

MISSION STATEMENT

Purdue's Dorothy Stratton Veteran and Military Success Center (VMSC) will provide wholistic programming and services for Purdue University students who are veterans (V), currently serving members of the military (M), and benefit-using family members (F)—known collectively as VMF.

VISION STATEMENT

The VMSC aspires to improve access, retention, and graduation rates to our VMF students as well as increase confidence in the career search process and provide opportunities to connect with potential employers. The VMSC aspires to increase Purdue's national recognition as a leader for supporting VMF students.

PROGRAM ELEMENTS

The Veteran and Military Success Center provides four broad levels of VMF support:

- **Benefits and Advocacy:** Certify and maintain compliance for the GI Bill® and catalog approvals; support access to Federal Tuition Assistance (FTA) and specific State Funded Benefits (NGSG, CVO, and Purple Heart); and facilitate the process for the military absence policy, the military withdrawal, and the process of Residency establishment (Military in State Tuition Rates). Directly advocate for students and improve campus VMF awareness through Green Zone workshops and student panels.
- **Student Orientation and Onboarding:** An orientation and peer program to support the first year for VMF incoming students.
- **The Purdue Student Veterans Organization (PSVO):** An active student organization created in 2005 and open to the entire VMF population. Advocates for campus change, community service, and shared camaraderie. The Director and Assistant Director serve as the Advisors for the PSVO.
- **Education to Occupation (E2O):** Supporting the VM student's transition from higher education to career by creating transition awareness, strengthening self-advocacy, and facilitating connections with employers. Supporting VMF students through target employer programming and fostering networking opportunities.
- **Veteran and Military Success Center Space:** Maintain the VMSC physical space that houses staff, federal work-study students, the PSVO, and space for VMF students. Ensure space is accessible and equipped with student academic needs.

PROGRAM OUTCOMES

Benefits and Advocacy:

- Verify Purdue has VA-approved programs that GI Bill users can pursue by completing up-to-date yearly catalog submissions
- Advise students about options by explaining their service-connected benefit(s) and the complexities of each benefit (Federal, State, and Service Connected)
- Maintain training for Federal Tuition Assistance and access to individual branch portals
- Staff will maintain benefits proficiency by attending continuing education and conferences
- Increase campus awareness of unique attributes of VMF students by hosting Green Zone workshops, which are available to all Purdue faculty and staff

Student Leaders:

- Provide the opportunity to attend the Student Veterans of American Leadership Institute (LI) and the National Student Veterans of America Conference (SVA).
- Provide several opportunities throughout the year for professional growth

Military-Connected Students:

- Provide the opportunity to understand their benefit and the maintenance to the benefit
- Process benefits in a timely manner, within 30 days of registration and enrollment changes
- Conduct frequent GI Bill audits to ensure enrollment and financial changes are reported as well as to correct any errors
- Provide opportunities for camaraderie within the office
- Provide need-specific items, such as cac-card accessible computer and cac-card reader

ASSESSMENT PLAN

- Pre- and post-survey for Green Zone participants
- Continue to monitor census data for changes in demographics or characteristics
- Department of Veterans Affairs (VA) compliance surveys
- Aspirational Assessment Data
 - The racial and ethnic percentages of those who serve in the military are more closely aligned with the U.S. population¹, but the veteran students at Purdue more closely match Purdue's demographics. We would like to explore this further as part of an effort to increase diversity within Purdue's VMF population
 - Explore why the retention and graduation rates for veteran and military students are lower than the Purdue population

NOTABLE CHANGES FROM 2022-23 ACADEMIC YEAR**Staffing & Space**

- Bryan Arbic was named Assistant Director on Sept. 20, 2022
- Certifying Official, Courtenay Murakowski retired on Oct. 27, 2023
 - Backfill was requested for this position and approved
- Each staff member rotates remote work from home one day a week. The remote schedule expanded around holidays and over the summer for retention and staffing purposes
- Purchased new fridge and new printer for employees
- Added three accessible desks for student space with financial support from donor
- "Track your Military Connection" Map added to the office for student interaction
- Hired nine Work Study Students
- Used Gift Account Funding to support snacks and coffee for our students – this increased foot traffic immensely

¹ Demographics of the U.S. Military, <https://www.cfr.org/backgrounder/demographics-us-military>.

Notable Mentions

- Director Morgan Gamble was appointed by the Governor of Indiana to serve on the Indiana Department of Veterans Affairs Commission and received letter of congratulations from the Board of Trustees
- Director Morgan Gamble served as keynote speaker for the Weldon Conference for Higher Education in 2022 and was recognized at the Indiana Higher Education State of Address by Commissioner Lowery
- Courtenay Murakowski celebrated her retirement and last day of work on Oct. 27, 2023
- All Certifying officials attended the Association of Veterans Education Certifying Officials (AVECO) conference in July of 2023
- Teresa Harris served on National Association of Veterans Program Administrators (NAVPA) committee
- Bryan Arbic attended the Military Symposium and Student Veterans (SVA) National Conference
- The Veteran and Military Success Center hosted Director Joseph Garcia at Purdue University for GI Bill Road Show

Administrative/Benefits/ and Legislative Changes

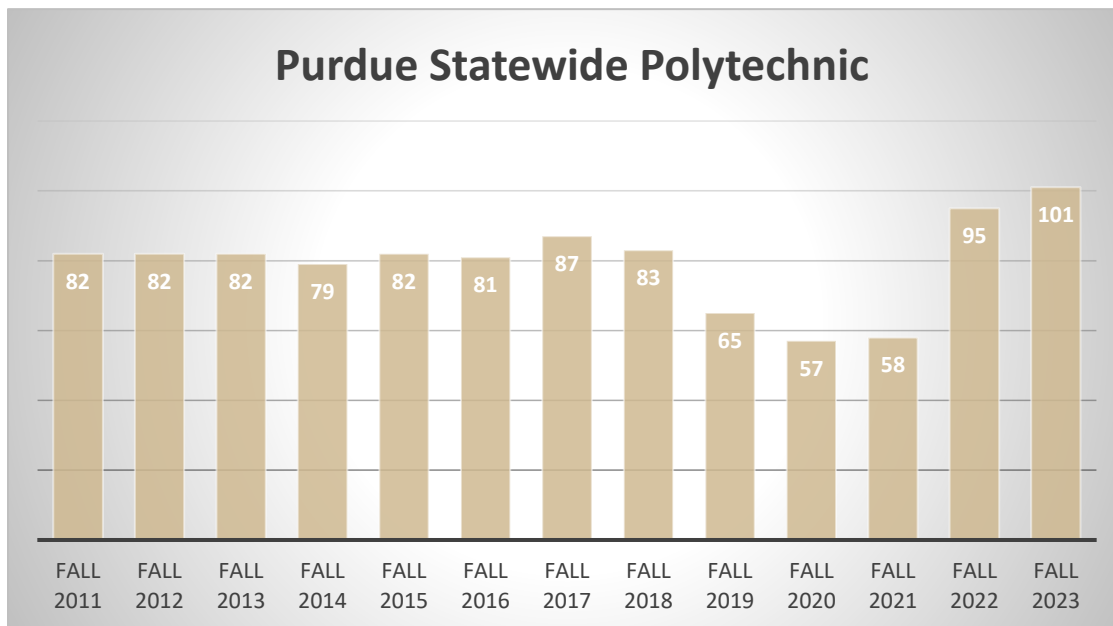
- **Residency – A new process is in place at the Veteran and Military Success Center to fully receive a residency application and then adjudicate the decision to the office of the Bursar and the student:** The Veteran and Military Success Center officially piloted a manual process of adjudicating all military-related residency applications within the Veteran and Military Success Center. The VMSC now has an in-house application and standard operating procedures for establishing an out-of-state student as an ‘in-state student’ for military tuition fees purposes. After successfully piloting Spring of 2023, the Office of the Registrar designated the VMSC as the official adjudicators and hosts of the military residency application for all 6 military-connected categories (listed below). This was a welcome win by both offices as we are minimizing time delegated toward this process on both ends, maximizing the student experience for having to go through fewer hurdles, and following policy, state, and federal law. This did require assistance from Indiana University highlighting and sharing their procedures with their ‘Military In State Tuition’ process.

