, and it will reduce time spent by the SCO fielding questions regarding certification status for individual students.

5. Institutional Research will be able to collect data and compile reports on population size, retention and graduation rates, median GPA, statistics showing hours attempted versus earned, and other useful data. This data can then be reported easily to the General Administration to produce system-wide reports.
### Proposed Timeline for Implementation of Priorities

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Key Personnel</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td><strong>Campus Military Affairs Committees</strong></td>
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<td>Publish MAC Proposal to campuses</td>
<td>Cason</td>
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<td>Work with each campus to identify personnel</td>
<td>Cason, Campus Partner</td>
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<td>Campuses hold initial meetings</td>
<td>Campus Partner</td>
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<td>System-wide Roster complete</td>
<td>Cason</td>
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<td><strong>Dedicated Web Presence for Military-affiliated Students</strong></td>
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<td>Publish Proposal to campuses</td>
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<td>Work with each campus to create draft</td>
<td>Cason, Campus Partner</td>
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<td>Get single URL on each campus</td>
<td>Campus Partner</td>
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<td>Design comprehensive site on each campus</td>
<td>Campus Partner, ITS</td>
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<td>Launch site on each campus</td>
<td>Campus Partner, ITS</td>
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<tr>
<td>Site info linked on main campus site and adjacent departmental sites</td>
<td>ITS</td>
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<td><strong>Campus Tracking of Active Duty Military and Veteran Student Populations and Campus Identifies Military-Affiliated Students on the Student Data File</strong></td>
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<tr>
<td>Incorporate refinements from Campus Admissions/Enrollment Management/IR</td>
<td>Cason</td>
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<tr>
<td>Incorporate refinements from SCOs</td>
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<td>Incorporate refinements from IR</td>
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<tr>
<td>Share final draft with CIOs</td>
<td>Cason</td>
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<tr>
<td>Assist campuses with installation</td>
<td>Cason</td>
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<td>Campus launches tracking measures in registration for current students</td>
<td>Campus Partners</td>
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<tr>
<td>Campus launches tracking measures in application for future students</td>
<td>Campus Partners</td>
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<tr>
<td>Work with IR to produce system-wide statistic reports</td>
<td>Cason, Campus Partners</td>
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<tr>
<td>Produce System-wide Report on Success Rates</td>
<td>Cason</td>
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Appalachian State University

Web Resources:

Personnel:
• Jennifer Coffey – School Certifying Official – coffeyjd1@appstate.edu
• Susan Davies – Associate Vice Chancellor for Enrollment Management – daviess@appstate.edu
• Jayne Dowdy – Assistant Director of Admissions and Military Recruitment – dowdyjl@appstate.edu
• Bob Gibbard – Faculty, Student Veteran Organization Advisor – gibbardro@appstate.edu
• Jane Rex – Director, Office of Transfer Articulation – rexjm@appstate.edu
• Lloyd Scott – Director of Admissions – scottlm@appstate.edu

Transfer Credit
The university has a Transfer Articulation Team (TAT), which assess the awarding of transfer credit for all students and has focused on the special case of awarding credit for military training. In addition to the systemwide Physical Education credit award*; Appalachian State also awards Military Science credit when the student presents his or her DD-214. The TAT makes the continued assessment of military transfer credit articulation much easier as they have representation and influence for the entire campus.

* UNC SERVES April 2010 Report to the President Page 14: Grant academic credit for Health/Physical Education to active duty or honorably discharged service members. This recommendation was approved in Fall 2011 and has been implemented systemwide.

Benefits Processing
When processing GI Bill certifications each semester, the SCO works with Student Accounts to automatically apply the “Do Not Drop” hold to all GI Bill recipients if their Banner file indicates were on the list to be protected the previous semester. This practice is a simple safe-guard against clerical errors that sometimes result in the certification of GI Bill students.
**Web Resources:**

**Personnel:**
- Connie Blake – Veteran Affairs Coordinator, School Certifying Official – blakec@ecu.edu
- Hank Bowen – Student Services Specialist – bowenh@ecu.edu
- Steve Duncan – Assistant Vice Chancellor for Administration and Finance and Military Programs – duncans@ecu.edu
- Jeff Netznik – Associate Director, Office of Continuing Studies – netzniki@ecu.edu

**Transfer Credit**
ECU has awarded PE and HLTH 1000 credit for military training since the 1980s. Students are required to submit a DD-214 to receive the credit. The student is informed of this process during the admissions process, orientation, by the academic advisor, and on the Senior Summary Check-off Meeting. It’s a time-tested method that ensures all students understand how to take advantage of this military credit.

**Specialized Staff**
The Undergraduate Admissions Department at ECU has identified a specific staff member to represent the department for active-duty students on military installations. This staff-member has experience and knowledge working with the unique needs of service-members during the admissions process.

**Call to Duty**
When a student is notified of a deployment while enrolled in an academic program, the campus administration works with the student’s current instructors to determine if distance education or ‘Incompletes’ are available options. If not, the campus will do a retro-active withdrawal for a full-refund.

**Research Initiatives**
ECU has a strong community of research initiatives connected with military subject areas. Among their projects:

- Operation Re-entry North Carolina
- Essential Life Skills Research for Military Families
- Integrated Care with Military Families
- Bio-technology Training for Optimal Performance
- SERVIRE Project – Stopping End Organ Vulnerability in Rural Eastern NC

**Honorary Initiatives**
The Registrar’s Office provides graduating ECU veteran students honor cords to wear during commencement. The information is included in the program that graduates wearing red, white, and blue honor cords are veterans of the armed forces. The students are not charged for the cords,
which are purchased by the Registrar. During the December 2011 Commencement 52 students wore the cords.

ECU’s College of Health and Human Services also coordinates the Memorial Walk Brick Paver Campaign. Donors have the chance to purchase a brick paver in honor of a veteran, engraved with the veteran’s name and information, to be placed along the Memorial Walk on campus. This has been a successful fundraising campaign for their ROTC Scholarship Fund.

ECU’s Military Appreciation Day has become an annual event each football season at Dowdy-Ficklen Stadium. Every year one home football game is designated as Military Appreciation Day and ECU fans donate specially priced tickets to local military personnel and their immediate families. In 2007, the program gained attention nationally after ECU was able to match the remaining tickets in its allotment (minus tickets for fans attending the game) for a total of 4,500 tickets, more than $180,000 worth to service-members. On game day there are special patriotic displays and music, and some of the faculty host local officers and wounded warriors for pre-game events.

Military Advisory Board
ECU’s military-focused staff includes a Brigadier General in the Nurse Corps, Navy personnel in health sciences, Marine Corps leaders who advise on the wounded issues, Air Force leaders who help with fly-bys and other Air Force issues, and Army personnel. Others on the advisory committee include leadership for both ROTC programs. These personnel have contributed advice on issues such as campus space, facilities, equipment, budget, training, and extra events for cadets and military-affiliated students on campus. They meet twice a year and communicate via email continuously throughout the academic year.

*The roster for ECU’s Military Advisory Board can be found in Appendix A.*

National Awards
In 2010, ECU was honored by the Department of Defense with the Secretary of Defense Employer Support Freedom Award. The Freedom Award is the highest recognition given by the U.S. Government to employers for their outstanding support of employees who serve in the National Guard and Reserve. ECU was one of 15 employers nationwide to receive this year's Freedom Award at a ceremony attended by members of Congress, senior military officials and business industry leaders. ECU employees support their fellow deployed co-workers by sending care packages and checking in on the families left behind during deployments. ECU has also received several Patriot Awards and the ESGR Pro Patria Award.

Military Family Support
To further support their military students and employees, ECU has established Essential Life Skills for Military Families (ELSMF), a series of one-day workshops that equip Guard and Reserve service members and their families with family–readiness tools to use during deployment.

