



Student Veterans Resource Center

Student Affairs

UNIVERSITY OF GEORGIA



A Guide for Undergraduate Student Veterans



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National Challenge Facing Student Veterans

★ DID YOU know?

- Only 54 percent of student veterans on the GI Bill complete their bachelor's degrees in six years.
- Those who do complete their degrees often take up to two years longer than their peers to do so.



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 those pursuing graduate and undergraduate studies. More specifically, our undergraduates are enrolled in 16 schools and colleges, carry 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.

DON'T BE A statistic!



UGA far surpasses the national averages for student veteran-related performance, persistence and graduation rates. This is not by accident. Research suggests the more connections a student makes on campus, the more likely he/she will persist and succeed. If you need help navigating your pathway to success, the Student Veterans Resource Center and our campus/community partners stand ready to assist.



Note:

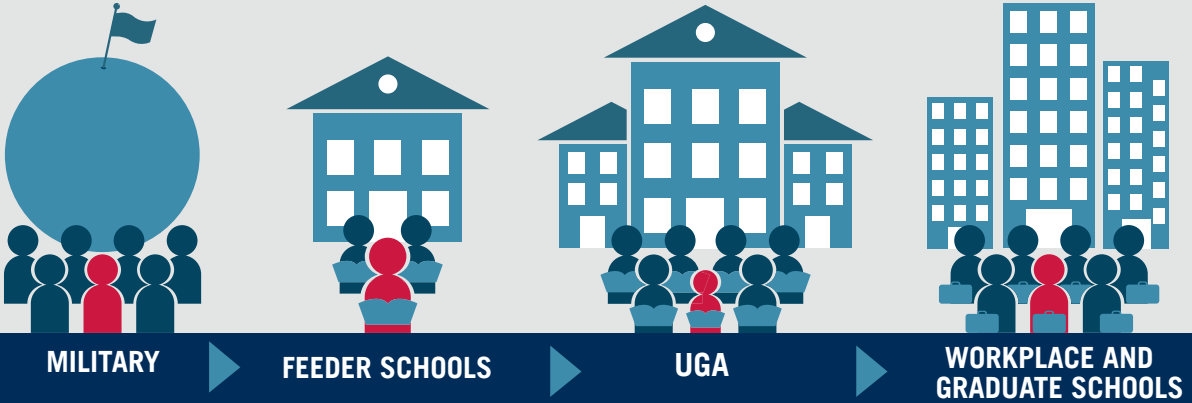
Our most successful student veterans get plugged into the wealth of networks available at UGA, including social, financial, health, recreational, career and developmental services.

We want you to know that there is a wealth of resources on-campus to help you **succeed**, but it requires **action** on your part.

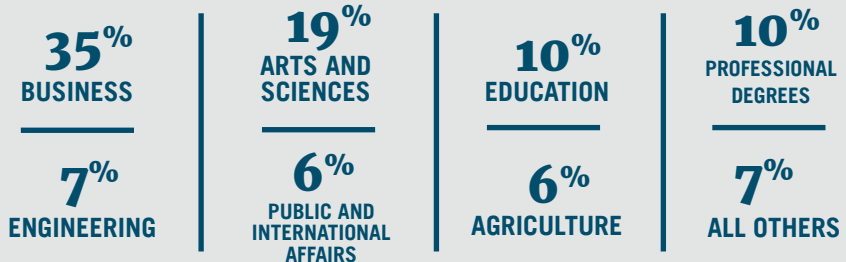


Path to UGA

More than 95 percent of our undergraduates come to UGA as transfer students. The majority of these students are first-generation college students who are trying to balance a number of competing priorities, including school, work, and family, while navigating the complexities of a tier-one research university.



TOPICS of Study



Student Veterans Resource Center

Mission: To position students for success, the SVRC serves as the go-to location for sensemaking, wayfinding, and entry into an array of services provided by the University and community, while offering a wide range of support and advocacy.



SVRC Provides:

- ★ A convenient point of contact
- ★ A service desk staffed by student veterans
- ★ A connection to other student veterans and the Student Veterans Association
- ★ A persistent coaching program that broadly supports veterans from enrollment to graduation
- ★ An evolving network of partnerships working to improve campus services and programs
- ★ A range of diverse opportunities to meaningfully engage with the University and the community
- ★ A dedicated veterans lounge with a 72-inch television and conference room, study kiosks, computers, printers, a microwave oven, and a refrigerator





Three Goals: Endless Opportunities

1 EASE

Transition into UGA

Student Veterans Association

The UGA chapter of Student Veterans of America (SVA) was formed to establish a social and educational network for enrolled student veterans, reservists, guard, and active duty service members. Meetings are held on the first Wednesday of each month.