1. Active-Duty Military Personnel and their Dependents
2. Indiana National Guard and United States Military Reserves
3. Resident Veterans Living in Indiana
4. Non-Residency Veteran: Non-Resident Veteran living in Bordering States (IL/KY/OH/MI)
5. Military Personnel Serving on USS Indiana (SSN-789)
6. The Veterans Access, Choice, and Accountability Act and Choice Act Updates

Purdue Polytechnic Institute (PPI) Purdue Continues to support PPI GI Bill Certifications at all PPI locations per renewed MOU:

As a result of centralized certifications, the VMSC continues to support via MOU all PPI Locations on behalf of Purdue University. During May of 2023, a new annual Memo was signed by Christina Haddock from PPI. This Memo supports funding for the VMSC from July 1, 2023 – June 30, 2024. An updated version will need to be signed in May of 2024.

- Memo Update: An update was requested by Director Morgan Gamble to be added to the MOU, which was clarification of Reporting Fees Allocation:
 - Collection of Reporting Fees: The Certifying Official performing the certifications will collect the reporting fees connected to that specific service. With the addition of the guidance previously sent
 - Reporting Fees to Institutions:
 - At the beginning of each calendar year, a list of students who were receiving assistance during the previous calendar year is printed by VA for each institution. Schools are provided a reporting fee based on the number of students who were certified to VA at least once during the year and who received VA educational benefits.
 - The MOU was to support the following campuses for PPI
 - Polytechnic Statewide Anderson
 - Polytechnic Statewide Columbus
 - Polytechnic Statewide Indianapolis
 - Polytechnic Statewide Kokomo
 - Polytechnic Statewide Lafayette
 - Polytechnic Statewide New Albany
 - Polytechnic Statewide Richmond
 - Polytechnic Statewide South Bend



The Purdue Catalog/ 85/15 Report/ 35% Request forms – All are submitted: The Catalog from the academic year of 2021 – 2022 was submitted and approved. There was no need for a 2022 – 2023 catalog submission; therefore, there was no catalog submitted for academic year of 2022-2023. The Fall 2023 Catalog was submitted Sept. 14, 2023, and is awaiting approval from the SAA/ELR.

- 85/15 Report was also submitted to the ELR on Sept. 19, 2023
- 35% Form was submitted to the ELR on Sept. 19, 2023

Federal Tuition Assistance: TA continues to be an opportunity at Purdue

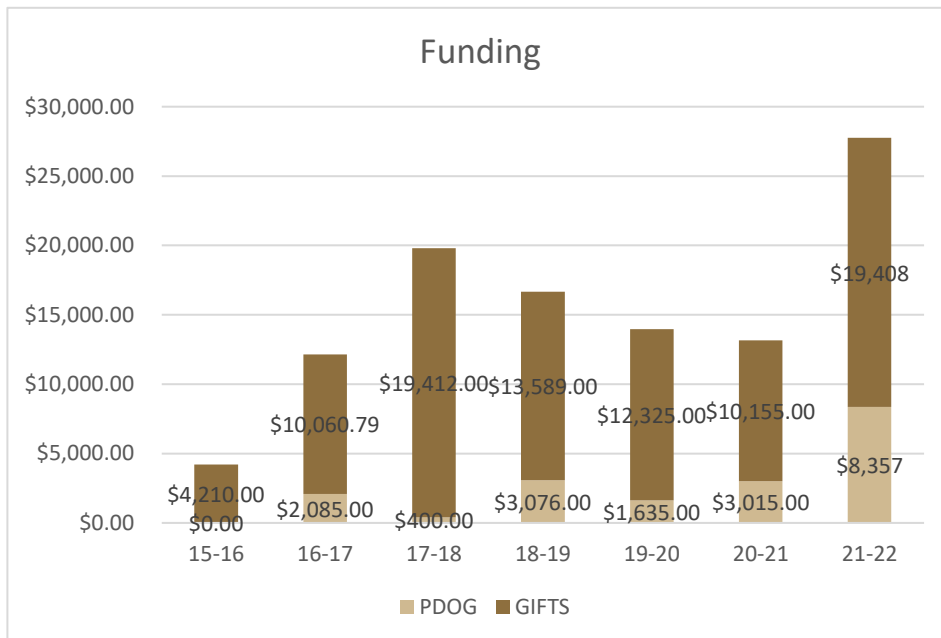
University. The Army navigates Army Ignited 2.0 - Army Tuition Assistance continues to experience issues. In the spring of 2021, the Army tuition assistance program transitioned from GoArmyEd to ArmyIgnitEd. This transition was difficult for two reasons: 1) The 'old' and soon to be replaced software was turned off without having the new software set up and functioning. A funding report in October of 2021 indicated several errors such as back payments to Purdue of over \$80,000. 2) In the old software, most of the work was placed on the student and there were minor touch points by both Bursar (invoicing) and the VMSC (grades). The new software transferred nearly all the work to the institution. We are now required to submit lengthy reports for the entire university catalog, student registrations, student billing, student grades, and student graduations. In Fall of 2022 – The dawn of Army Ignited 2.0 – several students waited until the last minute to submit their requests. In doing so, they missed critical funding deadlines and were not able to use this benefit. In addition to this, Army Ignited continues to be a manual process requiring a staff member to manually enter grades and often walk students through the portal to help and assist.

- **Self- Compliance Report:** In July of 2023, we submitted our self-compliance report with the help of the office of the Bursar to ensure compliance for TA on our campus in accordance with the DOD's MOU. From that, we did receive feedback from the DOD's TA MOU team, in which we all worked to correct on our campus.
- Our Federal Tuition Assistance MOU with the DOD will expire in August of 2024. When submitting application for renewal of MOU, we will be incorporating Purdue Indy.