Military Spouse Employment Program
ECU is a member of this Department of Defense program that serves to increase career opportunities for military spouses by “partnering with organizations that offer vast career options, portability assurances, and salaries equivalent to their civilian counterparts.”
Elizabeth City State University

Web Resources:
Military School Credit –  http://www.ecsu.edu/undergrad_catalog/military-school-credit.htm
Veteran Students –  http://www.ecsu.edu/undergrad_catalog/veteran-students.htm

Personnel:
• Dr. Anthony Brown – Vice Chancellor for Student Affairs –  abrown@ecsu.edu
• Vivian Key – School Certifying Official –  vskey@ecsu.edu

Transfer Credit
In addition to awarding PE Credit, ECSU also awards other credit for military experience and education. The Registrar awards up to 24 credit hours toward a degree. The administration makes this official policy available on its website:

Credit for courses taken in military schools or military experience is based on recommended credit for military courses in the Guide to the Evaluation of Educational Experience in the Armed Services compiled by the American Council on Education. The individual seeking credit for military service and experience must submit official evidence of having completed the training, experience, or education while in service for each course in which he/she is requesting a course substitution in a curriculum at Elizabeth City State University. No more than 24 semester hours may be used toward fulfilling degree requirements. A grade of "C" or higher must have been earned in each course to be accepted at Elizabeth City State University.

Military Ties
The ECSU campus has always shared a close relationship with the U.S. Coast Guard in Elizabeth City. The ECSU family continues to strengthen the relationship in different ways including hosting a reception for new Coast Guard members and their families, developing paid summer internship programs for their students at the Coast Guard Aircraft Repair and Supply Center, as well as building a future partnership for collaboration at the Elizabeth City-Pasquotank Aviation Research and Development Commerce Park. Local military elements offer potential partnership possibilities that can provide valuable learning resources for all students.

ROTC Growth
The Army ROTC unit at ECSU has doubled in size over the past academic year from 40 to 80 cadets. The cadre, under the leadership of Major Michael Peeler, will surpass this year’s commission quota of eight graduates with ten new lieutenants receiving their commission. Major Peeler also works closely with the local Coast Guard Garrison Commander to coordinate fitness and swim training for his cadets at their specialized facilities on base. In addition, the Coast Guard leadership sends their own trainees on campus to participate in training activities with the ROTC cadets.
Fayetteville State University

Web Resources:
Military Students Page – [http://www.uncfsu.edu/military.htm](http://www.uncfsu.edu/military.htm)
GoArmyEd – Office of the Bursar – [http://www.uncfsu.edu/bursar/GoArmyEd.htm](http://www.uncfsu.edu/bursar/GoArmyEd.htm)

Personnel:
• Veronica Alexander – Director, Military Affiliated Service, School Certifying Official – valexander@uncfsu.edu
• Michael Head – Associate Director of Admissions – mhead@uncfsu.edu
• Robert Rehder – Director, Veterans Business Outreach Center – rrehder@uncfsu.edu

Orientation
FSU provides a specialized orientation session for all of its military and veteran students. In addition to the content provided to traditional students FSU also includes topics such as transfer credit for military training, benefits enrollment, and the campus resources available on base at Fort Bragg.

**FSU at Fort Bragg**
FSU has an office at Fort Bragg to serve its active-duty students. FSU offers distance education options for these students, and provides an admissions counselor, benefits processor, and academic advisor in a one-stop shop on base.

*More information about the FSU Fort Bragg Center can be found at [http://www.uncfsu.edu/ftbraggcampus/index.htm](http://www.uncfsu.edu/ftbraggcampus/index.htm).*

**On-Campus Resources**
FSU recently opened a Veteran Student Center, which serves as a one-stop shop for the sizable population of veterans at FSU to connect with resources on campus, as well as connect with one another. The FSU Veteran Student Center assists the hundreds of military-affiliated students on campus with many services such as benefits processing, registration, advising, career services, and student organization events. The 1,100-square-foot center has offices and a conference room, a waiting area for families and computers for veterans to use. It houses three full-time staffers and two VA Work Study student workers.

Another resource, the Veterans Business Outreach Center (VBOC), provides resources for veteran students at FSU as well as those veterans in the community to advance the growth of veteran-owned small businesses throughout the state. The VBOC staff provides counseling, training, business plan assistance, and resources to help with finance options.

**Call to Duty**
Because FSU is so close to Fort Bragg, and has so many active-duty service-members among its student body, they quite often have students that must leave on military deployments. FSU waives the application fee for re-admission for these students to encourage their return to campus.
Web Resources:
Distance Learning for Military and Veterans – http://www.ncat.edu/academics/distance-learning/military.html

Personnel:
• Eve Andree – Military Student Liaison for Distance Education – evea@ncat.edu
• Peggy Oliphant – Director of Veteran & Disability Support Services – Oliphant@ncat.edu
• Penny Torrence – School Certifying Official – pennyt@ncat.edu

Transfer Credit
A&T State University awards 6 hours of PE credit for veteran and military students when they submit their DD-214 to the SCO.

Distance Education
The Distance Education Office connects service-members and veterans to the many courses offered online at NC A&T. They reach out to the prospective students by visiting installations events at Fort Bragg and Cherry Point, such as the Education Blitz, UNC One Stop, and the John F. Kennedy Special Warfare Center and School.

Work Study
The staff in NC A&T’s Office of Veteran and Disability Support Services (OVDSS) currently employs three part-time student workers under the VA’s Work Study Program. VA Work Study students assist with record keeping for GI Bill certification and answering phones for the SCO. In addition, the student workers help design flyers and other marketing materials for the OVDSS programs.

Honorary Events
The staff at NC A&T organize several events throughout the year to recognize their veteran students:

• a Veterans Day event,
• a social for veteran students and their families,
• a luncheon just for veterans to discuss local resources at the beginning of the year, and
• a pre-Memorial Day event at the end of the Spring semester.

Resource Center
The OVDSS occupies a convenient space on campus and houses the SCO, VA Work Studies, and other staff providing resources for veteran students. The space also offers several work stations for students to use for school work and study groups.
North Carolina Central University

Web Resources:
Veterans Affairs – http://www.nccu.edu/veteransaffairs/index.cfm
School of Law: Veterans Law Clinic – http://law.nccu.edu/clinics/veterans-law/

Personnel:
• Tomeka Davis – School Certifying Official – davist@nccu.edu
• Craig Kabatchnick – Director of the Veterans Law Clinic – ckabatchnick@ncc.edu
• Joyce Kovalik – Associate Registrar – jkovalik@nccu.edu
• Starla Tanner – Director of Government and Community Relations – starla.tanner@nccu.edu

Web Space
The NCCU Office of Veterans Affairs recently launched a new and effective web site to serve as a comprehensive resource for all of their veteran students. Included on the site are great links to potential scholarship sources specifically for veteran students like an online Military Scholarships Finder.

Veterans Law Clinic
The NCCU School of Law provides a legal advice service for veterans in the community and throughout the state. Under extensive supervision, law students assist veterans and their families with the complexities and technical aspects of filing their claims with the United States Department of Veterans Affairs (VA) Regional Offices nationwide, the Board of Veterans Appeals, and the United States Court of Appeals for Veterans Claims. They have expanded this service to reach veterans throughout NC using the TALIAS Network at other HBCUs in the UNC system.
Web Resources:
Veterans Affairs – http://www.ncsu.edu/veterans/
Disability Services Office – http://www.ncsu.edu/dso/general/veterans.html
General H. Hugh Shelton Leadership Center – http://www.ncsu.edu/extension/sheltonleadership/
Leadership in the Public Sector Online Degree – http://lps.ncsu.edu/military/

Personnel:
• Holly Danford – School Certifying Official – hmdanfor@ncsu.edu
• Jose Picart – Assistant to the Provost for Office of Outreach and Engagement – japicart@ncsu.edu

Transfer Credit
Upon initial enrollment with GI Bill benefits NC State students are awarded PE credit for military training and Military Science credit as appropriate. This ensures maximization of awareness and utilization by many veteran students.

*The worksheet NC State uses to award Military Transfer Credit can be found in Appendix B.

