

# Higher Education Veterans Assistance Offices on Campus

## *Report to the Legislature*

January 15, 2008



By Higher Education Veterans Assistance Program Steering Committee

## **197.585, Minnesota Statutes 2006**

### **197.585 HIGHER EDUCATION VETERANS ASSISTANCE PROGRAM.**

**Subdivision 1. Assistance provided.** The commissioner of veterans affairs shall provide central liaison staff and campus veterans assistance officers to serve the needs of students who are veterans at higher education institutions in Minnesota. Methods of assistance may include, but are not limited to, work-study positions for veterans, and providing information and assistance regarding the availability of state, federal, local, and private resources.

**Subd. 2. Steering committee.** The commissioner of veterans affairs shall chair a higher education veterans assistance program steering committee composed of:

- (1) the adjutant general or the adjutant general's designee;
- (2) a representative of Minnesota State Colleges and Universities, designated by the chancellor;
- (3) a representative of the University of Minnesota, appointed by the president of the university;
- (4) a representative of private colleges and universities in Minnesota, appointed by the governor;
- (5) a representative of the Office of Higher Education, appointed by the executive director;
- (6) a representative of county veterans service offices, appointed by the commissioner of veterans affairs; and
- (7) a representative of the Department of Employment and Economic Development, appointed by the commissioner of that department.

The steering committee shall advise the commissioner of veterans affairs regarding the allocation of appropriations for the purposes of this section and shall develop a long-range plan to serve the needs of students at higher education institutions in Minnesota who are veterans.

**Subd. 3. Office space provided.** Each campus of the University of Minnesota and each institution within the Minnesota State Colleges and Universities system shall provide adequate space for a veterans assistance office to be administered by the commissioner of veterans affairs, and each private college and university in Minnesota is encouraged to provide adequate space for a veterans assistance office to be administered by the commissioner of veterans affairs. The veterans assistance office must provide information and assistance to veterans who are students or family members of students at the school regarding the availability of state, federal, local, and private resources.

**Subd. 4. Report.** Beginning January 15, 2007, and each year thereafter, the steering committee established in subdivision 2 shall report to the chairs of the legislative committees with jurisdiction over veterans affairs policy and finance and higher education policy and finance regarding the implementation and effectiveness of the program established in this section.

**Subd. 5. Expiration.** This section expires at the end of the first fiscal year in which the number of veterans enrolled in Minnesota public institutions of higher education is fewer than 4,000, but no later than June 30, 2011.

**History:** 2006 c 282 art 15 s 3

**The Minnesota Department of Veterans Affairs  
Higher Education Veterans Program  
Report to the Minnesota Legislature  
January 15, 2008**

The following report to the Minnesota Legislature from the Minnesota Department of Veterans Affairs Higher Education Veterans Assistance Programs is for the time period of January 1 to December 31, 2007.

***Background:***

***The 2006 Legislature allocated \$600,000 for FY 2007 to the Minnesota Department of Veterans Affairs for the creation of Higher Education Veterans Assistance Programs to serve students who are veterans at Minnesota's higher education institutions. The 2007 Legislature added an additional \$450,000 to expand services in FY 2008.***

***The Minnesota Department of Veterans Affairs (MDVA), in consultation with the Adjutant General and representatives from Minnesota State Colleges and Universities (MnSCU), University of Minnesota (U of M), Private Colleges and Universities, Office of Higher Education (OHE), Department of Employment and Economic Development (DEED), and the County Veterans Service Officers Association, implemented the Higher Education Veterans Assistance Program in July 2006.***

***The MDVA contracts with Central Lakes College, Brainerd, for the services of Donald Pfeffer, M.A, to serve as Director of the Higher Education Veterans Programs.***

The legislation specified the following:

**I. Program.** *“The commissioner of veterans affairs shall provide central liaison staff and campus veterans assistance officers to serve the needs of students who are veterans at higher education institutions in Minnesota. Methods of assistance may include, but are not limited to, work-study positions for veterans, and providing information and assistance regarding the availability of state, federal, local, and private resources.”*(Mn. Statues 197.585)

**Program outcomes (January 1, 2007, to December 31, 2007):**

- A. To carry out the intent of the legislation, the steering committee developed the following objectives:
  1. To have college and university campuses assume “ownership” activities necessary to serve veterans and family members. Specifically, this included, but was not limited to:
    - a. the review of policies and procedures (*particularly in the areas of credit transfer, tuition and fee payment and admissions*).
      - Outcome: All MnSCU and U of M campuses have accomplished this objective.
    - b. the implementation of a Fee Deferral policy.
      - Outcome: All MnSCU and U of M campuses have accomplished this objective.