Contact: ugasva@uga.edu



Veteran Orientation

Prepares incoming students for the often unexpected rigors of a tier-1 university

Meet and Greet

A gathering hosted by the Student Veterans Association (SVA) during fall and spring

Fiserv Student Veterans Lounge

A relaxing lounge, in Tate 484, with sofas, chairs, and large-screen TV

Student Veterans Association

A student veteran club focused on engagement, service, and advocacy

VETConnect

A program that systematically connects SVRC staff with our military-affiliated students

Peer2Peer (P2P)

To enhance relationship-building and networking, military-affiliated students have the opportunity to connect through the SVRC to one or more volunteer graduate student veterans.

Transition Coaching

Pairs first-term undergraduate student veterans with a senior staff or faculty member with similar academic, career, and/or personal interests

Certification of VA Benefits

Based in the Registrar's Office, the School Certifying Official is responsible for receiving and processing all VA-administered educational benefits.

Academic Advising

Self-identified student veterans have priority registration, but still must meet with an academic adviser prior to each registration period.

Financial Assistance

SVRC is positioned to provide emergency funds, awards, and scholarships. A current FAFSA is required and applications open in early fall and spring.

Oral History

The SVRC leads higher education in facilitating student veteran oral histories collected for research and stored in UGA's Special Collection Libraries. Grants up to \$100 may be available to participants.

Three Goals: Endless Opportunities



2 ENABLE

Access to Services

SVRC Service Desk

An information desk staffed by student veterans from 8am-4pm weekdays with open access from 8am-9pm to a study room, computers, printing, refrigerator, and microwave

SVRC Referral Network

The SVRC's network of faculty, staff, community, non-profit, and corporate professionals who liaise with the SVRC in support of our student veterans

Outreach and Communications

A newsletter and inputs to social media that aim to keep student veterans connected with ongoing opportunities, resources, and events



3 FACILITATE

Career Readiness

Readiness Coaching

A multi-semester SVRC-facilitated effort focused on career preparation through timely goal-setting, resume preparation, networking, and branding

Resume Development

Our full-time SVRC Readiness Coach uses one-on-one feedback supported by an algorithmic-based assessment tool to help ensure that you have a competitive resume and the judgment to improve/adapt it to your evolving needs.

Networking, and Branding

Connects student veterans to well-placed professionals, faculty, and peers to enhance their development and widen their professional networks

Corporate Connect

SVRC-facilitated meetings exclusively between student veterans and employers. These complement similar UGA-wide opportunities through your college, school or Career Center.

EASE TRANSITION



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 student veteran'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. You should report changes in your enrollment status that affect your VA educational benefits 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.

NOTE: You must recertify through the Registrar's Office each year.

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
- Assisting with Georgia residency-related issues
- Providing support regarding schedule changes/withdrawal
- Processing fee waivers and readmission

Military-affiliated students must self-identify through the SCO to access SVRC programs and services. This only needs to be done once and can be accomplished by presenting to the SCO either a current Military ID (Active Duty, Guard, Reserve) or DD-214 (veterans).

Veterans Education Benefit Services

CONTACT:

Office of the Registrar
Room 106, Holmes/Hunter Academic Building
706-542-1842/9362
reg.uga.edu/veterans • va@uga.edu

In-State Residency

Most student veterans pay in-state tuition. If you are considering paying out-of-state rates, contact UGA's Residency POC at 706-542-4748 and ask if you qualify for a waiver based on your situation. Once approved, you must resubmit the waiver application each semester, but not the full documentation. General deadlines are Aug. 1 for fall semester, Dec. 1 for spring, and May 1 for summer.

Georgia Driver's License

If you need to transfer an out of state license to Georgia or obtain a new license, Georgia Department of Driver Services (DDS) maintains a "New to Georgia" website that lists instructions on requirements for obtaining a Georgia driver's license. The Athens Customer Service Center is located at 505 Highway 29 North. Their phone number is 706-542-9928.