Priority Enrollment
NC State grants priority class enrollment to active-duty students in commissioning programs through their ROTC units, which cover all branches of the military. This is important for students on the commissioning track as their contractual obligation with the military is connected to a strict timeline for graduation.

Tuition Deferment
The NC State Cashiers Office has a special option for GI Bill recipients to defer tuition balance to the end of the semester. The student is placed on a payment plan using a Payment Agreement Form allowing him or her to continue the semester when their VA benefits disbursal is delayed.

Call to Duty
NC State waives the application fee for re-admission to encourage students to return to the university and complete their degrees after a military deployment.

Veteran Transition Seminar
USC 120 is a credit-bearing class that focuses on the transition of veterans and service-members into the academic environment and campus community as new students to the university. Topics include academic success skills and academic culture that is typical for any new student seminar course, but it also includes campus resources and student services specific for veterans. The course is offered through the First Year College.

Distance Education
NC State increases its ability to deliver distance education and courses on military installations by employing adjunct professors who live near the base. This allows them greater flexibility to meet the demand of active-duty service-members who seek a higher education on base.

Virtual Orientation
NC State provides new veterans and service-members a specialized virtual orientation that covers information about enrolling in GI Bill benefits. Having this information available online makes it easier
for incoming students to receive the information they need to initiate benefits early enough to avoid delays.

**Work Study**
The SCO enlists the aid of three part-time student workers under the VA’s Work Study program. These students help with benefits processing and have played an integral role in the advocacy efforts of the veteran student organization, which led to increased support and resources for the SCO.

**Honor Cords**
The NC State SCO now provides graduating military-affiliated students with red, white, and blue honor cords to wear during commencement. Student veterans, active-duty, members of the National Guard, and reservists can report to the VA Office to receive their cords. The cord is provided free of charge, courtesy of NC State.

**Community Outreach**
NC State’s reaches out specifically to young children of military families. Operation Military Kids NC connects civic and community groups, military, businesses, and educators to plan educational and recreational programs for supporting networks of military dependents.

*You can find more information about Operation Military Kids at [http://www.operationmilitarykids.org](http://www.operationmilitarykids.org).*

Also, the Hugh Shelton Leadership Center offers Project YES (Youth Extension Service), a national service internship program dedicated to providing quality youth development programs to children and youth of military families.
UNC Asheville

Web Resources:
Student Affairs Veterans Page – http://studentaffairs.unca.edu/sp/veterans

Personnel:
• Amanda Deweese – School Certifying Official – adeweese@unca.edu
• Dr. Bill Haggard – Vice Chancellor of Student Affairs – bhaggard@unca.edu
• Debbie Race – Registrar – drace@unca.edu

Veterans Affairs Task Force
UNC Asheville formed their Veterans Affairs Task Force last year in response to the need to develop a comprehensive Call to Duty policy for their campus. The Task Force’s focus extended into analyzing the state of veterans affairs in general for the campus. The Task Force includes Student Affairs staff, veteran students, and veteran faculty.

Veteran Student Outreach
The Director of Special Programs organized most of the veteran student initiatives at UNC Asheville, which included a Veterans Day event, as well as an information workshop presented by representatives from the Asheville VA Medical Center where many students were introduced to and signed up for benefits. UNC Asheville found that one on one outreach is the most effective form of communication with these students.
UNC Chapel Hill

Web Resources:
Veterans Affairs – http://registrar.unc.edu/AcademicServices/VeteranAffairs/index.htm
Kenan Flagler Operation Education – http://onlinemba.unc.edu/admissions/military/

Personnel:
• Aaron Bachenheimer – Director, Fraternity & Sorority Life and Community Involvement – bachenhe@unc.edu
• Jan Benjamin – School Certifying Official – jan.benjamin@unc.edu
• Dean Blackburn – Assistant Dean of Students – Blackburn@unc.edu
• Meena Dorr – Director of Global Corporate Relations, KF Business School – meena_dorr@unc.edu
• Jim Kessler – Director, Accessibility Resources and Services – jim_kessler@unc.edu

Transfer Credit
UNC Chapel Hill has established several precedents for awarding specific credit for military training such as the Lifetime Fitness credit for Basic Training, certain History electives for War Tactics schools, and foreign language electives for special language training.

Admissions
The Office of Undergraduate Admissions will grant an expedited admissions decision process for any applicants on active-duty status at the time of application.

Veterans Resource Team
UNC Chapel Hill has assembled a comprehensive team of staff-members representing departments across the entire campus that work specifically with veterans or service-members. The team was designed based on recommendations from the Council for the Advancement of Standards in Higher Education (CAS) and the entire contact list is published online for quick access by the students.

*The roster for UNC Chapel Hill’s Veterans Resource Team can be found in Appendix A.

Call to Duty
The campus has an official Call to Duty policy that includes the full refund of tuition and fees, as well as an option for faculty to use distance education and “Incomplete” options. The policy is written in clear language and published online for direct access by the student.

*The written policy can be found on the Registrar’s Veterans Affairs site at http://registrar.unc.edu/AcademicServices/VeteranAffairs/Withdrawals/index.htm.

Center for Deployment Psychology
The UNC Chapel Hill Counseling Center staff has partnered with the Center for Deployment Psychology (CDP), a grant-funded organization that provides intensive training workshops to families, employers, and educational institutions who interact with service-members pre-, mid-, and post-deployment. The CDP delivered a day long workshop with their staff discussing the clinical details of
working with students who may be dealing with mental health challenges related to an upcoming or previous military deployment.

**Accessibility Resources and Services**
The Office of Disability Services at UNC Chapel Hill will be changing its name, effective summer 2012, to the Office of Accessibility Resources and Services. Not only does this mitigate the stigma of the word ‘disability,’ which could cause a reluctance to utilize the resource; it also expands the resources encompassed by the office to include access challenges, such as a military student needing assistance to continue a course via distance education for two or three weeks because of a brief military activation.

**C-STEP**
UNC Chapel Hill’s “Carolina Student Transfer Excellence Program,” or “C-Step,” is a conditional admissions process that the university maintains with community colleges throughout the state. The program selects promising community college and pre-college students and accepts them to the university on a conditional path pending success at a community college. The Office of Undergraduate Admissions holds 20 spots in C-STEP specifically for service-members at Fayetteville Technical Community College. These serve-members are conditionally accepted to UNC Chapel Hill, connected with a community college, and cultivated with the help of a mentor.

**Citizen Soldier Support Program (CSSP)**
CSSP is a congressionally authorized, federally funded, initiative administered through the Odum Institute for Research and Social Science at UNC Chapel Hill. CSSP is a capacity-building initiative designed to strengthen community support for National Guard and Reserve Component Members and their families. CSSP focuses on increasing geographic and financial access to deployment and post-deployment related behavioral health services, especially for those living in rural areas. The program has produced valuable online resources for soldiers and their families, such as a comprehensive database for finding local resources found at [http://www.warwithin.org](http://www.warwithin.org).

**Military Outreach**
UNC Kenan-Flagler is dedicated to helping veterans take their skills as leaders to the next level. Veterans represent an average of 5-7% of enrolled MBA students at UNC Kenan-Flagler, hailing from every branch of and role within the military, including Foreign Service. UNC Kenan-Flagler supports veterans with:

- a waived application fee for all applicants from the U.S. military,
- a robust Military Veterans Club comprised of service members and partners, and
- a strong and growing student community of military veterans.

The University’s School of Social Work has also developed comprehensive resources for military families in partnership with the Family Support Network of North Carolina and Camp Lejeune.
Admissions
Both Graduate and Undergraduate Admissions at UNC Charlotte have implemented procedures that permit the campus to track military-affiliated students. This allows for students to self-identify their military affiliation, as well as notify campus personnel of projected student enrollment. If the student is accepted, the SCO is notified and the student receives appropriate information on how to get started as well as information about the specialized orientation breakout sessions for veterans and benefits.

