BOOTS ON THE GROUND:
MAKING ACADEMIC LIBRARIES WORK FOR VETERANS

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UNIVERSITY OF SOUTHERN CALIFORNIA
27 JUNE 2015

http://www-bcf.usc.edu/~etinoco/
“[Veterans] don’t need care packages and quilts. They need a nation to understand the skills and values and discipline they have acquired—and the assistance they still require—and then give them an opportunity to make a difference on the home front…Saying ‘thank you’ at an airport is not enough. Standing for an ovation at a baseball game is not enough. To do right by our veterans—to recognize their value to our society and fulfill our solemn obligation to those who volunteered to protect the rest of us—we first have to understand what they have accomplished and what they offer our nation” (p. 16).
Access available handouts at ala.15.ala.org/sessions/handouts.
I Was a 26 Year Old Freshman

- 1988 Discharged from the US Army
  - Fall of ‘88 enrolled at Glendale Community College
  - Fall of ‘91 transferred to CSU, Northridge – majored in English

“Though student veterans have not been studied as closely as other subgroups such as student athletes, the existing literature shows that many factors contribute to a difficult transition for them from military service, and that they grapple with different challenges than non-veteran students” (Rumann, C. B., & Hamrick, F. A. (2010).

Access available handouts at ala.15.ala.org/sessions/handouts.
How did I get here?

- **RALPHS GROCERY WAREHOUSE MAN** (Order Selector)
  - Worked Full-Time while attending college (1989–1994)
  - Received my Master of Library Science Degree (2000)
    - San Jose State University
- **LEHMAN BROTHERS, INC.** (2000–2004)
  - Worked as the Los Angeles office Research Librarian in support of several LEH groups including mergers & acquisitions, industrials, financial institutions, private placements and high-net worth.
  - Resigned my position in LEH to take the position of Senior Research Consultant at the USC Marshall School of Business. Transferred to the USC Libraries and granted continuing appointment in 2009.

Access available handouts at [ala.15.ala.org/sessions/handouts](http://ala.15.ala.org/sessions/handouts).
September 15, 2008, after 158 years of existence Lehman Brothers, Inc. declares bankruptcy.
STUDENT VETERAN RESEARCH LEAVE @ USC

• FOCUS: “CURRENT CAMPUS CULTURE FOR STUDENT VETERANS AT USC”
  – LITERATURE REVIEW
    • STUDENT VETERAN TRANSITION
    • DATA FROM VA
    • REPORTS AND WHITE PAPERS
  – AAU WEB PAGE ANALYSIS
  – CAMPUS INTERVIEWS
STUDENT VETERAN RESEARCH LEAVE @ USC

• LITERATURE REVIEW
  – Included journal articles, “white papers,” reports or any type of literature providing insights on student veteran transition to higher education
  – Data from Department of Veterans Affairs, Department of Education, Student Veterans of America, American Council on Education, and other organizations
STUDENT VETERAN RESEARCH
LEAVE @ USC (Cont’d)

AAU WEBPAGE REVIEW (May & June 2014)

- Veterans found on the A–Z index or site map
  – 17 of 60
- Veteran or Military link found on main page
  – 0 of 60
- Veterans Service page
  – 57 of 60
- Veteran specific financial aid information
  – 57 of 60
- Yellow Ribbon information
  – 54 of 60
- Veteran Resource Center
  – 16 of 60 (USC opened its VRC in November 2014 bringing the number up to 17)
- Student Veteran Group
  – 43 of 60
- Military Friendly Campus or G.I. Job
  – 33 of 60
- ROTC Program
  – 54 of 60
- Veteran program is administered by department
  – Varied by institutions from the Registrar, student affairs, military & veterans affairs
STUDENT VETERAN RESEARCH LEAVE @ USC (Cont’d)

CAMPUS INTERVIEWS @ USC

• STUDENT VETERAN ASSOCIATION (USCVA)
• VA– CERTFYING OFFICE
• USC MARSHALL SCHOOL OF BUSINESS
  Master of Business for Veterans program
• CENTER FOR INNOVATION AND RESEARCH ON
  VETERANS AND MILITARY FAMILIES (CIR)
  This Center has little contact with students
• VETERANS STUDENT SERVICES
  was called the office of Transfer Success Program
  & Veteran Student Program
• USC SCHOOL OF SOCIAL WORK
• USC LIBRARIES
1990-2014