- c. the identification of a key person on campus to provide leadership and organization for veterans services.
    - Outcome: All MnSCU and U of M campuses have accomplished this objective.
  - d. the creation of a campus veterans resource center.
    - Outcome: 53 Campus Veterans Resource Centers have been established out of a potential of 140 Minnesota institutions of higher learning.
  - e. providing space, equipment, and supplies and seek funding for staffing (*campus and federal work-study funds, volunteers and donations*).
    - Outcome: All institutions that provide Campus Veterans Resource Centers have accomplished this task. The director and coordinators provide staff training and assist campuses with developing the application for federal work-study funding. They also help campuses identify other sources of staffing. Statewide, as of December, 2007, the following are the weekly hours of service provided at Campus Veterans Resource Centers:
      - 480 hours of regional coordinator time
      - 470 hours of referral work-study time
      - 200 hours of campus funded work-study time
      - 120 hours of campus hired employee time
      - 80 hours of service agency time
      - 72 hours of campus volunteer time
      - 10 hours of community volunteer time
  - f. providing training for employees regarding the issue of reintegration for military members and their families.
    - Outcome: Twenty MnSCU campuses and the Minneapolis campus of the U of M have provided specific veteran reintegration training for staff and faculty. Additionally, other campuses have scheduled training for 2008. Furthermore, sixty higher education institutions conducted informal training regarding the need for services for veterans.
2. In order to maximize service to all college and university campuses in Minnesota, the steering committee sectioned the state into six geographically balanced regions and placed campus representatives at a host campus in each region. The coordinators assigned to these regions assist other higher education campuses within their region to develop veterans programming. This objective was met by:
- a. hiring regional coordinators. As of January 1, 2007, there are six regional coordinators in place. With increased funding in July, 2007, a total of twelve regional coordinators were in place serving the six regions. (*see attachment # 2*).

b. each of the twelve host campuses providing space, office equipment, telephone, computer/internet and basic office supplies as an in-kind contribution. The Higher Education Veterans Program provides the coordinator's salary, fringe benefits, and travel expenses. In addition, the program also provides any specialized equipment or supplies that these offices need.

- The 12 host campuses include:
  - University of Minnesota, Minneapolis
  - Minnesota State University, Moorhead
  - Minnesota State University, Mankato
  - St. Cloud State University
  - Southwest Minnesota State University, Marshall
  - Alexandria Technical College
  - Anoka Ramsey Community College, Coon Rapids
  - Dakota County Technical College, Rosemount
  - Lake Superior Community College, Duluth
  - NE Higher Education District, Hibbing Community College
  - Northland Community and Technical College, Thief River Falls
  - Rochester and Community and Technical College

*In addition, Central Lakes College, Brainerd provides office space, equipment, and supplies for the Higher Education Veterans Program Director and an office assistant as an in-kind contribution.*

c. The coordinators conduct extensive networking with campus officials, County Veterans Service Officers (CVSO), local Department of Employment and Economic Development (DEED) personnel, and other state and local resources. Also, the program director and coordinators serve as part of the higher education reintegration team for the MN Army National Guard. The Higher Education Veterans Program, along with other community providers, conducted the following "Beyond the Yellow Ribbon" reintegration activities:

- 2 pre-deployment information sessions
- 12 Family Reintegration Academies
- 10 Monthly Individual Reintegration Training (MIRT) events
- 15 days of initial reintegration activities at Fort McCoy
- 8 days of 30-day reintegration activities

d. The director's office provides leadership, training, support, and reporting processes for the regional offices. In addition, the director provides coordination with MDVA, MnSCU, DEED, CVSOS, OHE and U of M staff. The director also conducts training for campuses and community groups.

- B. Provide information and assistance regarding the availability of local, state, federal, and private resources.
1. From January to December 2007, more than **3,600 individuals** (*unduplicated count*) were provided information and assistance by campus veterans resource centers. The following is a status breakdown of those individuals. (*see attachment #1 for additional information*):
    - a. Veterans Status

60% veterans (*at least 180 days Title 10 Active Duty*)  
15% current military (*non-veteran*)  
7% family of military  
3% former military (*non-veteran*)  
15% other, or did not declare status
    - b. Student Status

62% current student  
32% non-student  
5% prospective student  
1% former student
  2. In order to more effectively provide information and assistance regarding the availability of local, state, federal, and private resources, in cooperation with MN Online created a call center. This service, called **MyMilitaryEducation.org**, has fielded over 10,200 contacts from individuals from May 15 to December 31, 2007 (*see attachment #3*).

