

Institution: Chicago State University
Public Act 96 – 0133 Survey

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

Name	Mr. Charles Goodrum
Title	Coordinator of Veterans/Military Personnel and Student Services
Department	Enrollment Management
Address	9501 S. King Drive, JDC, Room 201/207
Phone number	773-995-3573
Email address	cgoodrum@csu.edu

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

Yes

No

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

Name
Title
Department
Address
Phone number
Email address

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

Admission process

Financial aid

Registrar's Office

Veteran Center

Other (please describe)

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Preparer Email Address: cgoodrum@csu.edu

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

- Academic Advising Office
- Admissions Office
- Counseling Center
- Counseling Center
- Bursar Office
- Disability Service Office
- Financial Aid Office
- Health Services
- Veterans Center
- Other (please describe)

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

The veterans' official/coordinator of veterans and military personnel student services, provides basic academic advising on a veteran's college plan and serves as a liaison with other university officials and academic departments.

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

	Veterans	Military Personnel	Families
a. Academic advising	250	2	10

Contact Name
 Department
 Address
 Telephone Number
 Email Address

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b. Academic support/tutoring

Contact Name Dr. Omar Headen
Department Learning Assistance
Address Library room 456
Telephone Number 773-995-4412
Email Address oheaden@csu.edu

c. Campus social events

Contact Name MaToya Marsh
Department Student Activities
Address Cordell Reed Student Union, Room 260
Telephone Number 773-995-2300
Email Address mmarsh@csu.edu

d. Career services

Contact Name Ms. Penny Bailey
Department Career Development Center
Address Cordell Reed Student Union, Room 230
Telephone Number: 773-995-2327
Email Address pbaile21@csu.edu

e. Counseling

Contact Name Dr. Yvonne Patterson
Department Counseling Center
Address Cordell Reed Student Union, Room 190
Telephone Number 773-995-2383
Email Address ypatte20@csu.edu

f. Disability Services

Contact Name Dr. Yvonne Patterson
Department Abilities Office
Address Cordell Reed Student Union, Room 190
Telephone Number 773-995-2383
Email Address ypatte20@csu.edu

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g. Employment assistance

Contact Name Dr. Renee Mitchell, Director
Department Human Resources Office
Address Cook Administration, Room 203
Telephone Number 773-995-2068
Email Address rmitch26@csu.edu

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

Contact Name Mr. Charles Goodrum
Department Enrollment Management
Address JDC 201/207
Telephone Number 773-995-3573
Email Address cgoodrum@csu.edu

i. Health services

Contact Name Dr. Lisa Young
Department Wellness Center
Address Cook Administration, Room 131
Telephone Number 773-995-2011
Email Address lyoung24@csu.edu

j. Mentoring

Contact Name
Department
Address

k. Orientation

Contact Name Mr. Charles Goodrum
Department Enrollment Management
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l. Tuition assistance counseling

Contact Name Mr. Charles Goodrum
 Department Enrollment Management
 Address JDC 201/207
 Telephone Number 773-995-3573
 Email Address cgoodrum@csu.edu

- 1. Montgomery GI Bill
- 2. Illinois National Guard Grant (ING)
- 3. Illinois Veterans Grant (IVG)
- 4. Post 9/11

m. Transition assistance (counseling, housing, etc.)

Contact Name Mr. Charles Goodrum
 Department Enrollment Management
 Address JDC 201/207
 Telephone Number 773-995-3573
 Email Address cgoodrum@csu.edu

n. Veteran student lounge or designated gathering space

Contact Name Mr. Charles Goodrum
 Department Enrollment Management
 Address JDC 201/207
 Telephone Number 773-995-3573
 Email Address cgoodrum@csu.edu

o. Other (please describe)

Contact Name
 Department
 Address
 Telephone Number
 Email Address

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6. Please provide the estimated range of potential use by veterans, military personnel and their families accessing the following programs and services during the 2014 – 2015 academic year.

	Veterans	Military Personnel	Families
a. Academic advising	230		6
b. Academic support/tutoring	10		2
c. Campus social events	75		0
d. Career services	25		
e. Counseling	7		2
f. Disability Service Office	7		2
g. Employment assistance	30		2
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	125		
i. Health services	0		0
j. Mentoring	0		0
k. Orientation	30		2
l. Tuition assistance counseling			
1. Montgomery GI Bill	22		
2. Illinois National Guard Grant (ING)	26		
3. Illinois Veterans Grant (IVG)	122		
4. Post 9/11	74		
m. Transition assistance (counseling, housing, etc.)	30		
n. Veteran student lounge or designated gathering space	0		
o. Other (please describe)	0		

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

	Veterans	Military Personnel	Families
a. Academic advising	220 - 240		15-20
b. Academic support/tutoring	20 - 30		15-20
c. Campus social events	150		15-20
d. Career services	20 - 30		15-20
e. Counseling	15		15-20
f. Disability Service Office	15		15-20
g. Employment assistance	20 - 30		15-20
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	125 - 130		15-20
i. Health services	0		15-20
j. Mentoring	0		15-20
k. Orientation	30 - 45		15-20
l. Tuition assistance counseling			15-20
1. Montgomery GI Bill	20 - 30		15-20
2. Illinois National Guard Grant (ING)	20 - 30		15-20
3. Illinois Veterans Grant (IVG)	120 - 135		15-20
4. Post 9/11	75 - 85		15-20
m. Transition assistance (counseling, housing, etc.)	30 - 45		15-20
n. Veteran student lounge or designated gathering space	0		15-20
o. Other (please describe)	0		15-20

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

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

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

- Advisor
- College catalog
- Email
- Mailing
- Print advertisement
- Web-based advertisement
- All of the above
- Other (please describe)

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

Chicago State University Office of Veterans Affairs works with Institutional Effectiveness and Research to track retention and goal completion of veterans and military personnel. Additionally, CSUs Office of Veterans Affairs works closely with the Abilities Office, Financial Aid and Student Affairs for the completion of certain Veterans Goals.

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

- Tuition and fee refund policy
- Leave of absence policy
- Online options for continuing in the same semester

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

- Tuition and fee refund policy
- Leave of absence policy
- Online options for continuing in the same semester

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

- Yes
- No

14. Does your institution accept military credit?

- Yes
- No

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

- Yes
- No

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

- Yes
 No

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

- Yes
 No

18. Please provide the URL where an individual may access this survey on your institution's website. Please send the link to Jennifer Timmons (ICCB) at Jennifer.timmons@illinois.gov, Edie Long (DVA) at Edie.long@illinois.gov, and Yock Tan (IBHE) at tan@ibhe.org.

19. Please send a copy of the survey as soon as possible, but no later than **October 31, 2009**, to:

- the Illinois Board of Higher Education;
- the Department of Veterans' Affairs;
- the President and Minority Leader of the Senate;
- the Speaker and Minority Leader of the House of Representatives;
and
- The Governor.

THANK YOU

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