Outreach/Advocacy/Programming

- Campus:
 - Hosted campuswide Veterans Day Ceremony and Memorial Day Ceremony
 - Green Zone was provided in summer of 2022, fall of 2022 and spring of 2023
Events were well-attended, with the virtual option being the most popular
 - Kimberly Heslin and Courtenay Murakowski created TA 101/Residency 101 workshops to boost campus collaboration for military education benefits
- Students:
 - E20
 - Fall 2022
 - Student Orientation Fall of 2022
 - Professional Headshots
 - Military-connected Career Fair
 - Marriott International Information Session
 - LinkedIn Workshop
 - President Bush Lecture Series
 - Senior Send Off
 - Spring 2023
 - SVA National Conference
 - Linked In Workshop
 - Mantel Technologies Robotics Competition
 - Wabash Information Session
 - Lockheed Martin Information Session
 - Northrup Grumman Information Session
 - Military Connected Career Fair
 - Professional headshots

- 50 Strong Virtual Career Fair
- Wells Fargo Interviewing Workshop
- BP – Resume Workshop
- 50 Strong Virtual Career Fair
- 50 Strong Skill bridge Information Send-off
- Senior Send-off
- Summer 2023
 - AI futures Information Session
 - 50 strong Virtual Career Fair
 - Lockheed Martin Virtual Summer Summit
 - Virtual Resume Workshop
- Fall of 23
 - UPS Information Session
 - Eli Lilly Information Session
 - Maximus Information Session
 - Northrup Grumman Information Session
 - Lineage Logistics Information Session
 - Professional Headshot



Funding

- Development Funds: We were able to raise \$8,357.00 from Purdue Day of Giving as well as another \$19,408.00 over the course of the year
- We worked with Purdue for Life and a donor to fund a \$3,000 emergency fund for children of disabled veterans. We awarded several students both Fall of 2022 and Spring of 2023 for the purpose of emergency need

Student Orientation/Onboarding: We hosted an orientation in the fall of 2022 and then communicated a welcome email to the students in the spring of 2023 so students could learn about their service-connected benefit. While there, we also discussed a variety of campus resources available to them.

Purdue Student Veterans Organization (PSVO): The PSVO continues to be the primary source for camaraderie and military-connected student involvement. The new leadership team is running well, but student involvement is starting with low turnouts.

Education to Occupation (E2O): 35 total Education to Occupation Programs with 597 student attendance overall.

Fostering Belonging and a Campus Culture of Inclusive Excellence

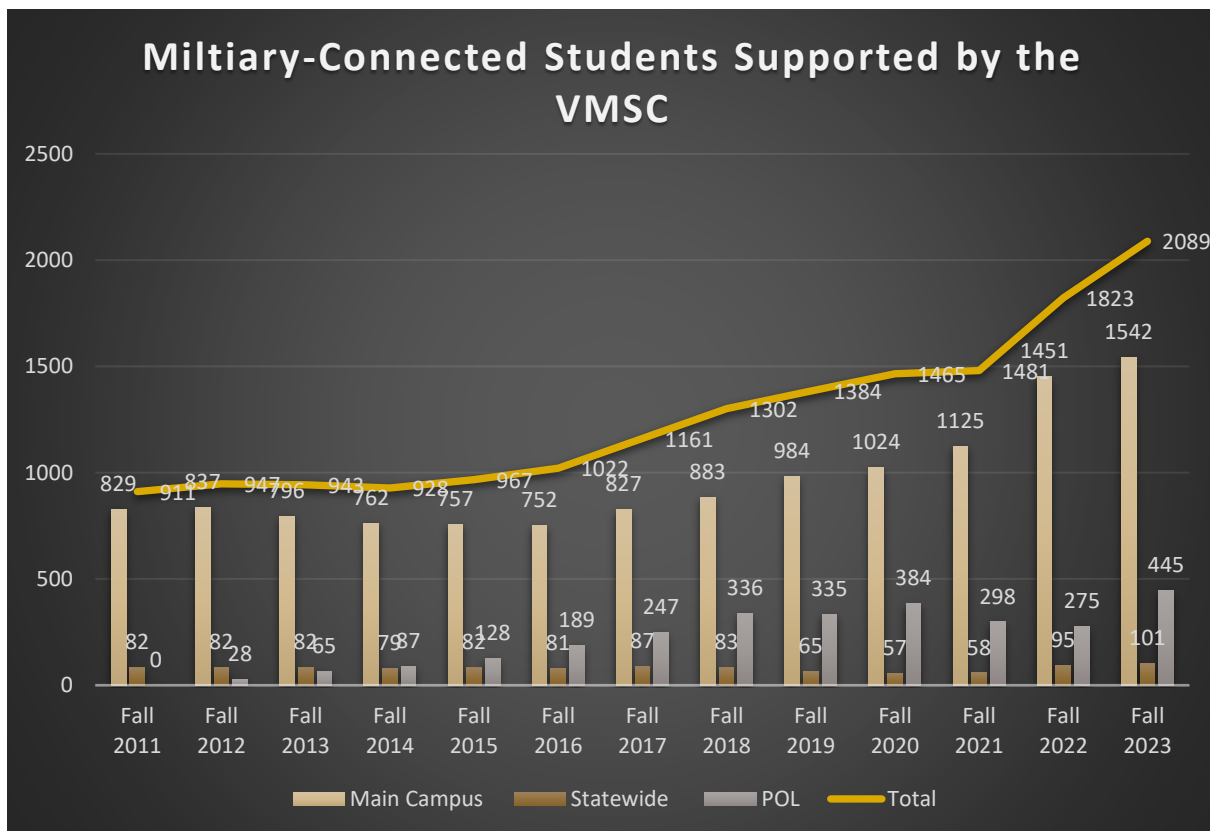
(Transformative Education at Purdue University and the Boyer 2030 report highlight the critical importance for students, staff, and faculty to have a sense of belonging on their campus as a basic need to maximize their potential and seek their excellence. Describe how your program contributes to belonging and inclusive excellence for students at Purdue.)

- Modified outreach opportunities
 - Women of the Military Coffee Hour provides an opportunity for women to join and collaborate given that a majority of our students identify as male
 - Green Zone invitations directly to professors and instructors of military connected students
 - Provided Green Zone Workshops each semester sharing and advocating for military connected students
 - Modified newsletter reach by cleaning up old emails and refreshing our reach with updated cohorts
- Promote Staffing diversity and culture
- Creating a welcome and inclusive environment
 - Purchase of disability friendly student desks for student center space
 - Proposed to change the office name from ‘The Veterans Success Center’ to ‘The Veteran and Military Success Center.’ This request aimed to clarify the center’s service to military-connected students and family members, who account for the majority of those served by the VMSC staff. Prior to this change, some military-connected students expressed confusion about whether the department’s services were available to them because they did not identify as veterans.
 - Requested ‘The Veteran and Military Success Center’ be dedicated to Dorothy Stratton a woman leader of the 1900s who carried a great impact on Purdue’s campus as well as within the United States Coast Guard. So often, stories of women leaders of this rank at a University as well as within the Military are forgotten or left untold. We were able to recognize a true spearhead by dedicating our office to Dorothy Stratton
 - Downloaded student specific courses software onto the student lab computers in the student space to maximize access and opportunity
- Staff of the VMSC attended opportunities for learning regarding diversity and inclusion

OUR DATA

This data snapshot is based upon the fall 2022 (202310) AND Fall 2023 (202410) census. There are three sections to our data: 1) VMF population, 2) Demographics, and 3) Education Benefits

VMF Population: While it is important to understand the total number of VMF students, it is also important to understand those numbers across three significant areas: Purdue West Lafayette Main Campus, Purdue Online, and Polytechnic Statewide (PPI) as there are nuances in how we support those three areas and we have to be able to respond to changes in enrollment numbers in these areas.



