

# Helping Veteran Students Succeed Through Advising

## Did veteran students who interacted with the staff in the Veterans Affairs Office learn about resources to aid their academic success?

### Learning Outcome

- Students who participate in Adult, Veteran and Commuter Student Affairs advocacy programs will learn how to navigate systems and institutions to access needed resources.

### Methodology

- Academically at-risk veteran students were invited to have a one-on-one interview with professional staff during the fall, winter and spring quarters.
- An internally created qualtrics survey was sent to students who visited the office during winter quarter.
- Student responses to both survey and interview questions were holistically scored based on staff's perception of student learning.
- Qualitative data from survey and interview responses were coded for themes relevant to the resources utilized.

### Demographics

- Of 50 students invited to complete the online survey, 16 students (32%) participated.
- Of 53 students at risk of being on academic probation and offered one-on-one interview interventions, 5 students (9%) participated.
- All students who participated in this assessment were veterans who have served in the Military and have had at least one interaction with the department.

### Key Findings

- 13 survey respondents (81%) could self-identify a resource available to them here at DePaul from their interaction with the office (e.g., where the writing center is located, how to register with the Center for Students with Disabilities).
- 7 survey respondents (44%) indicated that DePaul was not the most helpful in supporting their transition to college; however, 4 respondents (25%) indicated that DePaul did make their transition more successful.
- During follow-up interviews, all 5 students reported utilizing resources and services via knowledge gained in the one-on-one interventions.

### Plan of Action

- Continue retention initiatives by reaching out to academically at-risk veterans and ensuring they know of resources available to them.
- In Fall 2017, "Success Maps" will be made available to all veteran students in BlueStar, which will be a road map to resources and support they can follow throughout their time here at DePaul.
- In Fall 2017 a stop-out intervention program will be implemented for students who take a quarter off. Students will be contacted to find out if they need additional resources to re-enroll in classes and finish their degree.

"The Office of Veterans Affairs was able to assist me with my question which helped me learn about The Center for Students with Disabilities that can now assist me during test taking."