Call to Duty
UNC Charlotte has a comprehensive plan for students who receive military activation orders during a semester. The student can receive a clean drop if no other ‘Incomplete’ options are available. In addition, the SCO will assist the student with refunds for Meal Plans and Campus Parking costs. UNC Charlotte will also waive the re-admission application fee upon the student’s return to campus. All of this is clearly stated and easy to find for the student on the SCO’s website at http://registrar.uncc.edu/common-requested-information/veteran-services/military-call-policy.

Dedicated Staff
UNC Charlotte has a large military-affiliated student population. To better serve that population, UNC Charlotte dedicates a Student Affairs position, the Coordinator for Veteran Students Outreach, to coordinate campus-wide efforts. This position is in addition to the SCO. The Coordinator for Veteran Students Outreach provides one-on-one support to individual students beyond GI Bill benefits. The Coordinator also leads campus-wide initiatives such as administrative policy evaluations and outreach efforts, including honorary events such as Veterans Day, 9/11 Remembrance, and Military Family Day.

Veteran Student Support Team
The campus convenes a committee of faculty and staff representing relevant departments from around the university administration.

*The roster for UNC Charlotte’s Veteran Student Support Team can be found in Appendix A.

Staff Awareness
The Coordinator for Veteran Students Outreach at UNC Charlotte organizes several workshops throughout the year aimed at providing professional development for faculty and staff to increase awareness of the unique needs of military-affiliated students on campus. The workshops include presentations for UNC Charlotte’s Academic Advising Network with representatives from the local Salisbury VA Medical Center and Charlotte VetCenter about resources available for students, as well
as information from the SCO regarding GI Bill enrollment requirements, and more clinically-focused training workshops for the Counseling Center Staff.

**Orientation**

New Student Orientations also offer breakout sessions for military-affiliated students. The Coordinator for Veteran Students Outreach presents information about resources on campus at the Transfer Student Orientation and the SCO presents information about GI Bill benefits at a separate breakout session in both the Transfer and Freshmen Student Orientations. These are valuable outreach opportunities as this is usually the first chance to meet the new students coming to campus. This will often be the only chance the students will have to learn of important new resources that have been created on campus, and it’s a great opportunity for representatives of the veteran student organization to introduce and recruit new members.

**Work Study**

The campus employs two part-time student workers under the VA’s Work Study Program. One student works with the SCO to assist with GI Bill certification. The other student works with the Veteran Students Outreach Program to orient new students and assist connecting students with resources on campus.
UNC Greensboro

Web Resources:
Veterans Education Transition Support – http://deanofstudents.uncg.edu/vets/
Career Services for Veterans – http://csc.dept.uncg.edu/students/veterans/
Women Veterans History Project – http://library.uncg.edu/dp/wv/about.aspx

Personnel:
• Dedrick Curtis – School Certifying Official – ddcurtis@uncg.edu
• Josh Green – Assistant Dean of Students & Veterans Outreach – jagreen@uncg.edu
• Lisa McGuire - Assistant Director for Adult, Transfer, & Commuter Programs – lmmcguir@uncg.edu
• Mike Tarrant – Special Assistant for Federal Relations – mttarran@uncg.edu

Admissions
The admissions application at UNC Greensboro contains a question which allows applicants to self-identify. The SCO sends a “Welcome Letter” to these students upon acceptance to the university notifying them of available resources on campus, as well as the necessary steps to initiate GI Bill and Tuition Assistance benefits.

Transfer Credit
Veteran students attending UNC Greensboro are automatically awarded three credit hours of general PE elective and three hours of a 300-level health course when they provide the Registrar with the DD-214. The SCO’s “Welcome Letter” provides clear guidance on obtaining this credit.

Call to Duty
UNC Greensboro has a model policy for dis-enrolling students due to military activation. The student has the discretion to receive a full refund and clean drop from the campus unless they can work out an early exam, distance education, or ‘Incomplete’ option with the faculty-member. The policy and instructions on receiving a refund is made clear and available online for the student on the UNC Greensboro Registrar site at http://www.uncg.edu/reg/Policy/MilitaryCall.html.

In addition to the comprehensive policy that ensures students have a hassle-free separation, UNC Greensboro staff show their support for the deployed student. Using campus discretionary funds and donations, the staff sends a care package to the student with encouragement to return once the mission is complete.

Payment Plan for GI Bill Recipients
The Cashier’s Office at UNC Greensboro provides payment plans for GI Bill recipients in the event that benefits are delayed by the VA. The SCO provides documentation to the Cashier’s Office showing how much funding will be provided by the VA, with the balance is divided up into installments throughout the semester.

Orientation
The staff at UNC Greensboro also offer breakout sessions for military-affiliated students during orientation with comprehensive presentations during the Transfer Student Orientations to introduce new students to campus resources, as well as some information at the Freshman Student Orientation for dependents.
Veterans & Military Expo
Recently, UNC Greensboro collaborated with US Senator Kay Hagan (D-NC) and other community and government organizations for a Veteran & Military Expo on campus. The event provided veterans on campus and in the community with access to valuable information on local veteran resources and employment initiatives during a day-long schedule of activities including a resource fair and employment panel.

UNC Pembroke

Web Resources:
Veterans Education and Transition Assistance – [http://www.uncp.edu/veterans/](http://www.uncp.edu/veterans/)
Distance Education at Fort Bragg – [http://www.uncp.edu/distance/off-campus/bragg.html](http://www.uncp.edu/distance/off-campus/bragg.html)

Personnel:
• Tiffany Dalmida – Fort Bragg Program Coordinator – tiffany.dalmida@uncp.edu
• Lori Graham – School Certifying Official – lori.graham@uncp.edu
• Aubrey Swett – Director, Community and Civic Engagement – Aubrey.swett@uncp.edu

Admissions
UNC Pembroke waives the admissions application fee for all active-duty applicants and veterans. In addition, the university has a fully dedicated admissions representative stationed on base at Fort Bragg to connect students with distance education and on-campus programs. This representative is available for service-members on the base and attends education fairs at Fort Bragg and local VA sites.

Veterans Education and Transition Assistance Team
UNC Pembroke created a campus-based Veterans Education Transition Assistance (VETA) Team with many representatives from offices and departments across the campus. The team consists of volunteers, many of them also veterans, who work together to focus on creating a military-friendly campus. The members are staff from various administrative departments, as well as veteran faculty members from each academic department. These faculty liaisons receive regular awareness training on the unique needs of military-affiliated students to take back and share with the faculty from their respective departments.

*The roster for UNC Pembroke’s VETA Team can be found in Appendix A.*

Student Data Tracking
UNC Pembroke has placed it’s student data tracking mechanism in the Registration process rather than the admissions application. Each semester, during the course registration process, students are prompted with the opportunity to self-identify as active-duty or veteran students. Students are able to update their status each semester if they have transitioned from active-duty to veteran during their academic careers.

Communication
The VETA Program operates an email listserv for the campus. Those who sign up for the listserv receive valuable updates about important policy changes to military education benefits or campus resources for military-affiliated students, as well as information about campus initiatives and events.

*Anyone can sign up for the UNC Pembroke military listserv at [http://listserv.uncp.edu/mailman/listinfo/vets](http://listserv.uncp.edu/mailman/listinfo/vets).*

Work Study
UNC Pembroke uses five part-time student workers under the VA’s Work Study Program. Two students currently work with the SCO assisting with GI Bill benefits processing. Three other students work with Student Affairs assisting with the military outreach initiatives. The work study team has their own office suite on campus which provides other veteran students access they need to get connected with resources on campus.
UNC Wilmington

Web Resources:
Military Admissions – http://uncw.edu/admissions/military.html
Military Registration – http://uncw.edu/reg/military.htm
Military Collaboration at Onslow Extension – http://uncw.edu/onslow/military.html
Seahawk Perch Veteran Students Organization – http://www.uncw.edu/seahawkperch/svo.html
Professional and Organizational Development – http://www.uncw.edu/profed/military.html

Personnel:
• Ann Marie Beall – Military Liaison for the Office of Admissions – bealla@uncw.edu
• Reed Curtis – Academic Advisor – curtisr@uncw.edu
• Amy Hector – Assistant Dean of Students – hectora@uncw.edu
• Shannon Miles – School Certifying Official – miless@uncw.edu

Admissions
The admission application allows students to self-identify their status as active-duty, veteran, or dependent. If the student selects active-duty or dependent status they are then prompted with the option to identify their rank, branch, duty station, and home of record. They are also prompted to submit a military transcript. Inputting the home of record and transcript at this point help streamline the organization of the residency and transfer credit processes. The Office of Undergraduate Admissions also waives the application fee for all active-duty applicants.

