

# Valuing Our Veterans:

## Support & Assistance Policy

### Internal Process when Veteran/Service Member is Activated

1. Student gets orders.
2. Student takes orders to Gateway; Gateway immediately connects the student with Charlene Ross.  
(The student does not have to show his orders to every instructor, just to Charlene or another designated Gateway representative.)
3. Gateway documents that the orders have been verified, noting length of duty, etc. Gateway retains an electronic copy of the orders.
4. Gateway gives the student copies of the Call to Duty Checklist (as many copies as the number of classes impacted).
5. Gateway tells the student he/she has the responsibility to communicate with every instructor, get the forms signed and return all forms to the Gateway within five days. This discussion will be documented.
6. In the event an instructor cannot be reached, Gateway will contact the Provost.
7. Student returns forms to the Gateway.
8. Gateway uses the information on the forms to initiate an Incomplete grade or course withdrawal. Gateway will coordinate with Financial Aid/Certifying Official the changes in the student's schedule.  
**MI= Military Incomplete**  
**MW= Military Withdraw**
9. Gateway works with Financial Aid to adjust the account accordingly, within federal financial aid guidelines.  
(Misty and Shayne)
10. Gateway informs the student to initiate contact as soon as he/she returns to re-enroll.
11. If the student has completed 12 weeks, he/she may take the grade they have at the time and consider the course completed. (Some courses) Health Programs: involve Sandy and Veronica