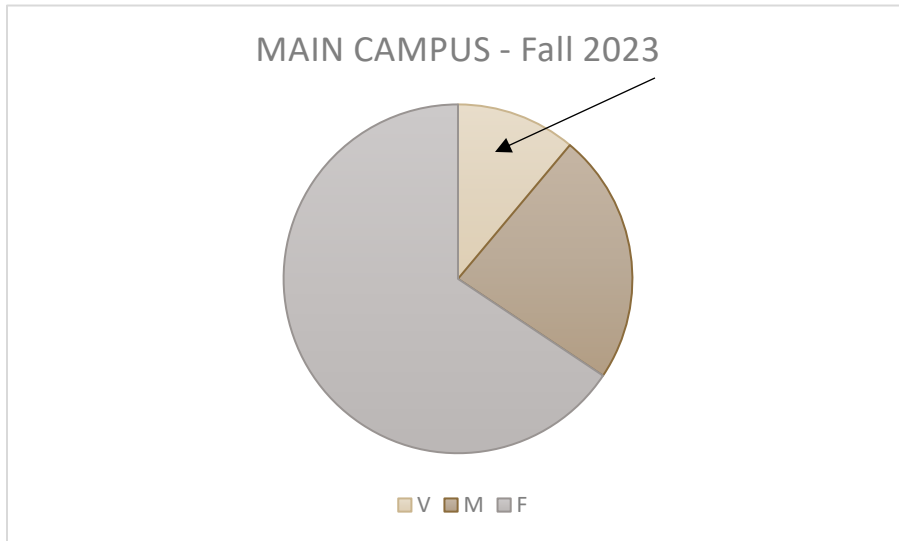
MILITARY-CONNECTED GIANT LEAPS

3.95% *of Purdue Population*

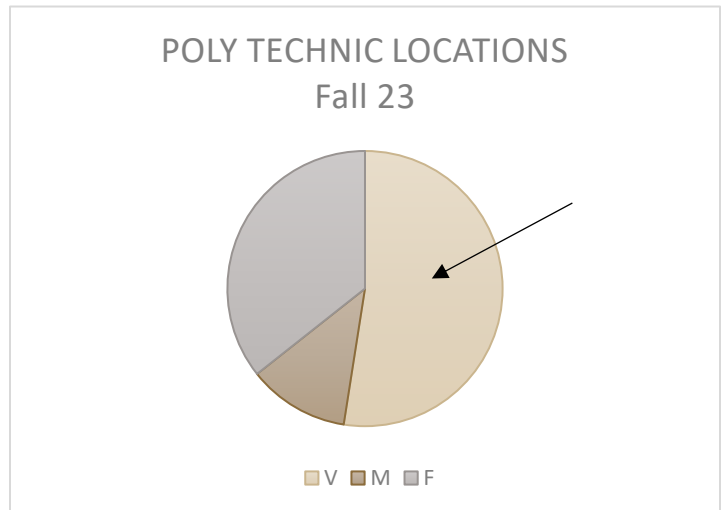
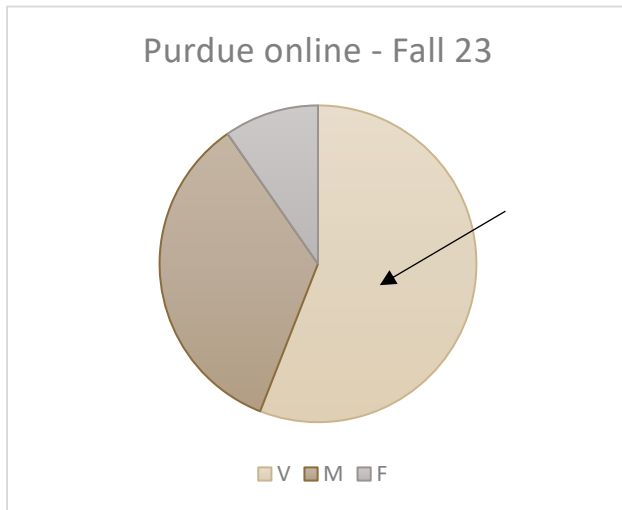
3.81% *of West Lafayette and Online*

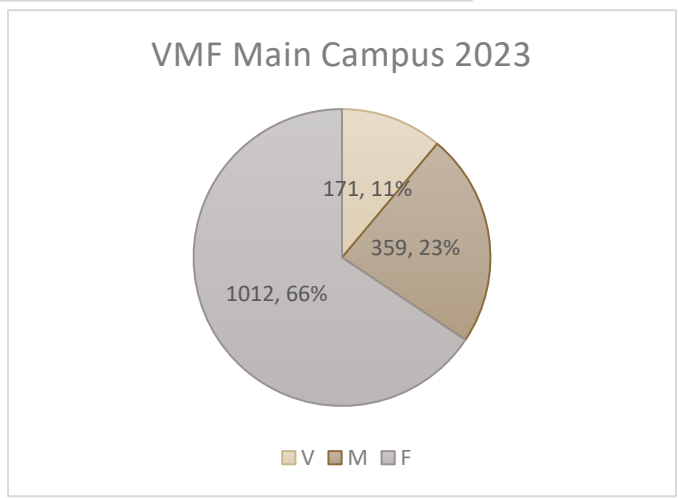
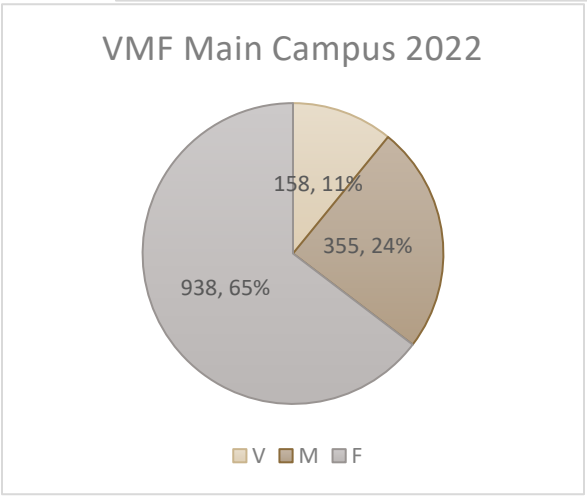
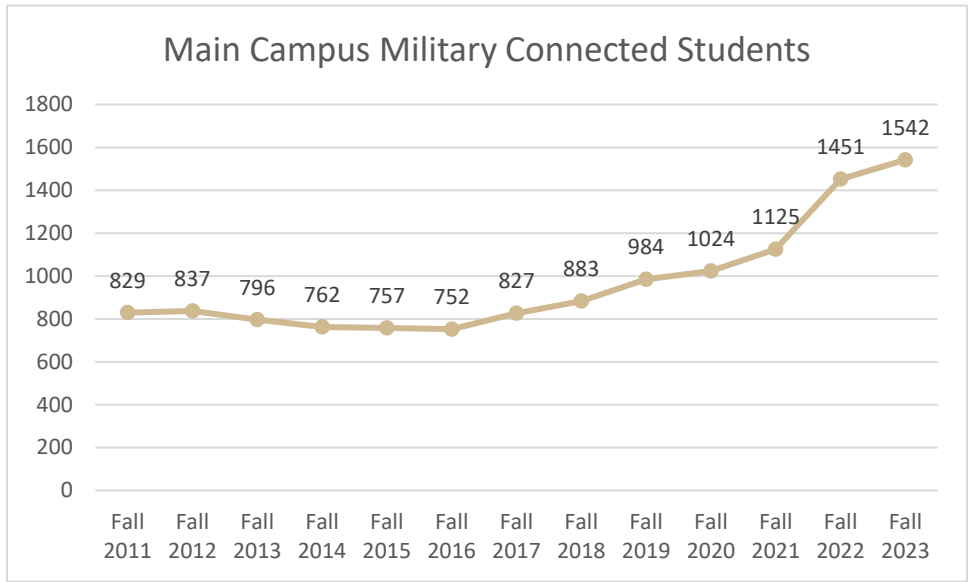
10.50% *of Purdue Online*

VMF ACROSS OUR THREE DIFFERENT LOCATIONS



The arrow points to the 'Veteran population and how it varies across campus.