NOTE: Ask about discounted Georgia driver's license fees for veterans.

Where to Live

Though most students live off-campus, UGA Family & Graduate Housing maintains nearly 600 unfurnished apartment units available for rent. If you would prefer to live off campus or if you're unable to secure an apartment through them, consider using online classifieds, such as the *Athens Banner-Herald* or *Flagpole Magazine*, to identify potential properties or property management companies.

What to Eat

UGA offers a variety of meal plans including three different commuter meal plans. Commuter meal plans allow you to have a number of set meals per semester at UGA's dining halls and retail restaurants. The plans range from approximately \$900/semester to \$1400.



EASE TRANSITION

Transition Coaching

During orientation, you will be offered the opportunity to participate in the SVRC's Transition Coaching Program (TCP), an opportunity the average student doesn't receive. The TCP's purpose is to ease the transition of our transferring undergraduate student veterans by pairing each of them with an experienced faculty or staff member. As a transfer student, you will meet with your coach one or two times during the first semester. This informal program facilitates relationship-building and sense-making, attributes that are critical to student success.

Approximately 98 percent of our transitioning student veterans sign up to participate in this program, which also serves as a springboard into the SVRC's Readiness Program.

VETConnect

In addition to transition coaching, the SVRC also systematically reaches out to all student veterans in an effort to stay connected, quickly identify challenges, and share emerging opportunities. IF you haven't already been called by an SVRC staff member, you will be.

Peer2Peer

At any time during your enrollment, you may wish to connect to one of our P2P graduate students. Most of our P2P partners are student veterans currently enrolled in the Terry College of Business MBA program. Working closely with the SVRC, they may be able to offer insight into a number of issues that you are currently experiencing OR may experience in the years to come.

We suggest you complement the Peer2Peer discussions with additional professional connections the SVRC offers through its four formal networking programs. Those networks are a component of the Readiness Program described on pages 16-17.

CONTACT:

Ted Barco
svrc@uga.edu



Research suggests the more connections
a student makes on campus, the more likely
he/she will persist and succeed.

- Tinto 2006

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: For technical courses/degrees, bring your syllabi from earlier classes to determine the best sequence of UGA courses. A 3000-level course at a feeder school may equate to a 2000-level UGA course.

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: *It's critical that you work with your advisor to align your educational plan with your aspirations and VA benefits. If gaps are identified, you can change degrees, advisors, and/or pursue scholarships, Federal Grants, and Loans (Contact UGA Financial Aid).*



ENABLE ACCESS

A Service Desk, a Robust Network of Liaisons, Newsletter, and Website

The Student Veterans Resource Center (SVRC) serves as the go-to location for wayfinding and entry into an array of services provided by UGA and our community partners. The Center's strength lies in its established relationships with almost every office at UGA and with many service organizations across the region. There are three ways to actively engage with the SVRC:

- Drop by the SVRC in room 481 of the Tate Student Center
- Call 706-542-7872
- Email svrc@uga.edu

The SVRC will also work to engage with you through:

- Walk-in hours with campus/community service providers
- Newsletters delivered via email roughly every 10 days
- Personal emails tied to opportunities in your specific area of study
- Contact through the P2P Program
- Periodic postings on the SVRC Facebook profile and Twitter feed
- Engagements with the Student Veterans Association



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.



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 and are not covered by the 9-11 benefit.

CONTACT: 706-542-1162
LOCATION: 55 Carlton Street
WEBSITE: uhs.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, door-to-door transportation, 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: 825 Lumpkin Street, Clark Howell Hall
WEBSITE: drc.uga.edu

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

CONTACT: 706-227-4534
LOCATION: 9249 Highway 29, Athens, Ga 30601
WEBSITE: augusta.va.gov/locations/athens.asp



Healthy Veteran Program

In 2015, the University Health Center established a Healthy Veteran Program to encourage student veterans to more broadly use the UHC services. As an incentive for veterans to use UHC's clinics, the Healthy Veteran 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.



