

# Honor Roll: Faculty and Staff Guide to Active Duty and Veteran Students

## Why This Guide is Necessary:

Arizona State University's College of Integrative Sciences and Arts (CISA) has distinguished itself as the preferred college for veterans and active-duty students, offering tailored support and programs designed to meet their unique needs. This distinction aligns with ASU's broader recognition as a Military Friendly College, a title earned through its commitment to providing top-tier educational opportunities and resources to veterans, military members, and their families. Given this strong foundation, we are dedicated to expanding our veteran services, enhancing academic and career support, and ensuring that all military-affiliated students have the tools they need to succeed both during and after their time at ASU.

Supporting veteran students requires an understanding of their unique challenges and strengths. Faculty and staff play a crucial role in creating an inclusive and supportive academic environment. This guide provides practical steps to address common issues that veteran students may face, ensuring they receive the support they need to succeed.

## Syllabus Statement:

We recommend including a short statement in your syllabus that shows your support of active duty and veteran students. Here is a sample:

"I am aware of the complexities of being a student veteran. If you are a veteran, on active duty, in the reserves, or a spouse or dependent, stay in contact with me if an aspect of your present or prior service makes it difficult for you to fulfill the requirements of the course. Training and drill schedule, calls to active duty, VA appointments, GI Bill disbursements, and other aspects of service can disrupt academic progress. If you make me aware of a complication, I will work with you and/or put you in contact with university staff who are trained to assist you."

This statement shows that you recognize the unique challenges faced by student veterans, active-duty personnel, reservists, and their families. By inviting students to inform you of any service-related issues, you create an open line of communication, helping to prevent misunderstandings and ensuring students feel comfortable reaching out for help when needed.

## How Can I Support My Veteran or Active-Duty Students?

**Respect Privacy:** Do not identify or "out" a veteran student if they have not chosen to disclose their status. Each student's background and experience are their own and they should have the autonomy to share or withhold this information as they see fit.

**Encourage Participation:** Promote involvement in campus groups and activities. Veterans bring valuable life experiences, leadership, and teamwork skills.

**Build Relationships:** Encourage students to approach you with questions and use office hours and email. A supportive relationship can help veterans feel connected and navigate the academic system.

**Be Flexible:** Understand that veterans may have multiple roles (parent, spouse, employee, Reservist/Guardsman). Show flexibility with assignments, tests, or attendance policies.

**Recognize Training Obligations:** Be aware that Reserve or National Guard members must attend Battle Assembly one weekend a month and annual training for two weeks.

**Provided are some resources to consider, to support your active duty and veteran students:**

## What should you do If?

### My student needs academic support

#### ASU online students

**Action:** Refer the student to their academic advisor for questions related to courses, policy, and degree planning.

**Action:** Refer the student to their success coach for questions related to time management, university resources, and ASU Online support.

**Reason:** Academic advisors provide tailored support and resources to help students navigate their coursework and academic requirements. ASU Online Success Coaches provide additional support for managing time, expectations, and responsibilities of adult online education.

#### ASU in-person students

**Action:** Refer the student to their academic advisor.

**Reason:** Academic advisors provide tailored support and resources to help students navigate their coursework and academic requirements.

### One of my students needs support with non-academic concerns

**Action:** Refer the student to one of the resources listed below or to the Office for Veterans and Military Academic Engagement (OVMAE) for assistance.

**Reason:** There are a great many resources available to active duty and veteran students. The list below contains a myriad of resources that active duty and veteran students can be connected to. OVMAE can also connect students with appropriate resources, such as housing, financial aid and healthcare services to address specific needs.

## One of my students is displaying concerning behavior

### ASU online student

#### Indicators of Concerning Behavior:

- Inconsistent participation
- Changes in communication patterns
- Decrease in academic performance
- Withdrawal from virtual social interactions
- Online expressions of hopelessness or frustration
- Erratic or aggressive behavior in communications

**Action:** Express your concern and discuss course requirements with the student. Refer them to TELUS Health Student Support through 360 Life Services or OVMAE for additional mental health support

**Reason:** Early intervention and appropriate referrals can address underlying issues and provide the necessary support for the student.