VETERANS @ USC THROUGH THE YEARS

- STUDENTS
- GRADUATE STUDENTS

Source: USC Office of the Registrar

Access available handouts at ala.15.ala.org/sessions/handouts.
Student Veteran Research Leave @ USC (Cont’d)

Outcomes of my six-month Leave

- Presentation, “Veteran Services @ USC,” to the USC Council of Academic Advisors Conference (2014).
- Given collection responsibilities for Military Science and Naval History at USC Libraries.
- Invited to present at this session.
Historical Background of Veterans Educational Benefits

• 1944 Serviceman’s Readjustment Act (more commonly known as the GI Bill)
  – Provided veterans with benefits including home mortgages, low interest business loans, health benefits, unemployment payments, disability and educational benefits (6).

• A number of revisions have been made to the GI Bill during the past 70 years.

• 2008, most recent change called the Post 9/11 GI Bill
  – Provides educational benefits for the veteran or can be transferred to a dependent.
• More than 2.6 million troops have deployed to Iraq and Afghanistan since 2001 (1).
• Over one million veterans received Veterans Affairs Education Benefits in 2013 through the Post 9/11 G.I. Bill (2).
• It is expected that the number of educational beneficiaries will reach two million by 2020 (3).

**CHALLENGES**

• 66% of combat veteran responding to the National Survey of Student Engagement in 2010, identified themselves as first-generation students (4).
• Student veterans arrive to college with weaker academic preparation, lower education aspirations and lack of knowledge in navigating the college environment (5).
• Delays and confusing paperwork from VA.
• Struggle to fit in with fellow students, who tend to be younger and unfamiliar or critical of the realities of military service (6).

• Financial Issues – tuition costs rose 683% at public colleges and universities between 1980-2005 (4).
From Harkin’s 2014 Report Executive Summary

- For-profit colleges received $1.7 billion of Post-9/11 GI Bill benefits during 2012–2013
- Eight of the top 10 recipients of Post-9/11 GI Bill benefits are large, publicly-traded companies that operate for-profit colleges
- Amongst the top recipients of Post-9/11 GI Bill benefits is Corinthian Colleges, Inc. Corinthian received $186 million in Post-9/11 GI Bill funds from 2009–2013, yet recently announced it was in such severe financial distress that it would close or sell all campuses. In all, seven of the eight companies are currently under investigation by state attorneys general or federal agencies for deceptive and misleading recruitment or other possible violations of federal law

Harkin 2014 Report

Access available handouts at ala.15.ala.org/sessions/handouts.
Appendix IV:
Top 10 Public System Post-9/11 GI Bill Benefit Recipients in 2012-13

<table>
<thead>
<tr>
<th>Public System</th>
<th>Number of Veterans</th>
<th>Total Tuition and Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maryland- State University System</td>
<td>12,602</td>
<td>$50,314,630</td>
</tr>
<tr>
<td>Ohio- State University System</td>
<td>8,040</td>
<td>$40,587,952</td>
</tr>
<tr>
<td>Florida- State University System</td>
<td>9,189</td>
<td>$39,653,079</td>
</tr>
<tr>
<td>New York- State University System</td>
<td>9,544</td>
<td>$36,708,153</td>
</tr>
<tr>
<td>Texas- University of Texas System</td>
<td>5,758</td>
<td>$34,329,109</td>
</tr>
<tr>
<td>Pennsylvania- State University System</td>
<td>2,619</td>
<td>$30,533,936</td>
</tr>
<tr>
<td>Georgia- University of Georgia System</td>
<td>6,637</td>
<td>$30,497,342</td>
</tr>
<tr>
<td>Arizona- State University System</td>
<td>3,089</td>
<td>$28,087,213</td>
</tr>
<tr>
<td>Virginia- Community College System</td>
<td>10,491</td>
<td>$25,375,999</td>
</tr>
<tr>
<td>California- State University System</td>
<td>5,702</td>
<td>$23,568,609</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>73,671</strong></td>
<td><strong>$339,656,021</strong></td>
</tr>
</tbody>
</table>