ENABLE ACCESS

Academic Support and Tutoring

The Division of Academic Enhancement will work one-on-one with you to advance strategies that enable you to better anticipate and respond to academic challenges. Your assigned counselor will proactively review your schedule, identify relevant study strategies, and cultivate the networks and resources needed to support your development. Your point of contact may also work with professionals across campus to facilitate subject-specific assistance to include:

- Department help
- Drop back strategies tied to Math 1100, 1113, 2250, and English 1101
- Private tutoring
- Peer tutoring
- Academic specialists
- Academic counselors

CONTACT: 706-542-7575
LOCATION: 131 Milledge Hall
WEBSITE: tutor.uga.edu



Student Care and Outreach

Student Care and Outreach 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. If as a student veteran you encounter any hardship (e.g. deployment, illness, injury, death in the family), Student Care and Outreach has the experience to help you navigate through the issue.

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

CONTACT: 706-542-7774
LOCATION: 325 Tate Student Center
WEBSITE: sco.uga.edu

Equal Opportunity Office (EEO)

The Equal Opportunity Office (EEO) is responsible for ensuring that UGA complies with all applicable laws and policies regarding discrimination on the basis of race, sex (including sexual harassment and pregnancy), gender identity, sexual orientation, ethnicity or national origin, religion, age, genetic information, disability or veteran status. As part of EEO's mission, EEO administers and enforces the UGA Non-Discrimination and Anti-Harassment Policy, which prohibits harassment and discrimination based on civil rights categories including veteran status.

CONTACT: 706-542-7912 or ugaeeo@uga.edu
LOCATION: 119 Holmes-Hunter Academic Building
WEBSITE: eoo.uga.edu





ENABLE ACCESS



Parking

You must research parking, find a lot, and reserve it as early as possible.

- How do I register for a permit? Log into the UGA Parking Services website, follow the prompts, and save the information. An assignment will be sent to your UGAMail when a permit is available to buy.
- What is the cost of a permit? Depending on the lot, the cost is \$20, \$30, or \$40 per month. Permits are sold for nine or twelve month periods.

NOTE: Review the priority system before choosing lots to ensure you receive an assignment. Questions? Call 706-542-7275

Financial Aid and Scholarships

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 be eligible to receive financial aid, a Free Application for Federal Student Aid (FAFSA) must be completed.** Last year, nearly half of all student veterans received a scholarship or award from the SVRC. In many cases, those who didn't failed to have a current FAFSA.

The SVRC hosts a growing number of scholarships each year. There are also many non-profit organizations and state services available to assist veterans.

CONTACT: 706-542-2033
LOCATION: 220 Holmes/Hunter
Academic Building
WEBSITE: osfa.uga.edu

Career Center

UGA's Career Center consultants assist students with choosing majors, planning job searches, editing resumes, and preparing for interviews. The Career Center's consultants, who are assigned to each college, offer walk-in hours and periodic workshops, and they host at least two major career fairs each year. Students pursuing career opportunities can search for internships or jobs using HANDSHAKE, the center's online employment application.



Research suggests that internships double your chances of employment.

CONTACT: 706-542-3375
LOCATION: Clark Howell Hall
WEBSITE: career.uga.edu



Experiential Learning

All UGA students are required to engage in at least one experiential learning activity that enhances learning and positions them for success after graduation. Learning through experience gives students hands-on opportunities to connect their academics through study abroad, internships, research, and service learning.

Internships

In today's competitive job market, internships represent the "secret sauce" to success. Why? Because they allow you to gain valuable hands-on experience in your new field of study while offering the employer a unique chance to give you a test drive before making a formal commitment to hire you.

Whether you're interested in corporate, government, non-profit, or research opportunities, internships give you the edge needed to compete and win.

Study Abroad

In addition to the experiential opportunities offered throughout the CONUS, the UGA Education Abroad office offers OCONUS academic opportunities in more than 60 countries. Programs range from two weeks to 52 weeks and are designed to accommodate a student's program of study.

Study abroad can be financially challenging. However, scholarships are available. To ensure your study abroad will be funded, please coordinate your travel plans with your advisor and the certifying official.

SOUND ADVICE

Recruiters, whether aligned with companies or graduate schools, are always looking for students that have had hands-on experience that postures them for success after graduation. Many student veterans believe their time in the Service checks that box; unfortunately, for most, it does not.

This year nearly 2,000,000 students will graduate with a bachelor's degree and thousands of those students may be pursuing a degree track similar to yours. While at UGA, work to differentiate yourself from your peers by complementing your military experience with a timely internship, a work-study position, a study abroad opportunity and/or membership in a professional organization that aligns with your academic plan, adds currency to your resume, expands your network, and reinforces your brand.