### ASU in-person students

#### Indicators of Concerning Behavior:

- Inconsistent Participation
- Changes in Communication Patterns
- Decrease in Academic Performance
- Erratic or Aggressive Behavior in class or in communication

**Action:** ASU Counseling Services.

<https://eoss.asu.edu/counseling/services/where-to-start>

**Reason:** Early intervention and appropriate referrals can address underlying issues and provide the necessary support for the student.

### My student has a disability

**Action:** Direct the student to the Student Accessibility and Inclusive Learning Services (SAILS) office.

**Reason:** The SAILS office can help a student request academic adjustments and provide support services to accommodate their needs. <http://eoss.asu.edu/accessibility>

### My student must go on deployment

**Action:** Inform the student about the deployment accommodations policy. For support for USNCC associate degree students contact: [CISAmilitaryVet@asu.edu](mailto:CISAmilitaryVet@asu.edu)

**Policy Location:**

*Accommodating Active-Duty Military*

<https://public.powerdms.com/ASU/documents/1560515>

**Reason:** This policy outlines the accommodations available to deployed military students, ensuring they can manage their academic responsibilities while on deployment.

## Resources:

### On-Campus:

- Office for Veteran and Military Academic Engagement
- Pat Tillman Veterans Center
- Educational Outreach and Student Services (EOSS)
- Student Accessibility and Inclusive Learning (SAILS)
- TRIO/Upward Bound
- Admissions Military Specialist - John McGuire
- Military Success Coach - EdPlus
- ASN Tutoring Center - Anna Marran (Military Liaison)
- ASU Health Services
- ASU Counseling Services
- Student Advocacy and Assistance
- ASU Career Services

### Off-Campus:

**Arizona Department of Veteran Services** (Provides direct services and statewide coordination for veterans) Contact: 602-535-1215

**Veteran Affairs Healthcare Center** (Provides healthcare to Veterans) Contact: 602-277-5551  
Crisis Line: 988

**Veteran Affairs Regional Office** (Provides Benefits to Veterans) Contact: 1-800-827-1000

**La Frontera/EMPACT** (Mental Health) Contact: (480) 784-1514

**Be Connected and 211** (Direct services) Contact: 1-866-429-8387

**Valor Veterans** (Direct Services) Contact: (602) 390-8348; [info@vvcaz.org](mailto:info@vvcaz.org)

**Veterans First** (Direct Services) Contact: (602) 841-7663

**Vet Centers** (Mental Health)

**Phoenix:** Contact: 602-640-2981

**East Valley:** Contact: 480-610-6727

**West Valley Vet Success Center** (Direct Services) Contact: 623-222-1000

**Veterans 5-9** (Direct Services) Contact: 480-498-8700

**Terros** (Mental Health) Contact: 602-685-6000

**Chrysalis** (Financial Assistance) Contact: (602) 243-6576

## Services:

### Health:

Veteran Affairs (Mental and Physical Health) Contact: 602-277-5551

### Food:

St. Mary's Food Bank ([azfoodhelp.org](http://azfoodhelp.org)),

United Food Bank <https://www.stmarysfoodbank.org/>

### Faith:

Salvation Army Phoenix, Contact: (602) 267-4100

### Employment:

ACMF – Career Navigators Contact: 1-866-429-8387

DOL – AJC (Arizona@Work) Contact: (602) 542-2460

Goodwill Contact: (602) 216-3906

### Legal:

Veteran Courts <https://dvs.az.gov/information/veteran-courts>

ASU Law Center <https://law.asu.edu/centers-and-programs>

### Financial:

Military Family Relief Fund Contact: 602-535-1215

### Housing:

U.S. Vets, Contact: 602-717-6682

Arizona Housing Coalition: (602) 340-9393