



# Valuing our Veterans: Support & Assistance, 5.1.40

## College Policy

**Applies to:** Faculty, staff, students, and volunteers

**Responsible Office**      **Academic Affairs - Enrollment Management/The Gateway**

### POLICY STATEMENT

Central Ohio Technical College (COTC) strives to ensure the academic success of COTC's veteran, service members and military connected students by assisting them as they pursue bachelor's degrees, associate degrees and/or certificates.

### Purpose of the Policy

The purpose of this policy is to identify the support and assistance that Central Ohio Technical College provides to veteran, service members and military connected students, and to ensure compliance with Ohio Revised Code Section 3345.421(B).

### Definitions

Term	Definition
Military Connected	Military connected refers to dependents of current service members or veterans. The Department of Veterans Affairs (VA) defines a dependent as a spouse, unmarried child (under 18 or between 18 and 23 and enrolled in school full-time), or a parent in the Veteran's direct care with income and net worth below a certain limit. Some dependents are eligible for educational benefits; eligibility is determined by the VA.
Service member	A person who is serving in the armed forces of the United States.
Veteran	Any person who has completed service in the armed forces, including the national guard of any state or a reserve component of the armed forces, and who has been discharged under honorable conditions from the armed forces or who has been transferred to the reserve with evidence of satisfactory service.
Military and Veterans Resource Coordinator	A designated college official in the Gateway authorized with primary responsibility for coordinating the college's provision of services to veterans, service members and military connected students.
School Certifying Official	A designated college official in Student Financial Services who manages military and veteran education benefits.

### Policy Details

- I. Organization and Administration
  - A. The college is committed to outreach and communication with eligible veteran, service member and military connected students about educational and training benefits, encouraging the use of GI Bill benefits, and services and assistance offered by the college.
  - B. COTC employs a multi-pronged approach to serve all military and veterans services, issues, and concerns. Student Financial Services manages certification and educational benefits, Gateway provides admission assistance, academic advising, and success coaching, and Student Life offers counseling and career services.
  - C. The Military and Veterans Resource Coordinator serves as the primary veteran, service member and military-connected academic advisor, connecting them to resources on and off campus, and refers to proper local, state, and/or federal agencies whenever an individual and/or dependent(s) is eligible for services.
  - D. Student Financial Services staff who certify VA and other government-issued military/veteran benefits for student service members and veterans are trained and remain current in the proper certification methods and latest state and federal guidance.

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- E. The college offers training resources to appropriate faculty and staff to increase awareness of the mindset and unique needs of student service members and veterans returning from combat zones and/or tours of duty overseas.
- II. Veteran, Service Member and Military Connected Student Enrollment
  - A. Each veteran, service member and military connected student is assigned a trained academic advisor and student success coach who will assist with academic course planning, registration, referral to support services, and guidance toward certificate or degree completion.
  - B. Veteran, service member and military connected students are provided priority registration.
  - C. Service member students who are called to active duty or have a change in their active duty status while enrolled will work with their academic advisor, student success coach and faculty to develop a plan for their absence.
  - D. Veteran, service member, and military connected students will connect with Student Financial Services on the administration of any military and veteran educational benefits.
- III. Programming for Veteran, Service Member and Military Connected Students
  - A. The college creates supportive environments for service members and veterans by supporting student organizations for service members and veterans, identifying trained faculty/staff, and hosting visiting benefits/service agencies on campus.
  - B. The college provides an online student orientation prior to each semester for all students, with a dedicated module for veterans, service members and military connected students, focusing on related topics and resources available to them on campus and in surrounding communities.
  - C. The college provides specialized programs for veteran, service members and military connected students to promote educational achievement.
  - D. The college recognizes the achievement of veteran, service member and military connected students at commencement and provides programming to honor and engage student service members and veterans throughout the academic year.
  - E. The college integrates existing career services to link veteran, service member and military connected students with prospective employers.
  - F. The Manager of Career Development seeks and promotes opportunities for internships and employment of veteran, service members and military connected students with state, local, national, and international employers.
  - G. The college conducts yearly surveys of veteran, service members and military connected students to identify their needs and challenges. The survey results are reviewed to identify areas of improvement and gauge the institution's progress toward meeting veteran, service members and military connected student needs.
- IV. Ongoing Institutional Efforts
  - A. As part of its commitment to eliminate barriers to student service member and veteran success, the college regularly evaluates institutional policies and procedures.
  - B. COTC is committed to continuing to work with the legislature, workforce, and higher education community to identify and develop statewide policies to ensure the transition to higher education is seamless for student service members, veterans, and eligible dependents.