Persistent Coaching: A Framework of Continuous Learning Opportunities

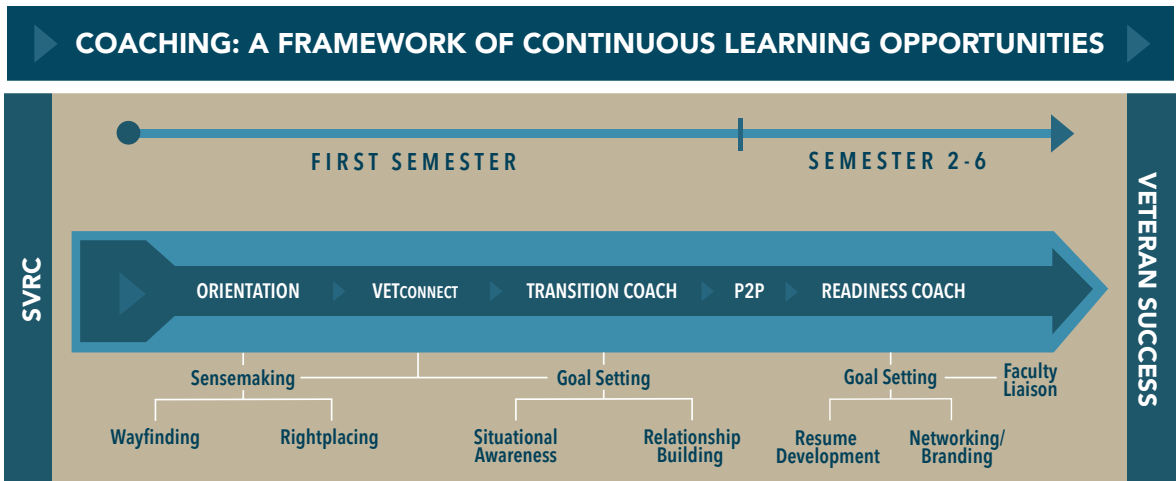
Persistent Coaching is our signature program that harmonizes orientation with four building block programs:

1. **Orientation:** An orientation session tailored for student veterans reduces transfer shock by helping prepare them for the rigors of a Tier 1 research university.
2. **VETConnect:** Systematically connects the SVRC staff to enrolled military-affiliated students. Once connected, students may also opt-in to participate in the **P2P Program**.
3. **Transition Coaching:** First-term student veterans are paired with senior faculty/staff with similar academic, career, or personal interests.
4. **Readiness Coaching:** The coach facilitates early discussion on brand development to improve one's ability to compete for jobs or graduate school.



When undergraduates have a coach or mentor, they are twice as likely to thrive after college. Yet, across the country, only 1 in 5 have had such relationships.

- Gallup-Perdue Index Dec 2016





FACILITATE READINESS

Readiness Coaching

As you move from the first to the second semester, you will be invited to work with a readiness coach. Together, you will build a tailored development plan (DP). The DP is a road map to your individual success. It highlights your career or graduate school interests, identifies geographic locations where you would like to work/study, and spotlights companies or graduate schools you are interested in pursuing.

RESUME BUILDING: Building off this approach, you and your readiness coach will work together with other campus and community resources to develop your resume. Once your resume is complete, the next step is networking and branding.

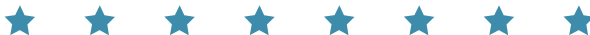
NETWORKING: This step focuses on finding, building, and leveraging a mentor network within your field of study. Networking is critical as you shape connections around your career interests. These connections will help you navigate the job search and, when the time comes, provide meaningful references to hiring and/or graduate school admissions managers. As you build a network, you will recognize the need to rebrand.

BRANDING: Branding is an essential part of your professional development as you pivot from the military to a new career. Your brand is made up of many facets, including your resume, social media, everyday interactions, and dress. In support of your college/school, the SVRC can leverage its partners to help you build your brand.

INTERNSHIP: An internship is the next critical step in your career development. Through internships you can determine if you are on the right career path, highlight new relevant experiences, develop a network, and build a bridge to your new profession. In the Readiness Coaching Program, you are encouraged to participate in multiple internships during your time at UGA.



Our nationally recognized readiness coaching program complements your curriculum and is an important addition to your new tool bag; take advantage of it!