## **II. Campus Office Space.**

*“Each campus of the University of Minnesota and each institution within the Minnesota State Colleges and Universities system shall provide adequate space for a veterans assistance office to be administered by the commissioner of veterans affairs, and each private college and university in Minnesota is encouraged to provide adequate space”.*

### **Campus Office Space Outcomes (January 1, 2007 to December 31, 2007):**

From January 1 to December 31, 2007, 25 new Campus Veterans Resource Centers were developed and began operating. (*Previously, from August to December 2006, twenty-eight centers had been developed*). Therefore, a total of 53 Campus Veterans Resource Centers are now operating (*see attachment 2 for a listing of all centers*). Other campuses are currently in the process of designating space for campus veterans resource centers.

## **Summary**

During calendar year 2007, the Higher Education Veterans Program was extremely successful as evidenced by the number of established campuses veterans centers, the number of military members and their families served, and the usage of **MyMilitaryEducation.org**. Strong leadership from the Minnesota Department of Veterans Affairs, MnSCU's Office of the Chancellor, and the dedicated work of the regional coordinators all contributed to these excellent results.

**Attachment #1**  
**Minnesota Veterans Resource Centers (statewide report)**  
**Development, Utilization, Visit “Purpose”, Referral and Staffing**

**Establishment of Veterans Resource Centers**

- 28 Number of previously established Veterans Resource Centers (July 1 to December 31, 2006)  
25 Number of Veterans Resource Centers newly established (January 1 to December 31, 07)  
53 Total  
Locations: See attachment #2 for a listing of locations by Region

**Utilization of Veterans Resource Center**

- 3540 Total First Time Visitors (Unduplicated)

**Veteran Status**

- 60% Veteran (180+ days active duty)  
15% Current Military (non veteran)  
7% Family of Military  
3% Former Military (non veteran)  
15% Other or Did Not Declare Status

**Student Status**

- 74% Current Student  
11% Prospective Student  
1% Former Student  
14% Other

**Purpose of Visit**

- 37% Conversation and connecting  
18% Food/beverage (as part of “Open House” or planning or discussion activities)  
16% Veterans funding (GI Bill, 1606/1607, federal tuition assistance, state reimbursement)  
5% Other funding (Higher Ed Financial Aid, scholarships, emergency funds, etc.)  
2% Medical/health/personal  
4% College/university and instructional issues  
3% Tuition and fees  
1% Books and supplies  
2% Community issues  
14% Other (or not specified)

**Referral**

**Number of persons (unduplicated) referred to:**

- 2677 Internal campus resource  
680 External community resource  
644 County Veterans Service Officer (CVSO)  
450 Department of Employment and Economic Development (DEED veterans representatives)  
381 Other

**Staffing (weekly hours)**

- 480 Regional coordinator time  
470 Federal work study student time  
200 Campus work study student time  
120 Campus hired employee time  
80 Service agency time  
72 Campus volunteers  
10 Community volunteer time

## Attachment # 2

**Minnesota Department of Veterans Affairs  
Higher Education Veterans Programs  
Director's Office and Regional Coordinators**

**Director's Office:**

**Donald Pfeffer, Director**

Higher Education Veterans Programs

**Host Campus: Central Lakes College**

501 West College Drive

Brainerd, MN 56401

218-855-8148 Office

[dpfeffer@clcmn.edu](mailto:dpfeffer@clcmn.edu)

**Northwest Region:**

**Dave Bellefeuille**

[belldave@mnstate.edu](mailto:belldave@mnstate.edu)

**Host Campus: Minnesota State University, Moorhead**

1104 7<sup>th</sup> Ave South

Moorhead, MN 56563

**Laura Farris**

[laura.farris@northlandcollege.edu](mailto:laura.farris@northlandcollege.edu)

**Host Campus: Northland Community and Technical College**

1101 Hwy One East

Thief River Falls, MN 56701

**Northwest Region Campus Veterans Centers**

MnSCU Universities:

Bemidji State University, Bemidji

Minnesota State University, Moorhead

MnSCU Colleges:

Minnesota State Community and Technical College, Moorhead

Minnesota State Community and Technical College, Detroit Lakes

Minnesota State Community and Technical College, Fergus Falls

Minnesota State Community and Technical College, Wadena

Northland Community and Technical College, Thief River Falls

Northland Community and Technical College, East Grand Forks

Northwestern Technical College, Bemidji

Private Colleges and Universities

Concordia College, Moorhead

**Northeast Region:** **Jodi Kiminski, Regional Coordinator**

[j.kiminski@lsc.edu](mailto:j.kiminski@lsc.edu)

**Host Campus: Lake Superior College**  
2101 Trinity Road  
Duluth, MN 55811

**Wesley Judkins**

[wesleyjudkins@hibbing.edu](mailto:wesleyjudkins@hibbing.edu)

**Host Campus: NE Higher Education District, Hibbing Community College**  
1515 E. 25<sup>th</sup> Street  
Hibbing, MN 55746

**Northeast Region Campus Veterans Centers**

University of Minnesota Campus

University of Minnesota, Duluth

MnSCU Colleges

Fond du Lac Tribal and Community College, Cloquet

Hibbing Community College, Hibbing

Itasca Community College, Grand Rapids

Lake Superior College, Duluth

Mesabi Range Community and Technical College, Eveleth

Vermillion Community College, Ely

Private Colleges and Universities

College of St. Scholastica, Duluth and other locations

**Central Region:** **James McAuley**

[mnva@stcloudstate.edu](mailto:mnva@stcloudstate.edu)

**Host Campus: St. Cloud State University**

720 4<sup>th</sup> Ave South

St. Cloud, MN 56301

**Jon Stein**

[mnva@alextech.edu](mailto:mnva@alextech.edu)

**Host Campus: Alexandria Technical College**

1601 Jefferson St.

Alexandria, MN 56308

## **Central Region Campus Veterans Centers**

University of Minnesota Campus  
University of Minnesota, Morris

MnSCU Universities  
St. Cloud State University, St. Cloud

MnSCU Colleges  
Alexandria Technical College, Alexandria  
Central Lakes College, Brainerd  
Ridgewater Community College, Willmar  
St. Cloud Technical College, St. Cloud

Private Colleges and Universities  
College of St. Benedict/St. Johns, St. Joseph

### **Metro Region:**

**Raymond Bohn**  
[ray.bohn@dctc.edu](mailto:ray.bohn@dctc.edu)  
**Host Campus: Dakota County Technical College**  
1300 145<sup>th</sup> street east  
Rosemount, MN 55068

**Duane Bauer II**  
[bauer333@umn.edu](mailto:bauer333@umn.edu)  
**Host Campus: University of Minnesota**  
One Stop Student Services  
200 Fraser Hall  
106 Pleasant Street, SE  
Minneapolis, MN 55455-0422

**Kristopher Jensen**  
[kristopher.jensen@anokaramsey.edu](mailto:kristopher.jensen@anokaramsey.edu)  
**Host Campus: Anoka Ramsey Community College**  
11200 Mississippi Blvd. NW  
Coon Rapids, MN 55433

## **Metro Region Campus Veterans Centers**

University of Minnesota Campuses

University of Minnesota (Comfort for Courage), Minneapolis

University of Minnesota (One Stop Service Center), Minneapolis

MnSCU Universities

Metropolitan State University, Minneapolis

MnSCU Colleges

Anoka-Ramsey Community College, Cambridge

Anoka-Ramsey Community College, Coon Rapids

Century Community College, White Bear Lake

Dakota County Technical College, Rosemount

Inver Hills Community College, Inver Hills

Hennepin Technical College, Brooklyn Park

Minneapolis Community and Technical College

Normandale Community College, Bloomington

North Hennepin Community College, Brooklyn Park

North Hennepin Community College, Eden Prairie

Pine Technical College, Pine City

Private Colleges and Universities

University of St. Thomas, St. Paul

## **Southwest Region:**

**Patricia Arnold, Regional**

[arnoldpa@southwestmsu.edu](mailto:arnoldpa@southwestmsu.edu)