Top 10 For-Profit Sector Post-9/11 GI Bill Benefit Recipients in 2012-13

<table>
<thead>
<tr>
<th>For-Profit Institution</th>
<th>Number of Veterans</th>
<th>Total Tuition and Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apollo</td>
<td>43,455</td>
<td>$271,588,435</td>
</tr>
<tr>
<td>EDMC</td>
<td>14,459</td>
<td>$163,438,855</td>
</tr>
<tr>
<td>ITT</td>
<td>13,028</td>
<td>$161,047,190</td>
</tr>
<tr>
<td>DeVry</td>
<td>16,293</td>
<td>$131,672,718</td>
</tr>
<tr>
<td>Career Ed.</td>
<td>9,221</td>
<td>$78,977,616</td>
</tr>
<tr>
<td>Corinthian</td>
<td>6,427</td>
<td>$63,479,727</td>
</tr>
<tr>
<td>Strayer</td>
<td>9,328</td>
<td>$55,536,320</td>
</tr>
<tr>
<td>UTI</td>
<td>4,517</td>
<td>$49,542,566</td>
</tr>
<tr>
<td>APEI</td>
<td>11,784</td>
<td>$44,944,229</td>
</tr>
<tr>
<td>ECPI</td>
<td>4,178</td>
<td>$42,614,320</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>182,690</strong></td>
<td><strong>1,062,841,975</strong></td>
</tr>
</tbody>
</table>

United States Senate
Health, Education, Labor, and Pensions Committee
Tom Harkin, Chairman
Majority Committee Staff Report, July 30, 2014

Access available handouts at ala.15.ala.org/sessions/handouts.
How can Academic Institutions Help?

RESEARCH

• “COMPLETING THE MISSION” (2011)
  – A Pilot Study of Veteran Students’ Progress Toward Degree Attainment in the Post 9/11 Era

• “COMPLETING THE MISSION II” (2013)
  – A Study of Veteran Student’ Progress Toward Degree Attainment in the Post 9/11 Era

Both reports are available from the Operation Promise for Service Members site:


Access available handouts at ala.15.ala.org/sessions/handouts.
PUBLICATIONS

• American Association of Collegiate Registrars and Admission Officers

• **Preparing Your Campus for Veterans’ Success**

Access available handouts at ala.15.ala.org/sessions/handouts.
Supporting Student Veterans

ACE Veterans Programs promote access to and success in higher education for the more than 2 million service members and their families who are eligible for benefits under the Post-9/11 Veterans Educational Assistance Act of 2008. The initiative is comprised of grant-funded programs seeking to find, develop and disseminate promising practices in serving student veterans in higher education and promote awareness of this population’s needs. These projects continue an ACE tradition of helping to ensure service member and veteran success in higher education.

http://www.acenet.edu/higher-education/topics/Pages/Supporting-Student-Veterans.aspx

Access available handouts at ala.15.ala.org/sessions/handouts.
Where Do They Live?

Cities with a High % of Veterans
- Clarksville, TN 24%
- Hampton, VA 20.9%
- Fayetteville, NC 22.1%
- Killeen, TX 28.9%
- Joint Base, NC 22.6%

States with More Than 1 Million Veterans
- 2 million: California
- 1.6 million: Texas
- 1.6 million: Florida

What Are Their Education Levels?

A veteran is more likely than the average American to have earned a high school diploma, but less likely to have completed a college degree.

- 92% of veterans 25 and older have at least a high school diploma compared with 88% of the total population
- 26% of veterans 25 and older have at least a bachelor's degree compared with 24% of the total population

http://www.census.gov/library/infographics/veterans.html
Access available handouts at ala.15.ala.org/sessions/handouts.
Sources

Service Branches logos:  http://www.picswallpaper.com/
Department of Veterans Affairs logo:  va.gov


Access available handouts at ala.15.ala.org/sessions/handouts.
Access available handouts at ala.15.ala.org/sessions/handouts.

http://detroitmountain.com/military-discount/