Serving
The University of Georgia’s
STUDENT VETERANS

EASING THE TRANSITION INTO UGA
ENABLING ACCESS TO SERVICES
FACILITATING CAREER READINESS
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VETERAN-FOCUSED FRAMEWORK OF PROGRAMS AND SERVICES
Profile of UGA’s Student Veterans

UGA’s student veterans represent one of the most diverse and globally experienced populations on the University of Georgia campus.

Over the last few years, our student veterans were almost equally divided between graduate and undergraduate studies. They are enrolled in all 17 schools and colleges, pursue a 12-14 credit hour course load and perform on par with the larger UGA student body (GPA 3.25).

In the aggregate, our veterans are ten years older than their peers, often work a part-time job, support one or more family members, and do so while striving to integrate into the university and the surrounding community.

We want you to know that there is a wealth of resources on campus to help you succeed in your UGA experience.

Overview of the Student Veterans Resource Center (SVRC):

The SVRC serves as the go-to-location for wayfinding and entry into an array of services provided by the University of Georgia and our community partners. Located at the heart of a university-wide support system, the SVRC is ideally postured to help address the wide-ranging needs of our student veterans.
Three Goals : Endless Opportunities

⭐ A convenient point of contact
⭐ A Service Desk staffed by student veterans
⭐ A connection to other student veterans, a relaxing lounge and a range of diverse opportunities that enable you to meaningfully engage the university and the surrounding community.
⭐ An evolving network of partnerships working to improve services/programs.

The SVRC Provides

- Veteran Orientation
- Meet and Greet
- First Data Student Veterans Lounge
- Student Veterans Association
- Transition Mentoring
- VA Certification of Benefits
- Academic Advising

EASING THE TRANSITION INTO UGA

ENABLING ACCESS TO SERVICES

- Service Desk
- Liaison Network
- Outreach and Newsletter
- UGA Veterans Coordinating Committee
- Got Your Six™ Faculty, Staff and Community Program

FACILITATING CAREER READINESS

- Graduate Mentoring Program
- Readiness Pathways
- SVRC Black Belt Certificate Program
- American Corporate Partners Program
- Corporate Connect

CONTACT

706-542-SVRC or SVRC@uga.edu
SVRC Tate Student Center, Rm 481
First Data Student Veterans Lounge, Rm 484
dos.uga.edu/svrc/
**School Certifying Official (SCO):**

All degree programs and majors at UGA have been approved by the VA as eligible for educational benefits. The SCO is responsible for monitoring each veteran student’s enrollment status and academic progress.

To do so, student veterans submit initial certifications of enrollment to the SCO prior to the beginning of each term. Changes in enrollment status that affect a student’s VA educational benefits are reported as they occur. The number of enrolled credit hours determines the level of benefit the student may receive. The University notifies the Department of Veterans Affairs through the electronic submission of VA Form 22-1999.

You must be either a degree-seeking student or a transient student seeking a degree at another institution to qualify for educational benefits at UGA. In addition to enrollment certifications, the SCO can help with a large number of veteran related issues including:

- **Certifying the use of VA funded academic tutors**
- **Maintaining student records for recipients of VA benefits**
- **Completing transient letters**
- **Assisting with Georgia residency-related issues**
- **Providing support regarding schedule changes/withdrawal**
- **Processing fee waivers and readmission**

**Student Veteran Organization(s):**

There are more than 700 registered student organizations at UGA, some of which – like the UGA Chapter of the Student Veterans of America – represent a strong voice for the UGA student veteran community. The SVA’s core mission includes:

- **ENGAGEMENT:** Conduct outreach with students, student veterans, faculty, staff and community members in order to improve the student veteran experience at UGA
- **ADVOCACY:** Work with senior decision makers, on and off campus, to shape veteran-friendly policies and procedures
- **SERVICE:** Partner with service organizations, on and off campus, to positively impact the campus and surrounding community

**Contact:** Justin Sailers, President (SVA)
**Email:** ugavets@gmail.com
**Website:** dos.uga.edu/svrc/sva/

**Contact:** Jack Panneucoucke, SCO
**Email:** va@uga.edu
**Location:** Holmes Hunter Building
**Website:** reg.uga.edu/veterans
Ease Transition

Academic Advising:

Academic Advisors are assigned to each of UGA’s schools and colleges. Before registering for classes each semester, undergraduate students are required to meet with their academic advisor. The academic advisors assist in course selection, clarify understanding of major requirements and associated timelines to degree.