Transfer Credit
The Admissions Office considers military students as transfer students. The Admissions Office relies on ACE credit equivalency recommendations for credit determinations. UNC Wilmington has established automatic precedents such as Health and Wellness credit and some marketing elective credit for students who have completed military recruiter training, as well as some additional equivalencies for military leadership schools.

Transfer credit awarded for military training is automatically excluded from the count toward tuition surcharge at UNC Wilmington. This precludes the need for the Tuition Surcharge Appeals Committee to review these cases.

Conditional Admissions Contracts
Many service-members, because of the nature of continuing education in the military, have just a few transfer credits during the time of application. For military-affiliated applicants that have good professional qualifications but fail to meet the Minimum Course Requirements (MCR), UNC Wilmington grants conditional admissions contracts. The student’s admission to UNC Wilmington is conditional upon successful course completion at a community college.

*UNC Wilmington’s Conditional Admissions Contract can be found in Appendix C.

Call to Duty
UNC Wilmington waives the re-admission application fee for students returning from a military deployment, and if the student is deployed between the time of acceptance and enrollment, his or her acceptance agreement is deferred until after the deployment.
Communication
The Dean of Students Office at UNC Wilmington maintains an email listserv to communicate information regarding the latest updates on veterans and military affairs on campus. The announcements include topics about the veteran students organization’s events as well.

*Anyone can sign up for the UNC Wilmington military-affiliated students listserve at http://lists.uncw.edu/mailman/listinfo/militaryaffiliatedstudents.*

Military Task Force
This intra-campus committee established in fall 2007, works to address current and future issues affecting the admission, continuing enrollment, progress toward a degree, and quality of the university experience for UNC Wilmington students who are active-duty members of the military, veterans, and military spouses. The Task Force consists of faculty, staff, and administrators throughout campus who collaborate to create and refine policies, advocating for their military-affiliated population.

*The roster for UNC Wilmington’s Military Task Force can be found in Appendix A.*

Bridge Loans
The campus maintains a small emergency loan fund for service-members whose benefits are delayed. The loans are typically awarded in amounts of $200 or $300, with some as high as $1000, and can only be used to pay for educational expenses. The campus book store also issues book vouchers for students receiving military benefits, which can be repaid later when the student receives his or her funds from the VA.

Onslow Extension Site
UNC Wilmington’s Onslow Extension Site provides access for non-traditional students—active and retired military, military families, students that may work full time, single parents and others—to earn college degrees without commuting to Wilmington. The Onslow Extension Site provides enrolled students several alternatives to the on campus experience. Students at the site have the unique opportunity of taking their basic university studies courses through UNC Wilmington’s partnership with Coastal Carolina Community College (CCCC). Upon receiving an Associate’s Degree from CCCC, students have the option of transferring to the UNC Wilmington Onslow Extension Site and attaining a Bachelor’s Degree in any of their degree offerings. This is a valuable resource for active-duty students on base at Camp Lejeune who are unable to be on campus for classes.

Work Study
UNC Wilmington maintains two part-time positions for the VA Work Study Program. These students help with outreach and benefits processing.

Graduation
The ranks and branches of graduating veterans and service-members are also read aloud to recognize them for their service when students’ names are read during commencement.
Western Carolina University

Web Resources:
Military Student Services – http://www.wcu.edu/2830.asp
Army Career Degrees – http://www.wcu.edu/24233.asp

Personnel:
• Briana Ford – School Certifying Official – blford@wcu.edu
• Dr. Regis Gilman – Interim Dean, Division of Educational Outreach – rgilman@wcu.edu
• Lisa Winders – Director of Military Student Services – lawinders@wcu.edu

Admissions
The admissions application at WCU allows students to self-identify with their military status and branch of service, as well as an option to identify as a military spouse or dependent. Anyone that receives this military identifier is asked to submit a military transcript for review of potential ACE credit equivalencies. The military student automatically receives PE credit, and any other potential credit that fits the student’s degree plan.

Orientation
WCU’s online orientation program, Catwalk, contains supplementary modules for military-affiliated students with information about the GI Bill benefits enrollment process, as well as highlights of specific military student services available on campus.

Dedicated Staff
Because the military-affiliated student population at WCU is so large, and they have such a significant online program utilized by service-members everywhere, WCU’s Division of Educational Outreach dedicates a staff-member to work with military-affiliated students. The Director of Military Student Services and the SCO provides direct and comprehensive support for military students on-campus and online.

The Office of Military Student Services provides information and guidance on tasks such as: 1) application, admission, and course registration, 2) how to process military tuition assistance, vocational-rehabilitation, and GI Bill funds, and 3) how to receive transfer credit for military training and experience. The Director of Military Student Services is the liaison between the military student and the university’s various academic departments and student support offices.

In addition, the new Millennial Campus currently under construction at WCU will house two full-time representatives from the VA.

Distance Education
WCU has a robust Distance Education Program. Non-resident service-members who begin their online degrees at WCU while stationed at a military installation within North Carolina are charged WCU’s special military distance education tuition rate. Non-residents using DoD or VA funds to pay for distance education tuition are charged $250 per credit hour, which is the maximum allotment for Tuition Assistance.

Call to Duty
At WCU, military students who are deployed during a semester can receive a clean drop and full refund at any point. The instructor still reserves the option to award an “Incomplete.”
Staff Awareness

WCU’s Division of Educational Outreach recently coordinated a conference for all Faculty and Staff to promote military awareness on campus. The conference included workshops led by representatives from local VA resources, a military student panel, as well as a presentation by specialized faculty within WCU’s College of Health and Human Sciences.
**Winston-Salem State University**

Web Resources:
Veterans Affairs – [http://www.wssu.edu/administration/registrar/veteran-affairs/default.aspx](http://www.wssu.edu/administration/registrar/veteran-affairs/default.aspx)
Distance Education Military Services Program – [http://www.wssu.edu/academics/lifelong-learning/military_ed.aspx](http://www.wssu.edu/academics/lifelong-learning/military_ed.aspx)
Troops to Teachers at WSSU – [http://www.wssu.edu/administration/registrar/archiveregistrar092011/veteran-affairs/troops-to-teachers.aspx](http://www.wssu.edu/administration/registrar/archiveregistrar092011/veteran-affairs/troops-to-teachers.aspx)

Personnel:
- Vicki Herman – School Certifying Official – hermanv@wssu.edu
- Cynthia Joel – Military Support Service Manager – joelce@wssu.edu
- Doug Taggart – NC Troops to Teachers Coordinator – doug.taggart@dpi.nc.gov

**Dedicated Staff**
In WSSU’s Office of Non-traditional and Adult Student Services, the Military Support Services Manager is the campus lead for veteran and military student initiatives. This position coordinates outreach efforts, such as representing the university at Fort Bragg education resource fairs, and directs WINGS (With Information and Guidance to Soar), the campus’ network of services for Military and Veteran Students. WINGS connects on-campus resources from offices such as Admissions and the Registrar to provide comprehensive support for WSSU’s military-affiliated student population.