**Host Campus: SW Minnesota State University, Marshall**

1501 State Street

Marshall, MN 56258

## **Southwest Region Campus Veterans Centers**

MnSCU Universities

Southwest Minnesota State University, Marshall

MnSCU Colleges

Minnesota West Community and Technical College, Canby

Minnesota West Community and Technical College, Granite Falls

Minnesota West Community and Technical College, Jackson

Minnesota West Community and Technical College, Pipestone

Minnesota West Community and Technical College, Worthington

Private Colleges and Universities

Martin Luther College, New Ulm

**Southeast Region**

**David Schrader**

[david.schrader@mnsu.edu](mailto:david.schrader@mnsu.edu)

**Host Campus: Minnesota State University, Mankato**

192 Centennial Student Union

Mankato, MN 56001

**Joshua Howe**

[Joshua.howe@roch.edu](mailto:Joshua.howe@roch.edu)

Host Campus: Rochester Community and Technical College

851 30<sup>th</sup> Ave. S.E.

Rochester, MN 55904

**Southeast Region Campus Veterans Centers**

MnSCU Universities

Minnesota State University, Mankato

Winona State University, Winona

MnSCU Colleges

South Central College, North Mankato

South Central College, Faribault

Southeast Technical College, Winona

Rochester Community and Technical, Rochester

**Attachment #3**  
**Support for Veterans, Military Personnel, and Their Families**  
Report through December 31, 2007

**I. Service Transactions:** 10,214 over project term

“Summary of Service Transactions: Current Month and History”

Type of service	Start up: May – June 07	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Project Total
Registered self-service:	2070	477	621	825	701	1030	584	6308
Advisor/counselor assisted service:	39	33	162	171	219	224	135	983
Other project communications:	477	165	208	290	196	121	230	1687
Electronic portfolio of resources for campus staff						401	835	1236
Total	2,586	675	991	1286	1116	1776	1784	10,214

\* Other project communications completed by general email and phone calls

**II. Registered Self-Service:** 157 FAQs in knowledge bank at <http://mymilitaryeducation.org>

“Hits/Views: Current Month and History”

View Period	Start up: May – June 07	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 1-15, 2007	Project Total
Total:	2070	477	621	825	701	1030	584	6,308

“Key Word Searches Completed”

Search Period	Start up: May – June 07	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 1-15, 2007	Project Total
Total:	251	142	138	303	404	412	155	1,805

"Top Ten FAQs Hit/Viewed: Current Month and History"

Start up	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 1-15	Question/Answer	Start up	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 1-15	Total views
							Veterans News & Information from Public Colleges and Universities [FAQ 1205]					73	118	68	209
					1	10						60	65	51	176
							Higher Education Veterans Programs Regional Coordinators [FAQ 1198]								
													47	50	96
							State Tuition Reimbursement – Eligibility and Application [FAQ #962]								
							Minnesota GI Bill [FAQ #1184]						48	47	95
2	2	3	5	4	5		Federal Tuition Assistance (FTA) [FAQ #946]	79	38	44	28		47	30	219
9	8	9	3		6		A to Z List of Resources Available to Veterans and their Families [FAQ #986]	43	13			45		28	129
			7	7	2	7	Resources Available to Help Pay for College [FAQ# 1005]					25	57	27	108
8	7	1	1	6	9	8	Veterans Resource Center Contacts [FAQ #1048]	45	24	56	77	22	31	18	273
1	1	2	4	8	6	9	Minnesota National Guard Benefits and Qualifying [FAQ #1006]	99	40	51	36	21	45	17	309
				7		10	Minnesota Schools and Training Programs Approved for VA Education Benefits [FAQ 1181]					21		17	38
1	0				7		Amount of Funding Available by Program [FAQ #1049]	41	14				36		91
	3	1	0				Applying for Federal Tuition Assistance – Army National Guard [FAQ #950]	0	29						29
	1	0					Eligibility for Montgomery GI Bill – Selected Reserve – Chapter 1607 [FAQ #1052]	0	14						14
						9	Key to Career Success for Military Spouses and Families [1209]					18			18
							Mental Health Service Providers [FAQ# 1028]								0
3	4	5	3	1	8	0	Minnesota Department of Veterans Affairs Higher Education Programs [FAQ #992]	72	25	37	39	14	32		219
4							Minnesota State Colleges and Universities Information [FAQ #1140]	69	0						69
7	6	8	9				Montgomery GI Bill (Chapter 1607 and Chapter 1606) Payment Rates [FAQ #1022]	47	16		21				84
5	5	4	6	4			Montgomery GI Bill Application [FAQ #1014]	68	29	39	27	36			109
			2	5			MyMilitaryEducation.org [FAQ #1194]				51	22			73
6							Outreach to Women Veterans [FAQ #1131]	58							58
		1	0				Statewide Map of Minnesota – VA Mental Health Services by Region [FAQ #1105]				21				21
	6						VA Resources by Area [FAQ #1026]								0
		8					Vet Center Readjustment Counseling [FAQ #1098]				23				23