## PROCEDURE

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- I. Training
  - A. Training resources are offered for faculty, staff, and students. Contact the Military and Veterans Resource Coordinator to request and schedule training (See Resource Section)
- II. Registering for services with campus offices
  - A. Veteran, service members and military connected students opting to use VA or other government-issued military/veteran benefits as part of their enrollment at COTC must connect with Student Financial Services

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(SFS) prior to any benefits being extended. Students are encouraged to connect with SFS upon applying to the college to ensure timely administration of any benefits.

- B. Students will be automatically enrolled in the mandatory online orientation course and notified via email when they can begin orientation. Upon completion, an enrollment navigator will reach out with next steps for enrollment.
- C. Students are automatically assigned an academic advisor and student success coach. Upon assignment, the student will receive an introductory email with information on how to connect with their success team. All students are required to complete a mandatory advising meeting during their first semester to discuss goals and create an academic plan.
- D. Students who need assistance from support offices, such as counseling services, disability services, career services, tutoring or testing can request referrals from their academic advisor or success coach or connect directly with the office. Information regarding these services will be provided each semester via email.
- E. Students interested in joining or starting a student organization should contact the Office of Student Life.

### III. Referrals

- A. Veteran, service member and military connected students seeking referrals to local, state, and federal agencies should contact the Military and Veterans Resource Coordinator for assistance.
- B. Faculty and staff may contact the Military and Veterans Resource Coordinator for referrals or consultation related to veteran, service member or military connected students.

### IV. Benefits Certification

- A. Veterans, service member and military connected students using VA benefits while attending COTC must verify their enrollment and eligibility for benefits by registering with the School Certifying Official in Student Financial Services. Registration is required before VA payments will be made to the college or to the student receiving benefits.
- B. Veteran, service members and military connected students must notify the Military and Veterans Resource Coordinator and the School Certifying Official every time there is a change in schedule or student status.
- C. Veterans, service member and military connected students must check in with the School Certifying Official every semester or term that they seek to draw benefits.

### V. Other College Offices with Policies and Procedures Impacting Student Service Members and Veterans

- A. Offices with policies, procedures, or practices that may impact student service members or veterans must notify and coordinate with the Military and Veterans Resource Coordinator for help and consultation about such policies, procedures, and practices.

### VI. Enrollment

- A. Veteran, service members and military connected students will be notified by the Registrar's office via email when their registration window opens for each semester.
- B. Students may register online via Student Planning or with their academic advisor.

### VII. Call to Duty or Change in Active Duty Status

- A. When a service member student receives a call to duty notification or there is a change to their current active duty status that could interrupt their studies, they must notify the Military and Veterans Resource Coordinator and provide a copy of the orders.
- B. The Military and Veterans Resource Coordinator will initiate the Call to Duty/Change in Active Duty Status Checklist for each class the student is enrolled. The checklist is sent to each faculty to create a plan with the student for their time of deployment. The plan may vary depending on the program and course, and may include working remotely, awarding an incomplete or recommending withdrawal.
- C. Once the Call to Duty/Change in Active Duty Status Checklist is completed, the form is routed to the Military and Veterans Resource Coordinator who will connect with the student on any additional educational resources they may need during deployment. The student's success coach will also be notified of the agreed upon plan to be able to provide additional support.