**Staff Awareness**
During WSSU’s campus-wide convocation, the Office of Non-traditional and Adult Student Services (NASS) organized a presentation from the local VA and VetCenter staff in Winston-Salem for the faculty and Counseling Center staff. The discussion centered on common challenges for returning veterans and the resources available in the community to support their transition.
East Carolina University Military Advisory Board

ECU’s military-focused staff includes a Brigadier General in the Nurse Corps, Navy personnel in health sciences, Marine Corps leaders who advise on the wounded issues, Air Force leaders who help with fly-bys and other Air Force issues, and Army personnel. Others on the advisory committee include leadership for both ROTC programs.

These personnel have contributed advice issues such as campus space, facilities, equipment, budget, training, and extra events for cadets and military-affiliated students on campus. They meet twice a year and communicate via email continuously throughout the academic year.

Brigadier General Pat Anderson, retired Army Nurse Corps and veteran of Desert Storm, patanderson@suddenlink.net.

Lieutenant Colonel Serena Armstrong, Commander of Air Force ROTC program at ECU, armstrongs@ecu.edu.

Captain Joanie Bold, retired US Navy and former head of the Navy Hospital at Cherry Point, jbold@ec.rr.com.

Major General Tom Bratten, retired US Marine Corps and head of the Craven Regional Airport, tbraaten@newbernairport.com.

Colonel Worth Carter, retired US Air Force and Senior Analyst with the federal sector of a major defense contractor, worthcarter1@gmail.com.

Major General Bob Dickerson, retired US Marine Corps, former Commander of USMC Installations East, now currently active in Wounded Warrior activities on a national scale.

Steve Duncan, Assistant Vice Chancellor for Administration and Finance and Military Programs, duncans@ecu.edu.

Colonel Walter Fitts, retired US Marine Corps and former Chief of Staff at Camp Lejeune, wfitts@ec.rr.com.

Lieutenant Commander Layton Getsinger, retired US Navy Aviator and worked for several years at ECU in logistics, lgetsinger@bellsouth.net.

Dean Glen Gilbert, ECU College of Health & Human Performance, host of the ROTC at ECU, gilbertg@ecu.edu.

Lieutenant Colonel Dan Heape, Commander of Army ROTC program at ECU, heaped@ecu.edu.

Major General Dutch Holland, retired US Air Force and ECU alum. Former Commander of the 9th Air Force and currently the Executive Director of the Shaw-Sumter Partnership for Progress, Sumter, SC, dholland@sumter-sc.com.

Leonard Kulik, former army aviator and currently with the Eastern Region of the Partnership for Economic Development, kulik@nceast.org.
Major General John McCarthy, retired US Marine Corps and ECU alum. Currently works with Marine Wounded Warriors, jsmccart@triad.rr.com.

Lieutenant Colonel Dennis Milsap, retired former Commander of Air Force ROTC at ECU, dwmillsap@gmail.com.

Lieutenant Colonel Mike Myrick, retired Commander of US Air Force ROTC at ECU and former football player for the ECU Pirates, mmabcwayne@wayneabc.com.

Jeff Netznik. Associate Director for Military Outreach, ECU’s Office of Continuing Education, netznickj@ecu.edu.

Captain Michael Scholtz, retired US Navy and faculty at ECU Dental School, Scholtzm@edu.edu.

Clayton Sessoms, Director, ECU Division of Continuing Studies, sessomsf@ecu.edu.

Captain Richard Welton MD, retired US Navy and Senior Director of Military Projects for the Samueli Institute, rick.welton@gmail.com.

Colonel Tim Wiseman, retired US Army and current ECU Enterprise Risk Manager, wisemanw@ecu.edu.

UNC Chapel Hill Veterans Resource Team

The UNC Chapel Hill Veteran’s Resource Team was first formed after the campus Counseling Center invited a national presenter from the Center for Deployment Psychology to educate campus staff on the unique benefits and needs of today’s student veteran.

The team meets in person once or twice a semester for either further professional development or to discuss improving policy, programs, and services on campus. Other matters are addressed electronically through email or a password protected portal where the team often stores and shares documents and other resources for review.

The benefits of developing this team approach have included a greater level of knowledge, awareness, and expertise amongst the team members, as well as a more cohesive approach to serving military-affiliated students, and a more seamless experience for student veterans on campus.

Aaron Bachenheimer, Director, Fraternity & Sorority Life and Community Involvement, Off-Campus Services/Community Involvement, bachenhe@unc.edu.

Tiffany Bailey, Assistant Director, Disability Services, tmbailey@unc.edu.

Jan Benjamin, University Veterans Certifying Official, Registrar and Veterans Affairs (Benefits), jan.benjamin@unc.edu.

Dean Blackburn, Assistant Dean of Students, Dean of Students, Blackburn@unc.edu.

Kyle Brazile, Assistant Director of Undergraduate Admissions, Admissions, kbrazile@unc.edu.

Dan Darnell, Psychologist, Counseling and Wellness, djdarnel@unc.edu.

Alice Dawson, Senior Assistant Dean, Academic Advising, adawson@unc.edu.

Aesha Greene, Assistant Director of Scholarships and Student Aid, Financial Aid (Office of Scholarships & Student Aid), aesha_greene@unc.edu.

Sarah Hoffarth, Community Director, Housing and Residential Education, hoffarth@unc.edu.
Shandol Hoover, Associate Director, New Student & Carolina Parent Programs, schoover@unc.edu.
Roberta Kelly, Associate University Registrar, rakelly@unc.edu.
Jim Kessler, Director, Disability Services, jim_kessler@unc.edu.
Amy Leach, Case Manager, Counseling and Wellness, aleach@unc.edu.
Diana Malinsky, Accountant & 3rd Party Billing, Student Accounts, malinsky@unc.edu.
Gary Maynard, Assistant University Cashier, Student Accounts, gmaynard@unc.edu.
Jeff Sackaroff, Associate Director, Career Services, jeff_sackaroff@unc.edu.
LTC Megan Stallings, Department Chair- Military Science, ROTC (Army), mstall@unc.edu.

UNC Charlotte Veteran Student Support Team

The campus convenes a committee of faculty and staff representing relevant departments from around the university administration. The Veteran Student Support Team at UNC Charlotte was originally created in response to a federal grant proposal. The team has served as a communication and advocacy platform for campus innovations such as modifications to Admissions, Registration, Disability Services, as well as collaborations on campus events. The Team meets once per semester during professional development workshops organized by the Office of Veteran Students Outreach, and they maintain continuous communication throughout the year with regular discussions via email.

VACANT, Coordinator for Veteran Students Outreach, Dean of Students

VACANT, School Certifying Official, Registrar’s Office

Cricket Bonnetaud, Academic Advisor, Office of Adult Students and Evening Services (OASES), cbonnet@uncc.edu.
Rebecca Cody, Senior Assistant Director, University Career Center, rcody2@uncc.edu.
Dr. Alan Freitag, Retired US Air Force, Faculty Representative, arfreita@uncc.edu.
Kristin Kolin, Associate Director, Disability Services, kjkolin@uncc.edu.
LTC Gary Mcginnis, Commander of Army ROTC at UNC Charlotte, gary.mcginnis@uncc.edu.
Kevin Parsons, Academic Advisor, University Advising Center, kparson@uncc.edu.
Theresa Rhodes, Assistant Director for Training, University Counseling Center, rhodes@uncc.edu.
LtCol Chris Rogers, Commander of Air Force ROTC at UNC Charlotte, croger50@uncc.edu.
Martha Sanburg, Associate Director, University Center for Academic Excellence, mwsanbur@uncc.edu.
Howard Simms, Assistant Director, Multicultural Academic Services, hsimms@uncc.edu.
Barbara Seyter, Associate Director, Undergraduate Admissions, bseyter@uncc.edu.
Heather Vetzner, Assistant Controller and Bursar, Student Accounts, hvetzner@uncc.edu.
Curtis Whalen, Director (Student Financial Aid), Graduate Admissions, crwhalen@uncc.edu.
UNC Pembroke Task Force on Military and Veterans Outreach

The Task Force on Military and Veteran Outreach was created in 2011 to define the importance of outreach to the military community in terms of UNCP’s mission and strategic priorities. The task force was charged to conduct an evidence-based assessment of UNCP's current outreach efforts with regard to the military community, survey activities at like institutions that serve the military community and establish goals to enhance UNCP's military outreach effort. The task force has developed actionable items and prioritized recommendations to the Chancellor regarding policies, procedures, and organizational structures to help the University realize its goals for enhanced outreach to the military community. The task force meets regularly each semester to examine, review, and take action to enhance outreach efforts to the military community.

