



CAL STATE
EAST BAY

ADVISING UNVEILED:

VETERAN STUDENT SERVICES: Approach to Student Success

Back to the Bay 2024

Our approach is creating a supportive and inclusive academic environment that acknowledges and leverages our Veteran students' strengths while providing targeted support. This includes working with and communicating to faculty regarding how academic performance affects veteran students eligibility for VA education, housing, and other benefits.

 [Santos Carter](#)

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ABOUT US

Located in the Library Building (LI2200), our focus is understanding and valuing the diversity and needs of our VA student population to engender academic and post CSUEB success by:

- Working with CSUEB colleges to provide program success.
- Review advising and credit for prior training and learning.
- Providing awareness to students of faculty and staff resources.
- Informing students of social and emotional awareness services.



MEET OUR SUCCESS



TEAM

Santos Carter

Veteran Benefits Coordinator

PHN: 510-885-4551

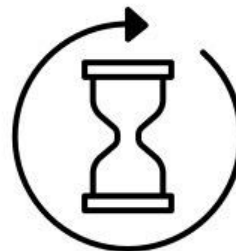
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VISION AND MISSION STATEMENT

VSS strives to be intentional in working with students and faculty to engender a culture where students are able to maximize their VA education benefits while building community and working with CSUEB colleges to provide faculty and departmental resources for academic success.



CORE VALUES

To fulfill CSUEB's promise to focus our mission of student success and therefore guide our actions towards personal growth and achievement post CSUEB. As a supportive and inclusive community, we are committed to increasing student veteran access to and awareness of campus resources and academic enrichment opportunities.

The logo for Cal State East Bay, featuring the words "CAL STATE EAST BAY" in a serif font. "CAL STATE" is in white, "EAST" is in red, and "BAY" is in red. The logo is set against a dark grey background.

CAL
STATE
EAST
BAY

Incoming Students

First Year Students

Starting at CSUEB:

- Understanding the needs and life experiences of veterans students differs from the rest of the 1st year student population.
- Providing advising and academic support so that veterans may maximize their VA education benefits.
- Educate veterans on the difference between online and on-campus courses, earned and unearned grades, and how this affects their education benefits.



Incoming Student

Transfer Students

- Determining transfer credit in a timely manner and provide course advising to maximize academic success.
- Providing an academic plan as promptly as possible for continued VA education benefits eligibility.
- Maintaining a process to resolve Incomplete grades in a timely manner.
- Provide advising to counsel students on the consequences of withdrawing from courses.



CAMPAIGNS



New Students

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Re-enrollment

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Graduating Seniors

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Targeted Populations

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BUILDING BRIDGES

Maximizing Veterans VA Education Benefits

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Resolving Incomplete or Unearned Grades

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When a Veteran is Called to Active Duty

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What are Mitigating Circumstances?

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BEST PRACTICES or HIGHLIGHTS

Best Practice #1

Consider whether the advising and counseling being provided makes the best use of a veteran student's remaining VA education benefits.

Best Practice #2

Refer the veteran student to VSS for a better understanding of their options and how their VA education benefits and continued eligibility may be affected.

THANK YOU



[CSUEB VSS](#)



510-885-4551