NOTE: Where possible, work with your advisor to align your educational plan with your VA benefits. If gaps are identified, you can pursue scholarships (see SVRC website) and/or Federal Grants and Loans (Contact UGA Financial Aid).

Advisors vary based on your major. Contact your school/college to determine how to schedule an advising appointment. When working with an advisor, consider identifying yourself as a veteran and inform him/her of:

• Significant changes in your field of study or major
• Changes in schedule, withdrawals, additions and/or drops
• Any trouble you have enrolling in your key classes
• Intended graduation date
• Post-graduate aspirations
• Your benefits timeline

NOTE: Strive to build a positive relationship with your advisor. Advisors deal with hundreds of students and find themselves particularly busy in the weeks immediately leading up to registration. If you have a complex academic-related concern that needs to be discussed, meet with your advisor as early as possible.

Transition Mentoring:

One of our most successful high impact programs is the Transition Mentoring Program.

• Program Manager: Dr. Mike Friedline
• Purpose: ease transition
• Setting: formal
• Mentees: transferring student veterans
• Mentors: experienced UGA Faculty/Staff
• Duration: one semester

Student veterans who participate in this program report very high satisfaction with the program coupled with a near seamless transition into the UGA community.

Each school and college has identified a veteran-specific academic advisor. See dos.uga.edu/svrc for the list.

Contact: Dr. Mike Friedline
Email: mfriedline@uhs.uga.edu
Location: University Health Center

Contact: Ted Barco
Email: tbarco@uga.edu
Location: SVRC
A Service Desk, a Robust Network of Liaisons, Newsletter and Website:

The Student Veterans Resource Center’s strength lies in its established relationships with almost every office at UGA and with many service organizations across the region. The SVRC markets these services while keeping you informed through a weekly SVRC Newsletter, which feeds into our SVRC Facebook and Twitter accounts.

As a UGA student, you receive dozens of emails daily, and part of your challenge will be prioritizing what to read and what to delete. Each Monday morning (usually by 10:30), you will receive the SVRC newsletter. The newsletter is the primary method we will use to share information about benefits, internships, scholarships and jobs.

The SVRC Service Desk is staffed with undergraduate student veterans who have successfully transitioned into the University and are now on a pathway to graduation. For assistance, drop-in from 7:45 a.m. to 4:15 p.m. daily, call 706-754-SVRC or e-mail SVRC@uga.edu.

UGA Student Veterans Resource Center
@UGA_SVRC

A full list of resources is provided on our website and a complete list of common phone numbers is available for your use at the back of this booklet.
Enable Access

**UGA HEALTH CENTER:**
The University of Georgia Health Center offers a wide variety of services, including four primary care clinics, plus:

- Women's Clinic
- Dental Clinic
- Vision Clinic
- Physical Therapy
- Massage Therapy
- Sports Medicine
- Allergy/Travel Medicine
- Urgent Care Clinic for after-hours care
- Counseling and Psychiatric services (CAPS)
- Supporting Services:
  - Pharmacy
  - Laboratory
  - Health promotions
  - Radiology departments

Students who are enrolled full time may pay a health fee, generally funded by the post 9-11 benefit, which covers primary care clinic visits. For combat veterans and reservists, this fee may be waived (see the school certifying official for more information).

There is an extra charge for lab tests, x-rays, and in-office procedures. The specialty clinics (e.g. vision, dental, and physical therapy) are fee-for-service.

**ATHENS VA OUTPATIENT CLINIC:**
The Athens Outpatient Clinic is open Monday-Friday from 8:00 a.m. to 4:30 p.m.

The services provided by the Athens VA Outpatient Clinic include:

- Primary Care
- Mental Health
- Routine Labs and Immunizations
- Patient and Pharmacy Education
- Women’s Health Clinic
- Social Work
- Audiology

**HEALTHY VET PROGRAM**
In 2015, the University Health Center established a Healthy Vet Program to encourage student veterans to more broadly use the UHC services. As an incentive for veterans to use UHC’s clinics, the Healthy Vet Program offers deeply discounted fees for many of the specialty clinics. These specialty clinics generally provide services that student veterans cannot easily access through the VA. Examples of incentives include a 50 percent discount for the UGA Eye Clinic year round and a 50 percent discount on UGA Dental Clinic visits during the month of June.