Co-Chairs

Dr. Cammie Hunt, Associate Vice Chancellor for Engaged Outreach, cammie.hunt@uncp.edu
Dr. Kenneth Kitts, Provost and Vice Chancellor for Academic Affairs, ken.kitts@uncp.edu
Jackie Clark, Vice Chancellor for Enrollment Management, jackie.clark@uncp.edu
Lela Clark, Director of Admissions, lela.clark@uncp.edu
Tiffany Dalmida, Campus Administrative Coordinator, Ft. Bragg Military Installation, tiffany.dalmida@uncp.edu
Dr. Warren S. Eller, Chair/MPA Director and Associate Professor, warren.eller@uncp.edu
Lori Graham, VA Certifying Official/Veterans Counselor, Financial Aid Department, lori.graham@uncp.edu
Sharon Kissick, University Registrar, sharon.kissick@uncp.edu
Aubrey Swett, Veterans Campus Coordinator (VCC) Student Affairs Division (US Marine Corps retired), aubrey.swett@uncp.edu
Dr. Charles Tita, Director Distance Education, charles.tita@uncp.edu

Veteran Education Campus Assistants (VECA) VA Work Study Team

Shaun Barefoot, Student Veteran (US Marine Corps)
Martin Nielsen, Student Veteran (US Navy retired)
James Spence, Student Veteran (US Marine Corps)

UNC Wilmington Military Task Force

The UNCW Military Task Force was created in 2003 at the request of then Chancellor Rosemary DePaolo. The original task force consisted of a chair and representatives from Admissions, Financial Aid, the Dean of Students office, University College, the Registrar’s Office, and the Student Veterans Organization. The Task Force has grown from that point to the current representation that they have today as outlined below. The mission and charge from the Chancellor is as follows:
Mission and Charge

The UNCW Military Task Force will work to address current and future issues affecting the admission, continuing enrollment, progress toward a degree, and quality of the university experience for UNCW students who are active duty members of the military, military veterans and military spouses. The Military Task Force will be comprised of UNCW faculty and staff in the College of Arts and Sciences and in the professional schools and will include representatives from the offices of Admissions, the Registrar, Financial Aid and Veterans Services, Auxiliary Services, Career Services, and Commuter and Nontraditional Student Services. It will also include students in leadership positions with the Student Veterans Organization. The Military Task Force will report to and respond to guidance from the Associate Vice Chancellor for Academic Programs and the UNCW Military Advisory Board.

The Task Force meets at least twice each semester. Minutes and updates are distributed to the members from the chair, but they also update each other on military-related issues from individual areas on an as-needed basis via email. Accomplishments by members of the MTF include:

• Establishing a waiver for the physical education requirement for students who have completed military basic training.
• Refining the withdrawal process for students on military orders
• Waiving application and re-enrollment fees for active duty military
• Priority parking assignments for active duty military
• Increased emphasis on acknowledging military veterans on campus and addressing their concerns at Orientation
• Raising awareness of the military presence on the UNCW campus at new faculty orientation, coordinated by the Center for Teaching Excellence

The meeting agendas vary based on the issues of the day/moment. Below is sample of a past agenda:

Call to Order
II. Introductions
III. Approval of Minutes from February 26, 2009
IV. Reports
V. Old Business
VI. New Business
   A. Financial Aid issues and the new GI Bill
   B. Orientation and advising veterans
   C. Update on letter from CTE and Student Affairs
   D. CTE Faculty workshop in fall
VII. Adjourn

G. Bill Ayers, Task Force Chair and Interim Director of Onslow Extension Site - ayersg@uncw.edu.

Johnson Akinleye, Associate Vice Chancellor, Academic Affairs - akinleyej@uncw.edu.

Michael Barnes, Veteran, Assistant Director, Financial Aid and Scholarships - barnesmg@uncw.edu.

Ann Marie Beall, Associate Director and Military Liaison, Office of Admissions – bealla@uncw.edu.

Robert Blundo, Veteran, Professor, Social Work - blundor@uncw.edu.

Ellie Covane, Professor, Gerontology - covane@uncw.edu.

Pamela Evers, Veteran, Professor, Accountancy and Business Law - eversp@uncw.edu.
Amy Hector, Assistant Dean, Non-Traditional Students, Student Affairs – hectora@uncw.edu.

Jose Hernandez, Associate Provost, Academic Affairs - hernandezj@uncw.edu.

Cody Hoyt, Veteran, President of UNCW Student Veterans Organization - cah2953@uncw.edu.

Matt Hinnant, Accounts Manager, Student Accounts - hinnantm@uncw.edu.

Raymonde Kleinberg, Professor, Public and International Affairs - kleinbergr@uncw.edu.

Ernie Kniffen, Veteran, UNCW Alum - erk5062@uncw.edu.

Patricia Leonard, Vice Chancellor, Student Affairs - leonard@uncw.edu.

Morgan Lewis, Veteran, Staff Counselor, Counseling Center - lewism@uncw.edu.

Roger Lowery, Veteran, Professor, Public and International Affairs - lowery@uncw.edu.

Jamie McClintock Brenner, Coordinator of Special Programs, University College - brennerj@uncw.edu.

Shannon Miles, Assistant Director and Veterans Benefits Counselor, Financial Aid and Scholarships – miless@uncw.edu.

Steven Miller, Legal Specialist, Office of the Chancellor - millersw@uncw.edu.

James Moncrief, Veteran, University Photographer, Marketing and Communications - moncriefj@uncw.edu.

John Osinski, Veteran, Public Service Librarian, Randall Library - osinskij@uncw.edu.

Carol Pilgrim, Associate Dean, College of Arts and Sciences - pilgrimc@uncw.edu.

Thom Rakes, Director, Career Center - rakest@uncw.edu.

Allison Rankin, Programs Coordinator, Public Service and Continuing Studies – rankina@uncw.edu.

Jonathan Reece, Associate Registrar, Office of the Registrar - reecej@uncw.edu.

Patricia Schulz, Academic Advisor, School of Nursing - schulzp@uncw.edu.

Brian Victor, Associate Vice Chancellor, Student Affairs - victorb@uncw.edu.

Jorja Waybrant, Assistant Director, Disability Services - waybrantj@uncw.edu.
The NC State Certifying Official uses the following form to evaluate and award transfer credit for military training based on ACE Recommendations. The student receives the form upon initial GI Bill certification.

**Registration and Records**  
**Credit by Exam for Military Training**

<table>
<thead>
<tr>
<th>Student Name:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### General Military Credit

<table>
<thead>
<tr>
<th>Check All that Apply</th>
<th>Courses for which Credit should be Awarded</th>
<th>Military Equivalent, as verified on DD-214 or military transcript</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PE 101-Fitness &amp; Wellness</td>
<td>A] Honorable discharge from service + Basic Training or OCS</td>
</tr>
<tr>
<td></td>
<td>1 credit hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PE 105-Aerobics &amp; Body Conditioning</td>
<td>B] Honorable discharge from service + Basic Training or OCS</td>
</tr>
<tr>
<td></td>
<td>1 credit hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If student satisfies A or B above, they are granted credit for both PE 101 and PE 105</td>
<td></td>
</tr>
</tbody>
</table>