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### Responsibilities

Position or Office	Responsibilities
Military and Veterans Resource Coordinator	<ol style="list-style-type: none"> <li>1. Administer this policy.</li> <li>2. Serve as the college's single point of contact for all military and veterans services, issues, and concerns.</li> <li>3. Refer veterans, service members and military connected students to on-campus support resources or proper local, state, and/or federal agencies whenever an individual and/or dependent(s) is eligible for services.</li> <li>4. Coordinate with the Department of Veterans Affairs (VA) and all local, state, and federal veteran's organizations.</li> <li>5. Support and advocate for veterans, service members and military connected students.</li> <li>6. Support and coordinate all veterans, service members and military connected student's issues and programs.</li> <li>7. Manage the Call to Duty process for enrolled students.</li> <li>8. Offer training and consultation services for faculty, staff, and students.</li> <li>9. Regularly evaluate institutional policies and procedures to eliminate barriers to veterans, service members and military connected students' success.</li> </ol>
School Certifying Official	<ol style="list-style-type: none"> <li>1. Manage the certification process.</li> <li>2. Remain current with educational benefits training and federal aid requirements.</li> <li>3. Serve as educational benefits point of contact.</li> </ol>
Gateway	<ol style="list-style-type: none"> <li>1. Develop a clear outreach strategy to communicate with eligible persons about potential educational and training benefits.</li> <li>2. Coordinate online orientation for service members, veterans, and eligible dependents.</li> <li>3. In collaboration with the Military and Veterans Resource Coordinator, recognize the service of service members and veterans at various events such as commencement.</li> </ol>
Faculty, staff, students	<ol style="list-style-type: none"> <li>1. Request training by contacting the Military and Veterans Resource Coordinator.</li> <li>2. Contact the Military and Veterans Resource Coordinator for referrals and consultation related to student service members of veterans.</li> </ol>
Student service members and veterans and their dependents	<ol style="list-style-type: none"> <li>1. If using educational benefits, register with the School Certifying Official.</li> <li>2. Contact the Military and Veterans Resource Coordinator for enrollment support and help with referrals to local, state, or federal agencies.</li> <li>3. Verify enrollment and eligibility for benefits by registering with the School Certifying Official.</li> <li>4. Notify the Military and Veterans Resource Coordinator and the School Certifying Official with every change in schedule or student status.</li> </ol>
Campus Departments	<ol style="list-style-type: none"> <li>1. Notify and coordinate with the Military and Veterans Resource Coordinator regarding policies, procedures, or practices that may impact student service members or veterans.</li> </ol>

### Resources

Ohio Revised Code §3345.42, [codes.ohio.gov/orc/3345.42](https://codes.ohio.gov/orc/3345.42)  
 Ohio Revised Code §3345.421, [codes.ohio.gov/orc/3345.421](https://codes.ohio.gov/orc/3345.421)  
 Ohio Revised Code §3345.422, [codes.ohio.gov/orc/3345.422](https://codes.ohio.gov/orc/3345.422)  
 Ohio Revised Code §3345.424, [codes.ohio.gov/orc/3345.424](https://codes.ohio.gov/orc/3345.424)



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### Resources Cont'd

Call to Duty/Change in Active Duty Status Webpage

<https://www.cotc.edu/post/call-active-duty-or-changes-active-duty-status>

COTC's Veterans and Military Students webpage

<https://www.cotc.edu/military-veteran-students>

Veteran and Military Connected Educational Benefits:

<https://www.cotc.edu/post/military-veteran-and-dependent-educational-benefits>

Student Financial Services webpage:

<https://www.cotc.edu/paying-college>

Academic and Enrollment Policies and Procedures

<https://www.cotc.edu/college-policies>

### Contacts

Subject	Office	Telephone	E-mail/URL
Policy questions; support and assistance; admissions; transfer credit; enrollment	Military and Veterans Resource Coordinator; Gateway	740-755-7667	Charlene Ross ross.850@mail.cotc.edu
Certification, education benefits	Student Financial Services	740-366-9435	Mark Rose Rose.1691@mail.cotc.edu

### History

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