<table>
<thead>
<tr>
<th><strong>Contact:</strong></th>
<th>(706) 542-8702</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Intersection of East Campus and College Station Roads</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td>uhs.uga.edu/about/veteran_info.html</td>
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<table>
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<tr>
<th><strong>Contact:</strong></th>
<th>706-227-4534</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>9249 Highway 29, Athens, Ga 30601</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td>augusta.va.gov/locations/athens.asp</td>
</tr>
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ACADEMIC TUTORING:
The Division of Academic Enhancement (DAE) offers tutoring in several locations for student convenience, including Milledge Hall, the Miller Learning Center, Aderhold Hall, the Boyd Science Library, Brumby Hall, Creswell Hall and the Russell Academic Center.

• UNIV Courses: Courses are offered in academic writing, critical thinking, data analysis, introductory math, problem solving, computer literacy, learning to learn and life skills.

• Academic Specialists: Graduate students and professional staff assist students with academic planning, time management, college level learning strategies and academic recovery.

• Academic Counselors (Faculty): Professional counselors help students with test anxiety, motivation, learning styles, career exploration and other issues that hinder academic performance.

• Peer Tutoring: Tutors are available by appointment (up to twice per week per class) and are also available via drop-in labs, test reviews and online.

• Private Tutoring: Although private tutoring is not part of the service offered through the Division of Academic Enhancement, this service can be funded by the VA. To learn more, visit the SVRC or the SCO.

Contact: 706-542-7575
Location: 131 Milledge Hall
Website: tutor.uga.edu/

UGA DISABILITY RESOURCE CENTER (DRC):
The Disability Resource Center offers a wide range of personalized academic accommodations and support services to include note takers, alternative texts, computer labs, tutorial referrals, low-stress test environment, access to scholarships, priority registration and much more at no cost.

If you have a condition that potentially limits one of your major life activities (e.g. moving, speaking, hearing, seeing, focusing, learning, engaging with others), visit the center to explore the accommodations available.

Contact: 706-542-8719
Location: 114 Clark Howell Hall
Website: www.drc.uga.edu

STUDENT SUPPORT SERVICES
Student Support Services provides individualized assistance to students experiencing hardship circumstances, support to faculty and staff working with students in distress and guidance to parents/spouses seeking help and information on behalf of their students. If as a student veteran you encounter any hardship (e.g. deployment, illness, injury, death in the family), Student Support Services has the experience to help you navigate through the issue in an effective and efficient manner.

Lesson Learned: If you sense a situation is developing that may lead to a hardship, see Student Support Services sooner rather than later.

Contact: 706-542-7774
Location: 325 Tate Student Center
Website: www.dos.uga.edu/studentsupport
The University of Georgia provides a variety of financial aid options to students. Federal Pell Grants, Federal Work Study, Federal Direct Student Loans and scholarships are offered. In order to receive financial aid, a Free Application for Federal Student Aid (FAFSA) must be completed.

In addition, the SVRC hosts a growing number of scholarships each year. For 2015-2016, we plan to offer two per semester: the Berkman Charitable Foundation Scholarship and the Reynolds Veterans Association Scholarship.

Visit the SVRC site for additional scholarship information.

FINANCIAL AID AND SCHOLARSHIPS:

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<tr>
<th>Financial Aid Contact:</th>
<th>706-542-2033</th>
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<tbody>
<tr>
<td>Location:</td>
<td>220 Holmes/Hunter Academic Building</td>
</tr>
<tr>
<td>Website:</td>
<td>osfa.uga.edu</td>
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</table>

CAREER CENTER:

The UGA career consultants assist students with choosing a major, finding meaningful internships and landing a job. The center enables you to develop skills that prepare you for your next career through counseling, resume writing workshops, mock interview sessions, internship opportunities, part-time on/off campus jobs, and career fairs.