Due to the rolling nature of Purdue Online enrollment and certifications, the data is tracked across the academic year rather than just a snapshot of the fall semester. The POL data above for fall 2023 is only reflective of Aug-Oct enrollments and certifications and will be considerable larger later in the year.

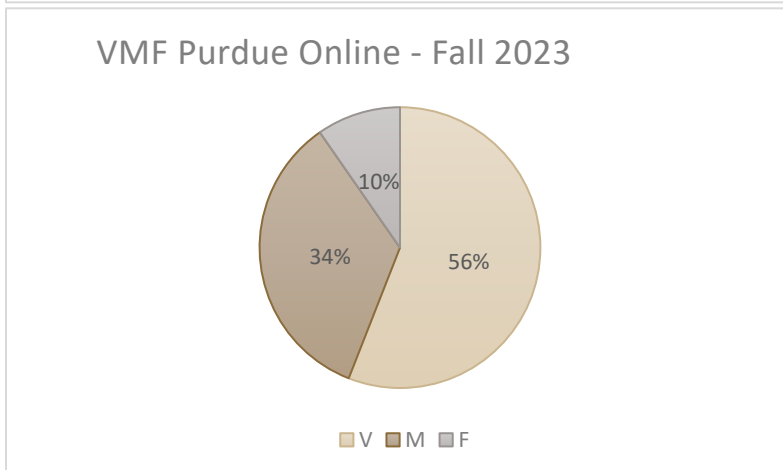
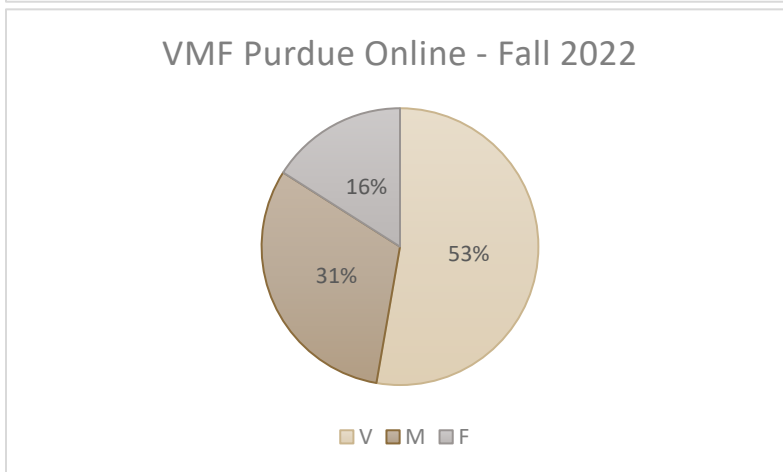
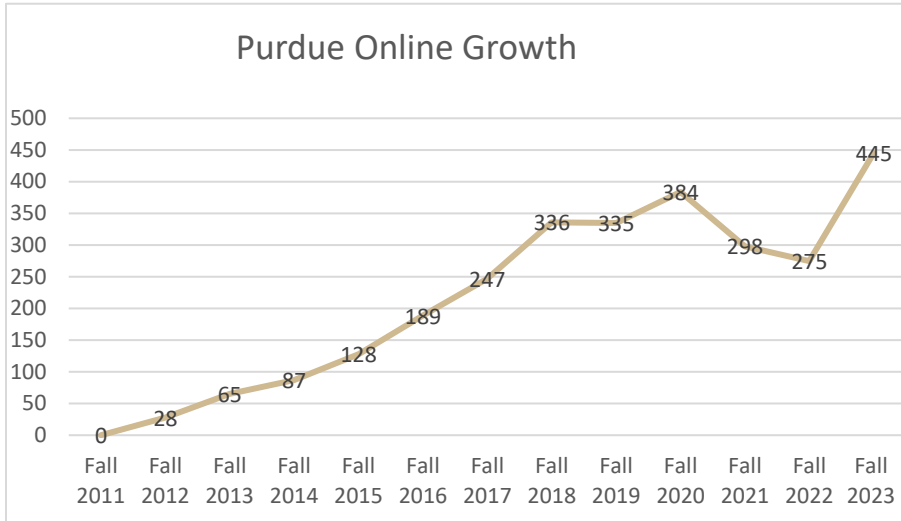
MILITARY CONNECTED GIANT LEAPS