**"Top Ten Keywords Used in Searches"**

Start	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Phrase Stem	Total # Search	Total # Answer
	1						AGR	14	1
			7				APPROV	8	8
7							CHAP 30	4	10
	10						CHAPTER 1606 GI BILL	2	29
1		5	8				CHAPTER 30	22	65
5				4			CHAPTER 31	10	17
6							CHAPTER 35	6	18
3							COUNTY VETERAN SERVIC OFFIC	8	106
			5				DEED	7	1
10							DEPEND	2	9
7							DISABL SERVIC	3	100
		7					FAC	6	2
				10			FAMIL	3	54
		9					FLIGHT TRAIN	3	26
5	7	5	8				FTA	21	42
	6						LINKVET	4	1
		10		6			MENTAL HEALTH	13	111
10							MILITARI TRANSCRIPT	2	25
		10					MINNESOTA FAMILI ASSIST CENTER	3	150
			8				MINNESOTA GI BILL	7	99
6		1	3				MN GI BILL	37	93
10							NATION GUARD	2	78
4							NATION GUARD CH 30	3	62
10							NAVI	2	4
2							NOBE	4	4
	4						OBTAIN MILITARI TRANSCRIPT	6	237
8							SCHOLARSHIP	2	33
9		9					SPOUS	10	25
4							ST CLOUD STATE UNIVERS	7	142
10							STATE RESID	3	105
8	3		7	5			STR	20	112
3			2				SUICID	4	2
							TAP	15	1
9							TIME	2	58
		1		6			Transcript	27	31
				8			Tuition or Tuition Assist	8	89
2							VETERAN RESOURC CENTER	8	65
		2					30	19	15
		10					949	5	1
			6				962	7	1
			10				995	6	1
				5			978	7	1
				7			1002	3	1
			4				1014	7	1
1							1026	12	1
	2			8			1028	14	2
			9				1032	6	1
8							1052	3	1
2	6						1053	12	2
				6			1062	3	1
			5				1065	9	0
3	6						1098	16	2
9							1121	5	1
			1	4			1198	21	1
			4	3	11		1205	43	4
				4			1220	8	1
				9			1607	3	11

### III. Counselor/Advisor Assisted Service:

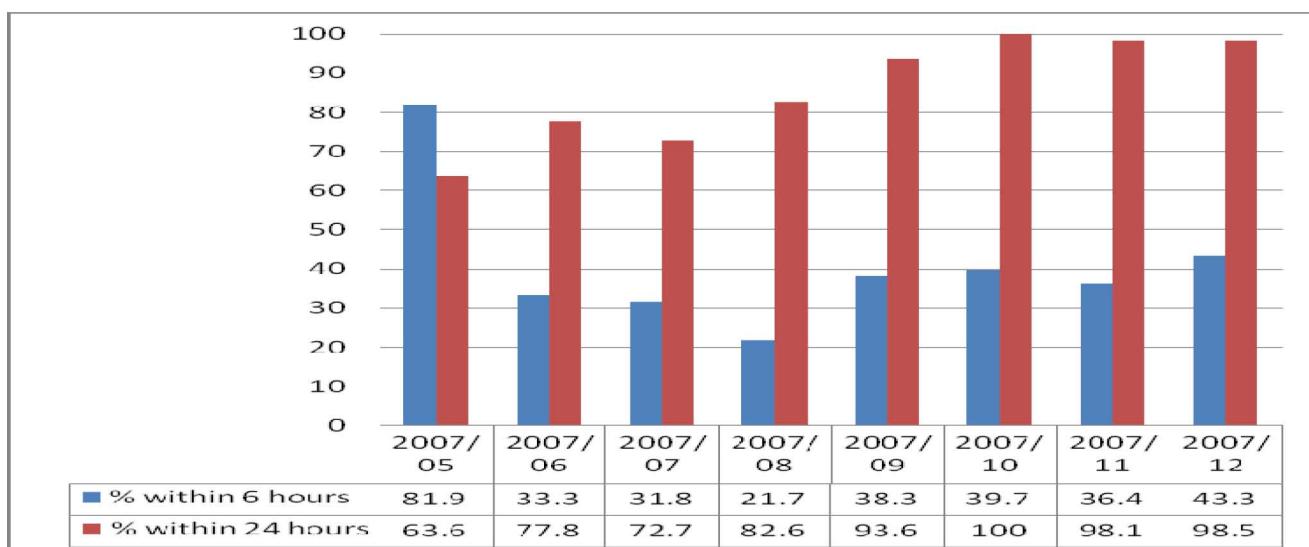
#### "Intake Source"

