



**SERVING WOUNDED WARRIORS:
CURRENT AND BEST PRACTICES**

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PRESENTATION OUTLINE

- Research Design
- Survey Highlights
- Limitations
- Recommendations
- Conclusions
- Q/A



RESEARCH INTENT

- To learn what role Disability Service offices played in PSE service provision to wounded warriors

- To determine what existing campus services and accommodations are received by wounded warrior



WHO ARE WOUNDED WARRIORS?

- Served in Middle East wars (Iraq, Afghanistan, or Kuwait)
 - Operation Iraqi Freedom
 - Operation Enduring Freedom
 - Operation Desert Storm



WW CONNECTIONS

- 2004 US Marines WW Barracks
- 2005 US Army changed DS3 to AW2
- 2007 US Marines established WW Regime (WWR 2008)
- 2007 DTWW Act into NDAA
- 2008 US Air Force website AFW2
- 2008 Pres. Bush WW reference in State of the Union



Post 9/11 Veterans Education Assistance Act of 2008

- Becomes effective August 1, 2009
- Known as the New GI Bill, the Post 9/11 GI Bill or the Webb GI Bill
- Eligibility requirement
 - Based on active duty service after September 10, 2001



New GI Bill

■ Eligibility requirement - Meet one of the following:

- Active Duty service members who have served more than 90 days after September 10, 2001;
- Retired and separated service members who have served on active duty > 90 days after 9/10/01;
- Service members and Reserve and National Guard members activated > 90 days after 9/10/01;
- Service members who were discharged after completing a minimum of 30 consecutive days of qualifying service after 9/10/01 and who the VA determined were discharged for a service-connected disability .



New GI Bill

■ Benefits - Meet one of the following:

- . Direct payment to schools
- . Tuition benefits up to the highest cost in-state tuition for undergraduate programs
- . Housing allowance
- . Book stipend
- . **May be** transferred to Military Family members



New GI Bill

■ Challenges

- Veterans who study half-time or less, or are enrolled in a distance education program are eligible for only the tuition benefits.
- Existing Montgomery GI Bill (Active Duty) may provide better benefits in certain cases – ALWAYS compare programs to ensure best benefit.



New GI Bill

■ Application Process

- www.gibill.va.gov to determine if a school's programs are approved
- Complete VA for 22-1990 (Application for Education Benefits). This can be mailed to the office listed on the application OR filed online at <http://vabenefits.vba.va.gov/vonapp/main.asp>



New GI Bill

- For more information on the new GI Bill, please see the following resources:

- [New GI Bill Overview on Military.com](#)
- [Post-9/11 GI Bill Factsheet](#)
- [Post-9/11 GI Bill Frequently Asked Questions](#)



METHOD/SAMPLE

- Descriptive online survey developed in conjunction with AHEAD
- Initially 32 questions, ended with 29
- Data analysis used SPSS to identify frequency and percent responses
- 2,500 AHEAD and Affiliates invited
- Four solicitations between September through October 2008



GUARANTEES

- Survey was voluntary
- Participant anonymity
- Skip any question (% off)
- Participation (or lack) would not affect relationship with AHEAD



FIVE BROAD AREAS

- Respondent's Veteran Status
- Processing of Veteran's in DSO
- Assistance to Veterans and WW on campus
- Campus Demographics
- Wounded Warrior Disabilities



**RESPONDENT VET
DESCRIPTORS**

- >75% female
- 55% had family members with military experiences
- *****
- 11% had family members in combat
- 53% spent no time with WW
- 38% spent 5 hrs/wk on W
- 9% spent more than 6hrs/wk on WW



DSO REFERRALS

- 51 % made referrals to other offices
- Over 70% referrals were within 50 miles of institution
- 49% do not do any coordination of WW services, of which 85% rely on the Registrar's offices



SPECIFIC SERVICE REFERRALS

- 25% Financial Aid
- 22% Counseling
- 18% Career Services
- 17% Student Affairs
- 10% Orientation
- 8% to Other Services
- 1% LGBT Services



ON CAMPUS ACADEMIC SERVICES

- 22% Evening services/online courses
- 21% Curricular adjustments
- 19% Career counseling
- 17% Academic adjustments



OFF CAMPUS COLLABORATIONS

- 17% DVR/DVS
- 16% Veteran's Affairs
- 12% VA Hospitals/Clinics
- 10% No Collaboration
- 7% Veterans' Center
- 7% Vocational Rehab & Employment
- 6% County Veterans' Services



COLLABORATIONS CONT

- 4% Independent Living Center
- 4% Veterans' Service Organization
- 4% Military Base with ed ctr
- 3% Disabled Vet Outreach Placement
- 2% Veterans of Foreign Wars
- 1% Local Vets Employment Rep



MALE WW DISABILITIES

- 34% Psychological/Emotional
- 16% Health/Medical
- 10% Learning Disability
- 1% Mobility
- <1% Hard-of-Hearing
- <1% Burned



FEMALE WW DISABILITIES

- 11% Psychological/Emotional
- 1% Learning Disability
- <1% Health-Medical
- <1% Sexual Assault/Trauma
- <1% Mobility



LEVEL OF CAMPUS PREPAREDNESS

- 25% Don't Know
- 20% Not Prepared/Low
- 22% Fair
- 16% Average
- 17% Above Average



TOP PRIORITIES

- Effective referrals
- Connections to other student veterans
- Smooth transitions
- Coordination of services
- Eliminate/reduce red tape
- Veterans resource office w/advocates
- Go-to person



DISCUSSION

- Response level was low
- LD disability surprisingly high
- DSO role with Vets/WW
- WW access to “more” services than other SWD



RECOMMENDATIONS

- DSO inclusion in campus discussions
- Faculty/staff education
- Veteran reintegration office (central)
 - reintegration/orientation
 - “safe” place to congregate
 - family programs



FUTURE RESEARCH

- Women WW
- WWW in HE



CONCLUSIONS

- Smooth transition to HE
- Traditional SWD policies/procedures not effective with WW outreach
- 2008 ADAAA emphasis on reasonability
- Role of DSO from reactive to proactive



QUESTIONS? PLEASE SPEAK LOUDLY AND CLEARLY SO ALL MAY HEAR.