Purdue Online Population

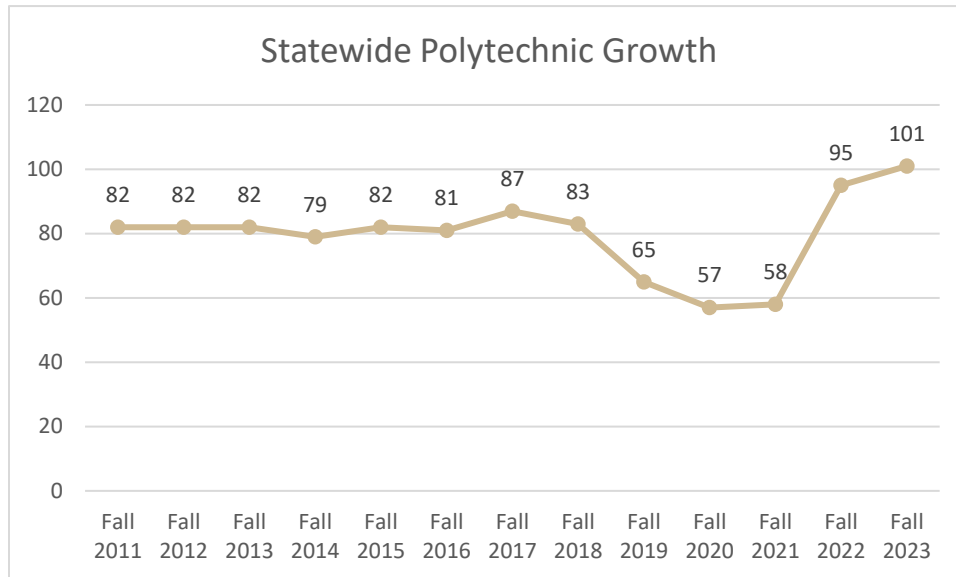
10.50%



Dorothy Stratton Veteran and Military Success Center

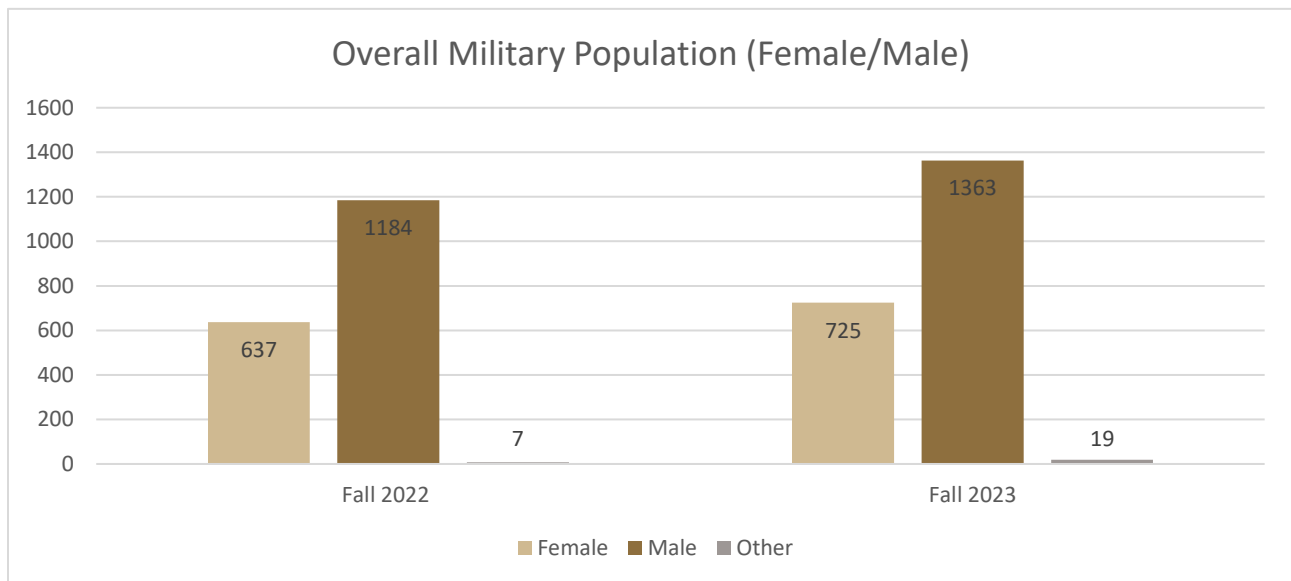


In July of 2021, the VMSC assumed responsibility for certifying benefits and helping support military-connected students for the Polytechnic Statewide Tech locations.

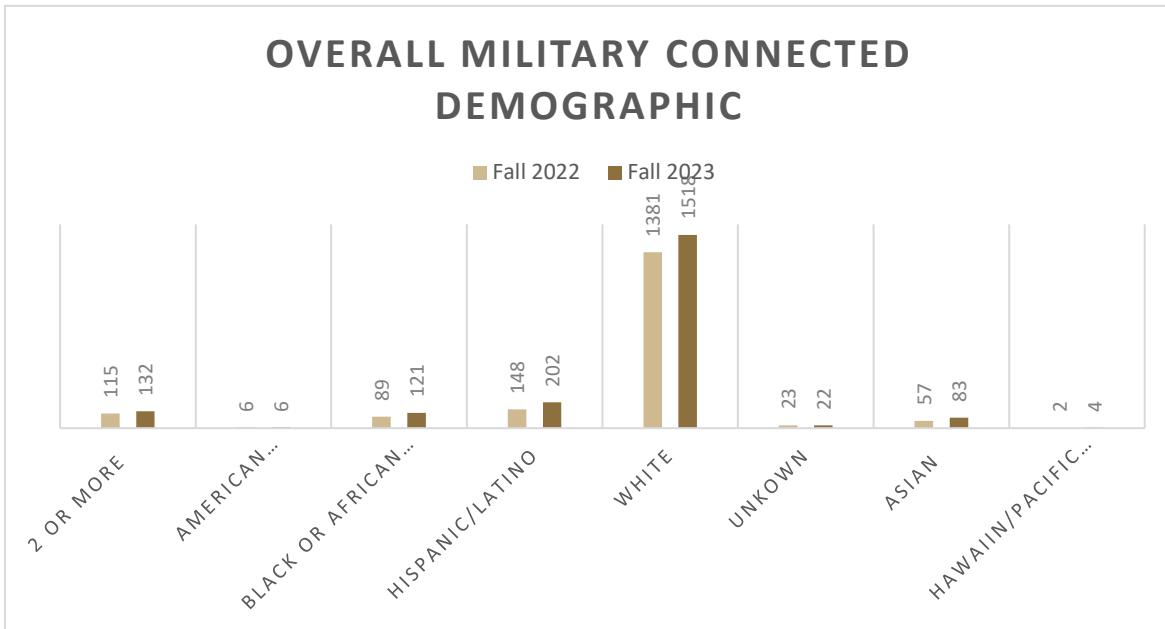


DEMOGRAPHICS

Gender Identification (Male or Female) Fall 2022 versus Fall 2023 of Overall Military Population



Demographics of Overall Population – Racial & Ethnicity



The numbers in this chart do not exactly match the number in the overall population chart. This is partly due to the POL non-credit students not being in Banner and their demographics are not available. Another factor is the rolling start dates make it difficult to match head counts with actual students in the above fall snapshot of all VMF populations.

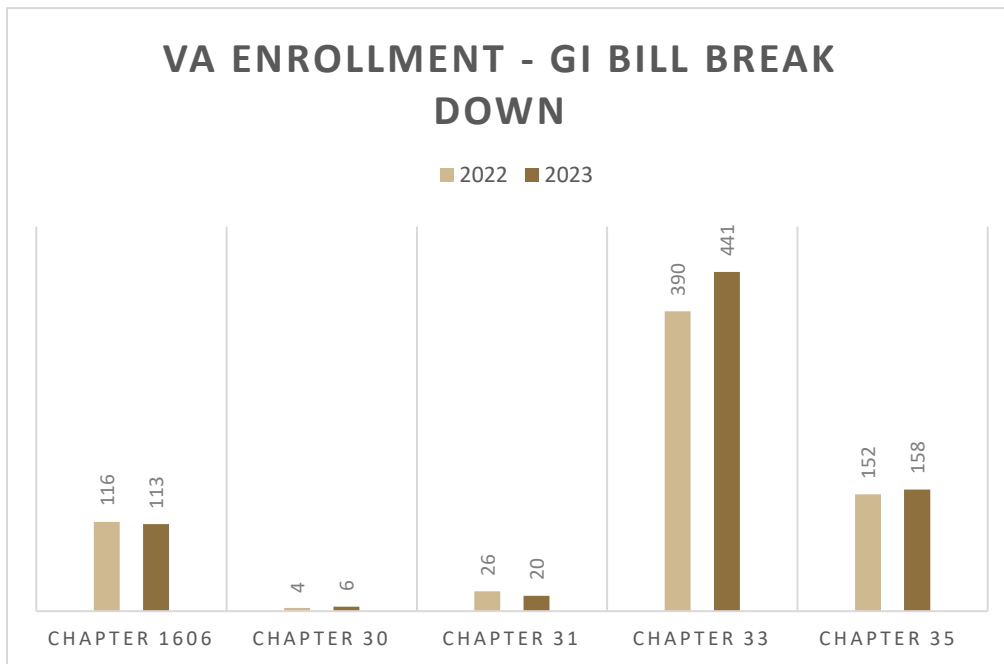
First-Generation and Transfer Demographics of overall population

First Generation Status	Percentage	Transfer Students	Percentage
Academic Year Fall of 2022	16%	Academic Year Fall of 2022	10.70%
Academic Year Fall of 2023	15%	Academic Year Fall of 2023	9.80%