Research suggests that internships double your chances of employment.

<table>
<thead>
<tr>
<th>Contact:</th>
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<tbody>
<tr>
<td>Location:</td>
<td>2nd Floor, Clark Howell Hall</td>
</tr>
<tr>
<td>Website:</td>
<td>career.uga.edu</td>
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Facilitate Readiness

Readiness Pathways

To compete in today’s demanding job market, student veterans must effectively showcase their abilities through well-crafted resumes and engaging interviews while concurrently demonstrating their leadership skills. The UGA Career Center offers student veterans a variety of pathways to facilitate career readiness:

CAREER CONSULTANTS: Each of UGA’s Schools and Colleges is assigned a career consultant who is responsible for helping students successfully navigate the job search. Upon arrival, student veterans should seek out their assigned consultant and work closely with him/her to establish a career strategy that includes participation in skill development workshops and access to gateway opportunities such as internships.

ARCH READY WORKSHOPS: For those who prefer to navigate on their own, the Career Center also offers the Arch Ready Programming Series. This Series offers an a la carte menu of workshops and events designed to equip you with the necessary skills to compete in today’s job market.

INTEGRATED CAREER CLASSES: Many student veterans prefer a comprehensive class that covers all the basics; options for that class include ECHD 2050 and/or ECHD 3050. These two-hour credit classes, offered each fall and spring semester, help you develop the skills necessary for informed career decision making.

SVRC Red/Black Belts:

Not having a career strategy can be a costly error. To encourage participation in one or more of these readiness pathways, the SVRC will recognize those student veterans who take the opportunity to posture themselves for success with one or more Readiness Belts that add value to their resume.

SVRC RED BELT (CAREER READINESS):

• Required: UGA Resume Writing Workshop
• Required: UGA Interviewing Skills Workshop
• Required: UGA Business Etiquette or LinkedIn Workshop

SVRC BLACK BELT (CAREER READINESS):

RED BELT PLUS THE FOLLOWING

• Required: Participation in at least one of the three SVRC suggested mentoring options
• Required: Completion of an internship or a relevant work-study or study abroad
• Required: Recent leadership position in a university, community, or non-profit organization or corporation

Contact: 706-542-3375
Location: 2nd Floor, Clark Howell Hall
Website: career.uga.edu

Contact: 706-542-7872
Location: 481 Tate Student Center
Website: dos.uga.edu/svrc
ACADEMIC CYCLE MENTORING:

Transition Mentoring gets you integrated into the university, but in order to persist and succeed within higher education, you may need to tap into many other available services, including academic cycle mentoring.

There is a strong chance that you have had a mentor at some point in your life. Whether informal or formal, mentors can help you navigate through areas of life you may have never experienced. The SVRC suggests our undergraduate student veterans explore the three phases of mentoring as shown in the diagram below:

Mentoring reinforces your situational awareness and can assist you in navigating to your degree and onto either graduate school or a career. Use the following milestones to determine which program is best for you:

- **FIRST SEMESTER AT UGA:**
  Sign up for the Transition Mentoring Program

- **AFTER COMPLETION OF YOUR FIRST SEMESTER:**
  Sign up for the Graduate Student Veteran Mentor Program

- **SENIOR YEAR:**
  Sign up for the Corporate Mentor Program
### TRANSITION-RELATED SERVICES

<table>
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<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Admissions</td>
<td>706-542-2112</td>
</tr>
<tr>
<td>Registrar</td>
<td>706-542-4040</td>
</tr>
<tr>
<td>School Certifying Official</td>
<td>706-542-9362</td>
</tr>
<tr>
<td>VA Education Benefit</td>
<td>888-442-4551</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>706-542-6773</td>
</tr>
<tr>
<td>Transfer Credit</td>
<td>706-542-2112</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>706-542-6147</td>
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<tr>
<td>Housing</td>
<td>706-542-1421</td>
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<tr>
<td>Family Housing</td>
<td>706-542-1473</td>
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<tr>
<td>Meal Plan/Food Services</td>
<td>706-542-1256</td>
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<td>My ID &amp; Oasis Assistance</td>
<td>706-542-3106</td>
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### ON-CAMPUS HEALTH AND WELLNESS SERVICES