### Credit For U.S. Army Training

|                      | MS 101-Intro to Ldrshp & Values I          | A] Honorable discharge from US Army + completion of US Army Basic Combat Trng OR US Army Basic Non-Commissioned Officer Course OR Marine Corps Corporals Course |
|                      | 1 credit hour                             |                                                               |
|                      | MS 102-Basic Military Ldrshp              | B] Honorable discharge from US Army + completion of US Army Basic Combat Trng OR US Army Advanced Non-Commissioned Officer Course OR Marine Corps Sergeants Course |
|                      | 1 credit hour                             |                                                               |
|                      | If student satisfies A or B above, they are granted credit for both MS 101 and MS 102 | |
|                      | MS 201-Intermediate Ldrshp Theory I       | A] Honorable discharge from US Army Primary Ldrshp Dev Course |
|                      | 2 credit hours                            |                                                               |
|                      | MS 202-Intermediate Ldrshp Theory II      | B] Honorable discharge from US Army Primary Ldrshp Dev Course |
|                      | 2 credit hours                            |                                                               |
|                      | If student satisfies A or B above, they are granted credit for both MS 201 and MS 202 | |
|                      | MS 295-Special Topics in Military Ldrshp  | Honorable discharge from US Army Basic Non-Commissioned Office Course |
|                      | 2 credit hours                            |                                                               |
|                      | MS 495-Special Topics in Military Science | Honorable discharge from US Army Advanced Non-Commissioned Officer Course |
|                      | 3 credit hours                            |                                                               |
## Credit for U.S. Air Force Training

<table>
<thead>
<tr>
<th>Check All that Apply</th>
<th>Courses for which Credit should be Awarded:</th>
<th>Military Equivalent, as verified on DD-214 or military transcript:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS 121-The Foundation of the U.S. Air Force I</td>
<td>1 credit hour</td>
<td>A] Honorable discharge from US Air Force + completion of Basic Military Training</td>
</tr>
<tr>
<td>AS 122-The Foundation of the U.S. Air Force II</td>
<td>1 credit hour</td>
<td>B] Honorable discharge from US Air Force + successful completion of Basic Military Training</td>
</tr>
<tr>
<td>If student satisfies A or B above, they are granted credit for both AS 121 &amp; AS 122</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AS 221**-The Evolution of USAF Air &amp; Space Power I</td>
<td>1 credit hour</td>
<td>Honorable discharge from US Air Force, successful completion of Basic Military Training, and 4+ years in AF, OR completion of Airman Ldrshp School, or completion of Non-Commissioned Officer Academy or Senior Non-Commissioned Officer Academy</td>
</tr>
<tr>
<td>AS 222**-The Evolution of USAF Air &amp; Space Power II</td>
<td>1 credit hour</td>
<td>Honorable discharge from US Air Force, successful completion of Basic Military Training, and 4+ years in AF, OR completion of Airman Ldrshp School, or completion of Non-Commissioned Officer Academy or Senior Non-Commissioned Officer Academy</td>
</tr>
<tr>
<td>If student satisfies A or B above, they are granted credit for both AS 221 &amp; AS 222</td>
<td></td>
<td>**Note: Students pursuing USAF commission via AFROTC must complete both of these courses traditionally with a C- or better, meet all field-training requirements, and fully participate in AFROTC program.</td>
</tr>
</tbody>
</table>

## Credit for U.S. Navy Training

| NS 110-An Introduction to Naval Science | 2 credit hours | Honorable discharge from US Navy + Basic Military Training |

For Registration & Records Use
Credit Verified & Approved by:
Date:
Credit by Exam Processed by:
Date:
Appendix C

Many service-members, because of the nature of continuing education in the military, have just a few transfer credits during the time of application. For military-affiliated applicants that have good professional qualifications but fail to meet the Minimum Course Requirements (MCR), UNC Wilmington grants conditional admissions contracts. The student’s admission to UNC Wilmington is conditional upon successful course completion at a community college.

UNCW Military Affiliated Student (Active Duty or Veteran)
Conditions for Admission as a Transfer Student

Date ____________________  Student Full Name ____________________

(Student Name) graduated from high school in 2008, is under the age of 24, and is Minimum Course Requirement (MCR) deficient. **(Student Name) has served 4 years in the Marine Corps, will receive general or departmental elective credit for military training and experience, and a waiver of the UNCW Physical Education requirement based on recruit training. He will need to complete the following courses at Coastal Carolina Community College in order to be considered for admission to UNC Wilmington:

<table>
<thead>
<tr>
<th>(#) semester hours English</th>
<th>(#) semester hours Mathematics</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ ENG 111 – 3 semester hours</td>
<td>□ MAT 171 – 3 semester hours</td>
</tr>
<tr>
<td>□ ENG 112 – 3 semester hours</td>
<td>□ MAT 151 or 155 – 3 semester hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(#) semester hours Science</th>
<th>(#) semester hours Social Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ BIO 110 – 4 semester hours</td>
<td>□ CJC 111 – 3 semester hours</td>
</tr>
<tr>
<td>□ GEL 120 – 4 semester hours</td>
<td>□ SOC 210 – 3 semester hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(#) semester hours Foreign Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ SPN 111 – 3 semester hours</td>
</tr>
<tr>
<td>□ SPN 112 – 3 semester hours</td>
</tr>
</tbody>
</table>

Provided that (Student Name) completes the listed courses with a grade of C or better in each course, earns a cumulative grade point average of 2.50 or higher on all transferable work, and is cleared with regard to UNCW campus safety issues then he is assured acceptance to UNCW as a transfer student. Application must be made prior to published deadlines and all required transcripts must be supplied including an official transcript of all military training and experience and a current course schedule.

The student agrees to maintain contact with the UNCW Admissions Military Liaison with regard to academic progress at Cape Fear Community College and throughout the UNCW application and enrollment process.

**MCR Deficiency – 2 units of foreign language.

I, (Student Name), understand and accept the above outlined requirements to be considered for admission to UNCW. I further acknowledge if I do not fulfill the requirements as stated herein I will not be offered admission to UNCW.

Student ____________________________ Date ____________________

UNCW Admissions Military Liaison ____________________________ Date ____________________
UNCW Military Affiliated Student (Active Duty or Veteran)

Conditions for Admission as a Transfer Student

Date _______________       Student Full Name _______________________________

(Student Name) completed his GED in 1999, does not need to meet North Carolina minimum course requirements, but has earned a cumulative grade point average below 2.00 at a regionally accredited institution(s). (Student Name) has served 10 years in the Army, will receive a waiver of the UNCW Physical Education requirement based on recruit training, 8 semester hours of general and departmental elective credit for military training and experience, and 19 semester hours of credit for coursework completed at Columbia Southern University.

The UNCW Office of Admissions, Transfer Admissions recommends that (Student Name) complete at least one semester of coursework at Cape Fear Community College. Depending on community college placement exam scores, the recommended program of study is as follows:

<table>
<thead>
<tr>
<th>1st Semester</th>
<th>Course Number</th>
<th>Course Name</th>
<th>2nd Semester</th>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2012</td>
<td>MAT 171</td>
<td>College Algebra</td>
<td>Spring 2013</td>
<td>At UNCW</td>
<td></td>
</tr>
<tr>
<td>Fall 2012</td>
<td>ENG 112</td>
<td>Argument Based Research</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fall 2012</td>
<td>BIO 110 or 111</td>
<td>Biology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fall 2012</td>
<td>HST 131 or 132</td>
<td>US History I or II</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the above courses are not available, other options include: MAT 151 or 155, Statistics; ENG 131, Intro to Literature; PSY 150, Intro to Psychology; or SOC 210, Intro to Sociology. Provided that (Student Name) completes at least 12 semester hours of courses with a grade of C or better in each course, earns a cumulative grade point average of 2.50 or higher on all transferable work, and is cleared with regard to UNCW campus safety issues then he is assured acceptance to UNCW as a transfer student.

The student agrees to maintain contact with the UNCW Admissions Military Liaison with regard to academic progress at the community college and throughout the UNCW application and enrollment process.

I, (Student Name), understand and accept the above outlined requirements to be considered for admission to UNCW. I further acknowledge that if I do not fulfill the requirements as stated herein I will not be offered admission to UNCW.

Student _______________________________________________________________  Date _____________

UNCW Admissions Military Liaison ___________________________________________  Date _____________