Education Benefit Breakdown [GI Bill®, Federal Tuition Assistance, Residency]

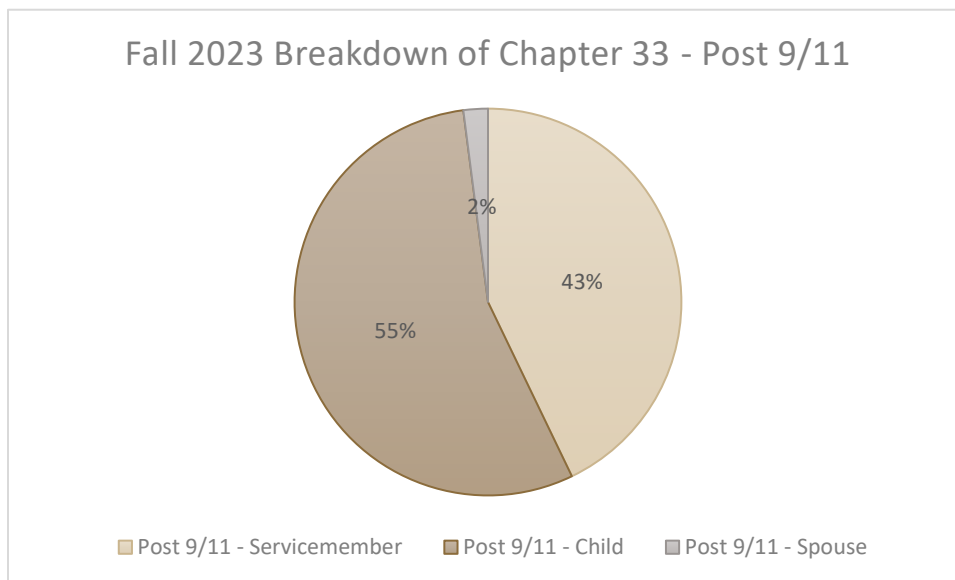
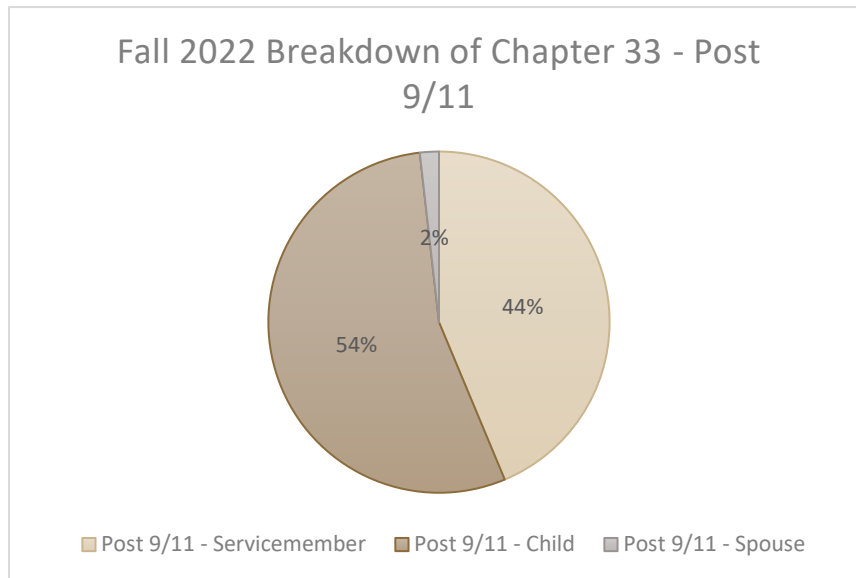
The GI Bill is a service earned benefit provided by the Department of Veterans Affairs.

Purdue University, Purdue Polytechnic, and Purdue Online all are campuses that the VA has approved to have available to servicemembers, the GI Bill program. All three of these campuses are certified by The Veteran and Military Success Center. The data below is a snapshot of what our GI Bill breakdown looks like across the three campuses. It is important to recognize that this is a capture of certifying information from Fall of 2022 and then Fall of 2023. Recognizing this as a sample of certifications done during this time frame. This does not speak to the data during the summer as well as during the spring terms. This data **does not include** Purdue online non-credit certifications as well. A sampling of those students that are noncredit from Aug. 2, 2023, to Oct. 23, 2023, is 39 certifications.



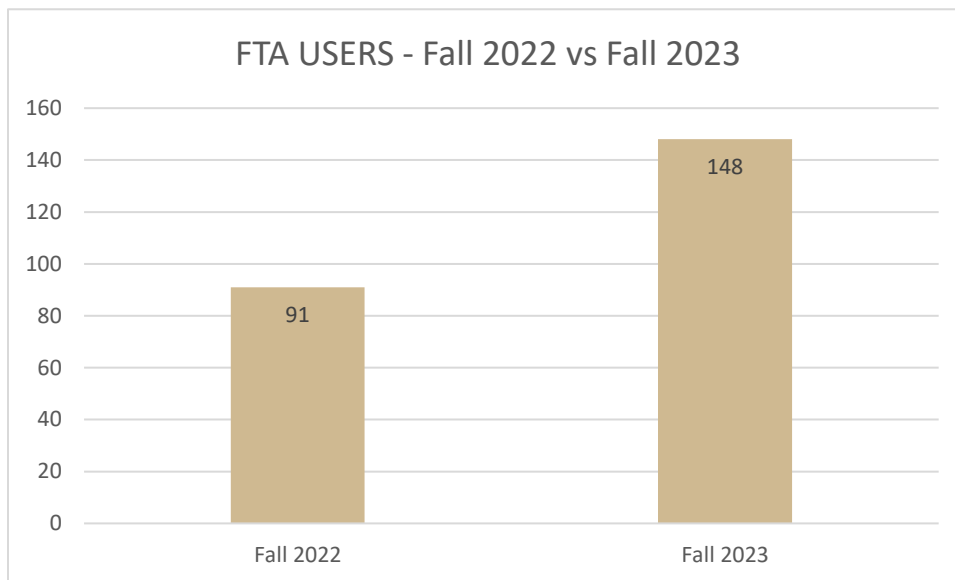
GI Bill – Chapter 33 Further Breakdown

The VA paid a total of **\$6,142,960** during the Fiscal Year of 2023 to Purdue University for tuition purposes on behalf of the Chapter 33 Post 9/11 GI Bill. Post 9/11 is easily the largest GI Bill we see on campus. This is a benefit that is earned at a percentage, meaning someone can have 60% (the minimum) or up to 100% of the benefit. Once the service member has earned a percentage of the benefit, they can then use it themselves or transfer the entitlement to a spouse or child. The benefit is threefold – covering expenses for tuition, books, and finally a basic housing allowance. The \$6,142,960.00 is only tuition, there are additional funds paid out to the individual using the benefit. *Learn more about the [Federal GI Bill](#)*