Contact:
svrc@uga.edu



LOCKHEED MARTIN

Lockheed Martin provides a generous grant to recognize those student veterans who actively participate in this program each year.

RECOMMENDED STUDENT MILESTONES



The research is clear, the more **connections** a student makes on campus the more likely he or she will **persist** and **succeed**.

– Harris, 2006 and Tinto, 2004



EASING THE TRANSITION INTO UGA

- Attend Veterans Orientation
- Register with the Student Veterans Association's VETConnect program
- Fully participate in the SVRC Transition Coaching Program
- Engage with the Academic Enhancement Center, the Career Center, and the Financial Aid Office
- Identify two UGA faculty and one staff member who are now part of your professional network
- Participate in at least one co-curricular activity
- Deliver a career-ready resume to the SVRC
- After one semester, maintain a 3.0 or higher cumulative GPA

FACILITATING CAREER READINESS

- Engage with the SVRC Readiness Coach
- Complete your new professional resume with a score of 75+
- Coordinate a second review of your resume by faculty, staff, P2P student, and/or networking partner
- Obtain a free professional headshot and complete your LinkedIn profile
- Establish membership in a group tied to your future profession
- Complement your wardrobe with a UGA Suit-Up Award
- Attend a college, division, or university career fair
- Network with a mentor within your profession
- Complete a relevant internship or study abroad experience
- Potentially earn up to \$250 for completing the SVRC Career Readiness Program

REFERENCE PHONE NUMBERS



TRANSITION-RELATED SERVICES

Admissions	706-542-2112
Registrar	706-542-4040
School Certifying Official	706-542-1842
Residency Issues	706-542-4748
Tuition Assistance	706-542-6773
Transfer Credit	706-542-2112
Financial Aid	706-542-6147
Parking	706-542-7275
Housing	706-542-1421
Family Housing	706-542-1473
Meal Plan/Food Services	706-542-1256
My ID & Oasis Assistance	706-542-3106

ON-CAMPUS HEALTH AND WELLNESS SERVICES

University Health Center	706-542-1162
Counseling/Psychiatric Services	706-542-2273
Relationship & Sexual Violence Prevention ...	706-542-7233
Pharmacy	706-542-9979
Learning Disorders	706-542-4589
Disability Resource Center	706-542-8719
Aspire Clinic (Holistic Counseling)	706-542-4486
Child Care	706-227-5316
Ramsey Recreational Sports	706-542-5060
Intramural Sports	706-542-8648

MITIGATION SERVICES

Student Ombudsperson	706-542-7774
Equal Opportunity Office	706-542-7912
Student Care and Outreach (Deployments/Withdrawals)	706-542-7774
UGA Veterans Legal Clinic	706-542-5191

WORK AND CAREER SERVICES

Federal Work Study	706-542-6147
Part-time Work	706-583-5475
Career Center	706-542-3375
Volunteer UGA	706-583-8030

CO-CURRICULAR RESOURCES AND SERVICES

Student Veterans Association	706-542-7872
Student Organizations	706-542-8584
Academic Advising	Contact school or college
Tutoring	706-542-7575
Library Access Services	706 542-3256
Religious Life	706-542-3564
Center for Leadership & Service	706-583-0830
Greek Life	706-542-4612
LGBT Resource Center	706-542-4077
Women's Resource Center	706-542-2846
Multicultural Services and Programs	706-542-5773
University Union Student Programming Board	706-542-6396

SAFETY AND SECURITY

Police/Fire/Ambulance	911
Cottage Sexual Assault Center	706-353-1912
UGA Non-Emergency Police	706-542-2200
Piedmont Athens Regional Hospital	706-475-7000
St. Mary's Hospital	706-389-3000
UGA Parking Services	706-542-7275

VA-RELATED CONTACTS

VA Education Benefits	1-888-442-4551
GA Department of Veterans Services	706-369-5630
VA Outpatient Clinic	706-227-4534
VA Readjustment Center	404-728-4195
VA Crisis Line	800-273-8255
VA Hospital Augusta	706-733-0188
VA Hospital Atlanta	404-321-6111



Student Veterans Resource Center

Student Affairs

UNIVERSITY OF GEORGIA

481 Tate Student Center | Athens, Georgia 30602 | svrc.uga.edu

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