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<tr>
<td>University Health Center</td>
<td>706-542-1162</td>
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<tr>
<td>Counseling/Psychiatric Services</td>
<td>706-542-2273</td>
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<tr>
<td>Relationship &amp; Sexual Violence Prevention</td>
<td>706-542-7233</td>
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<tr>
<td>Pharmacy</td>
<td>706-542-8627</td>
</tr>
<tr>
<td>Learning Disorders</td>
<td>706-542-4589</td>
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<tr>
<td>Disability Resource Center</td>
<td>706-542-8719</td>
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<tr>
<td>Aspire Clinic (Holistic Counseling)</td>
<td>706-542-4486</td>
</tr>
<tr>
<td>Child Care</td>
<td>706-227-5316</td>
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<tr>
<td>Ramsey Recreational Sports</td>
<td>706-542-5060</td>
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<tr>
<td>Intramural Sports</td>
<td>706-542-8648</td>
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### MITIGATION SERVICES

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<tr>
<td>Student Ombudsperson</td>
<td>706-542-7774</td>
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<tr>
<td>Equal Opportunity Office</td>
<td>706-542-7912</td>
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<tr>
<td>Student Support Services</td>
<td>706-542-7774</td>
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<td>(Deployments/Withdrawals)</td>
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### WORK AND CAREER SERVICES

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<tr>
<td>Federal Work Study</td>
<td>706-542-6147</td>
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<tr>
<td>Part-time Work</td>
<td>706-583-5475</td>
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<tr>
<td>Career Center Veteran Liaison</td>
<td>706-542-7271</td>
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<tr>
<td>Volunteer UGA</td>
<td>706-583-8030</td>
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### CO-CURRICULAR RESOURCES AND SERVICES

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<tr>
<td>Student Veterans Association</td>
<td>706-542-9628</td>
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<tr>
<td>Student Organizations</td>
<td>706-542-6396</td>
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<tr>
<td>Academic Advising</td>
<td>Contact school or college</td>
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<tr>
<td>Tutoring</td>
<td>706-542-7575</td>
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<tr>
<td>Library Services</td>
<td>706-542-3251</td>
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<tr>
<td>Religious Life</td>
<td>706-542-3564</td>
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<tr>
<td>Center for Leadership &amp; Service</td>
<td>706-583-0830</td>
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<tr>
<td>Greek Life</td>
<td>706-542-4612</td>
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<td>LGBT Resource Center</td>
<td>706-542-4077</td>
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<tr>
<td>Women’s Resource Center</td>
<td>706-542-2846</td>
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<tr>
<td>Multicultural Services and Programs</td>
<td>706-542-5773</td>
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<td>University Union Student Programming Board</td>
<td>706-542-6396</td>
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### SAFETY AND SECURITY

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<tr>
<td>Police/Fire/Ambulance</td>
<td>911</td>
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<tr>
<td>VA Crisis Line</td>
<td>800-273-8255</td>
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<tr>
<td>Cottage Sexual Assault Center</td>
<td>706-353-1912</td>
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<tr>
<td>UGA Non-emergency Police</td>
<td>706-542-2200</td>
</tr>
<tr>
<td>Athens Regional Medical Center</td>
<td>706-475-7000</td>
</tr>
<tr>
<td>St. Mary’s Hospital</td>
<td>706-389-3000</td>
</tr>
<tr>
<td>VA Clinic (Athens)</td>
<td>706-227-4334</td>
</tr>
<tr>
<td>VA Center (Lawrenceville)</td>
<td>404-728-4195</td>
</tr>
<tr>
<td>VA Hospital (Atlanta)</td>
<td>404-321-6111</td>
</tr>
<tr>
<td>VA Hospital (Augusta)</td>
<td>706-733-0188</td>
</tr>
<tr>
<td>UGA Parking Services</td>
<td>706-542-7275</td>
</tr>
</tbody>
</table>
Enabling a PATHWAY TO SUCCESS

481 Tate Student Center
The University of Georgia
Athens, Georgia 30602
706-542-7872
svrc@uga.edu | dos.uga.edu/svrc