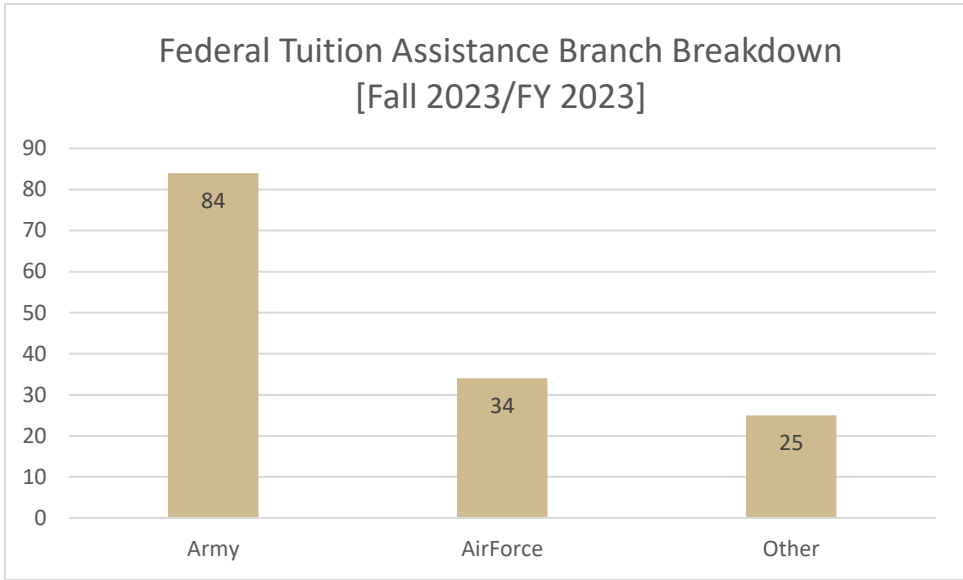
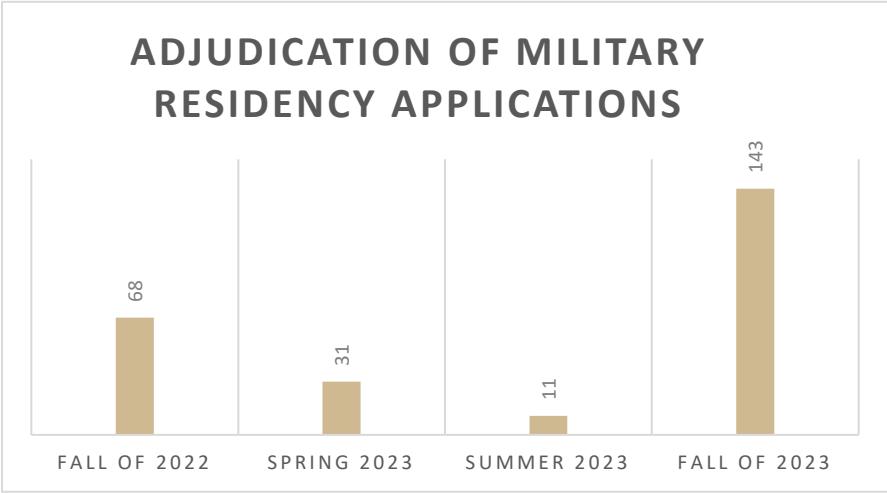
Federal Tuition Assistance – Federal Tuition Assistance is a federally funded tuition aid program provided by the Department of Defense to currently serving service members.

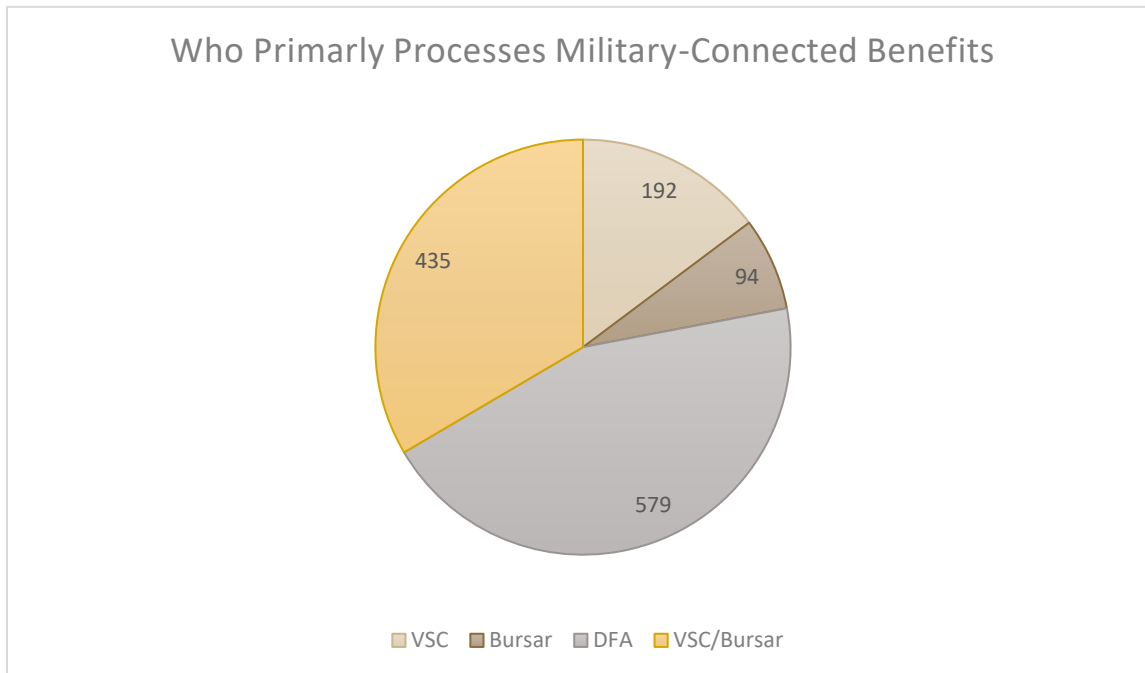
There is a cap per credit hour of federal aid that can be provided to the service member. Students can reach out to their respective education officers within their branches of service for more information. The Veterans and Military Success Center officially allocated a full-time staff member to oversee this cohort due to the need for someone at the institution that a servicemember is using FTA at to upload grades, help with schedules, and help with Federal Tuition Assistance Requests.



Residency – Residency describes the process of establishing ‘in-state tuition rates’ due to either state or federal law for specific military connected students.

In the Fall of 2022, military-connected students were experiencing difficulty with the application that resided within the office of the Registrar when they were applying for one of the six categories for establishing in-state tuition rates. Specifically, students were getting an initial bill of out of state tuition rates, the application to apply opened on the first day of courses and then closed 15 business days later, and the adjudication decisions were coming extremely late to the students – sometimes into the next semester. For many reasons, this process tested the integrity of our office’s compliance related to service member education benefits. This was because many of these benefits were tied together in the same policy/piece of legislation, and many depended on one another as a pre-requisite for proper reporting. The Veteran and Military Success Center worked closely in partnership with the office of the Registrar to fix this issue and piloted the first cohort of students in Spring of 2023. After successfully piloting this cohort, the office of the Registrar then deemed the Veteran and Military Success Center as the beholders of the application recognizing how closely the benefits were aligned and the importance of the compliance component.





While DFA processes the largest amount of education benefits, the majority of those are Child of a Disabled Veteran and are fairly simple to apply as part of their aid package. The VMSC and Bursar manage the most complex benefits and work very closely to ensure their overlapping responsibilities are met.

**For more information regarding specific different benefits:*

- *Learn more about the [Federal GI Bill](#)*
- *Learn more about [Federal Tuition Assistance](#)*
- *Learn more about [State Benefits](#)*
- *Learn more about the [National Guard Supplemental Grant](#)*

***Due to individuals using multiple benefits, the grand total may differ from the number of actual individuals.*