Service Period:	Startup	Jul 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Project
Phone	42%	83%	85%	94%	80%	34%	49%	67%
Live Chat	38%	3%	10%	2%	10%	2%	1%	9%
Ask a Question	13%	7%	2%	2%	4%	4%	4%	5%
Email	8%	7%	3%	2%	6%	60%	46%	19%

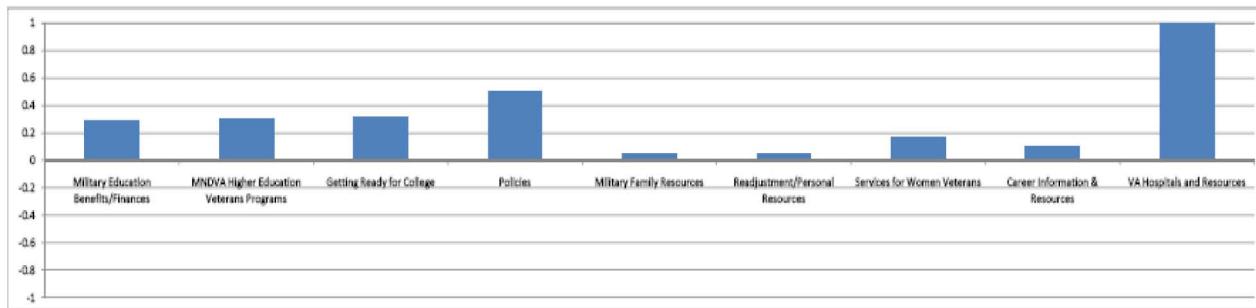
#### "Topics Addressed with Help of Counselors/Advisors"

View Period:	Startup	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 1-15
Military education benefits	5%	27%	30%	29%	29%	37%	44%
Readjustment/personal resources			2.5%	15%	5%	3%	3%
MNDVA Higher Education				36%	29%	30%	23%
Veteran's Programs							
Get ready for college		14%	20%	4%	6%	20%	21%
Career information and services					20%	7%	5%
Services for Women Veterans				5%	1%		2%
Policies		5%			1%		2%
Military family resources			10%		9%	3%	2%
Registering for classes		23%	2.5%	2%			
Other military benefits		5%	5%	4%			
Military (general)	95%	5%	17.5%				
Learning/disability services		5%					
Financial help			5%	2%			
Applying to college		18%	7.5%	4%			

#### "Solve Rate on Requests for Counselor/Advisor Help"



**"Satisfaction Index – Resolution on Various Topics Through Current Month"**  
**[Satisfied starts at 0.00]**



**IV. Communications with military contacts/coordinators, and college and university staff:**

**"Other Project Communications"**

Startup	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 1-15	Total
477	165	208	290	196	121	230	1687

**V. Electronic portfolio of tools for campus staff and veterans, military personnel, and families:**

Section	Page Views (# of times page was viewed)	Unique IPs (# of unique viewers)
Scholarships & Announcements	223	73
Default Page	161	38
Military Education Benefits (Powerpoints)	77	32
From Military to College: A Checklist for Veterans (Downloadable)	42	29
MGIB - Chapter 30 *NEW	41	24
Minnesota Veterans Education Benefits Guide (Downloadable)	41	19
Veterans Resource Centers	38	17
MN Army National Guard Education Benefits Overview	32	17
Home	27	14
Other Presentations	24	12
MGIB - Chapter 1607 (REAP) *NEW	19	12
MGIB - Chapter 1606 *NEW	17	11
MN Dept. of Veterans Affairs Newsletters	15	11
Search Results	14	9
Federal Tuition Assistance	13	7
State Tuition Reimbursement	13	7
MGIB - Chapter 31	8	6
Minnesota GI Bill	8	6
ARNG Education Benefits Handbook	8	4
MGIB - Chapter 32 (VEAP)	4	3
MGIB - Chapter 35	3	2
TOTAL (unduplicated reviewers)	835	81