



Arizona Veteran Supportive Campus Certification Guidelines

Program Overview

Approved in late Spring 2011, Senate Bill 1373, section 41-609, established the certification criteria by which the Arizona Department of Veterans' Services (ADVS) can designate an institution as an Arizona Veterans Supportive Campus.

The certification guidelines for becoming an Arizona Veterans Supportive Campus are aligned with Arizona's *Guidelines for CARE*, which is the common standard for all military, government and community organizations that serve and interact with service members, veterans and their families:

- CONNECT** to the culture
- ASK** the right questions at the right time
- RESPOND** effectively
- ENGAGE** in the Military/Veteran Resource Network

The *Guidelines for CARE* serve as the basis for organizations to join Arizona's Military/Veteran Resource Network, administered by the Arizona Coalition for Military Families (ACMF).

To best support educational institutions in their implementation of Arizona Veterans Supportive Campus model, the Arizona Department of Veterans' Services and the Arizona Coalition for Military Families have established a joint application process utilizing the standard Military/Veteran Resource Network application form and a higher education addendum specifying the certification criteria.

ADVS will provide technical assistance to educational institutions for 1) developing and implementing an Arizona Veteran Supportive Campus 2) the joint application process 3) staff & faculty training 4) facilitating connections to other key stakeholders in the military/veteran community to inform institution's activities and program.

Educational institutions are also invited to connect with ACMF for additional technical assistance, training and capacity-building support.

By becoming certified as an Arizona Veteran Supportive Campus and joining the Military/Veteran Resource Network, educational institutions will have the opportunity to:

- Be listed on the Arizona Department of Veterans' Services website as an Arizona Veteran Supportive Campus
- Have a partner organization profile on the Military/Veteran Resource Network, promote their programs, services and resources on the site and connect to the military/veteran community.

Utilize branding online and in print for both the certification process and as a partner organization on the Military/Veteran Resource Network.

Certification Application Process

To be certified as an Arizona Veteran Supportive Campus:

1. Review and implement the requirements (listed in A.R.S. 41-609 and detailed in this document).
2. Participate in an AVSC orientation session (in-person or online) with the Arizona Department of Veterans' Services.
3. Complete the Arizona Department of Veterans' Services Supportive Campus / *Guidelines for CARE* Application online including all information on the higher education addendum and submit to the Arizona Department of Veterans' Services.
4. The Arizona Department of Veterans' Services reviews the initial application and determines if minimally acceptable criteria are met for certification according to the statute. The Arizona Department of Veterans' Services may conduct a campus site visit to verify compliance with A.R.S. 41-609 and/or have a meeting with an institution representative to determine if the program is in compliance with required criteria.
5. The Arizona Coalition for Military Families reviews application for compliance with the overall *Guidelines for CARE*. Arizona Coalition for Military Families may conduct a campus site visit and/or have a meeting with an institution representative to determine if the program is in compliance with *Guidelines for CARE*.

Once the review is completed, the educational institution is either certified by the Arizona Department of Veterans' Services as an Arizona Veteran Supportive Campus and approved to join the Military/Veteran Resource Network or provided feedback as to why they were not certified/approved.

Maintaining Arizona Veteran Supportive Campus certification is contingent upon the educational institution providing the required semi-annual reports on their veteran population and graduation rates as required by A.R.S. 41-609, and shall be renewable every two years.

The Arizona Department of Veterans' Services may renew the certification based on the educational institution' semi-annual reports, or require the educational institution to submit a new application.

As long as the educational institution maintains their certification with the Arizona Department of Veterans' Services, they may also maintain their partner organization account on the Military/Veteran Resource Network.

Once approved for certification, the institution will be provided with approved branding and wording to include on their website and print materials as both a certified Arizona Veteran Supportive Campus and as a partner organization on the Military/Veteran Resource Network.

Please contact the following for any questions you may have about the Veteran Supportive Campus Certification and/or to schedule an orientation session:

Arizona Department of Veterans' Services

vetsupportivecampus@azdvs.gov

Arizona Coalition for Military Families

602.753.8802

info@arizonacoalition.org

www.azdvs.gov

Arizona Veteran Supportive Campus Statute

A.R.S. 41-609. Arizona veteran supportive campuses; department list; reports; definition

A. A postsecondary institution may request to be certified by the director as an Arizona veteran supportive campus. The department shall maintain a list of certified Arizona veteran supportive campuses on the department's website. The list shall include:

1. A link to the website of the campus.
2. A statement that this list does not contain all postsecondary institutions that may qualify as an Arizona veteran supportive campus.
3. A disclaimer that the department has not verified the information on the websites of the campuses listed pursuant to paragraph 1 of this subsection and that the department does not endorse any offer made by any sponsor of the website.

B. The department shall make a reasonable effort to notify postsecondary institutions and any other appropriate entities of the opportunity to be certified as an Arizona veteran supportive campus.

C. On or before December 31 and June 30 of each year, each Arizona veteran supportive campus shall forward a report to the department on the number of veterans enrolled in and graduating from its campus.

D. For the purposes of this section, "Arizona veteran supportive campus" means a postsecondary institution that offers:

1. A campus survey of student veterans to identify the needs, issues and suggestions of veterans.
2. A campus steering committee consisting of student veterans, faculty and staff to share information and to develop programs to establish or strengthen a veteran supportive campus based on best practices but that also integrates the campus culture and identifies the real needs of the student veterans.
3. Sensitivity and awareness training on military and veterans' culture, including related issues such as traumatic brain injury, post-traumatic stress disorder, physical and mental disabilities, suicide and hyper-vigilance for faculty and staff.
4. Student veteran orientation programs, including student veteran guides for the first day on campus, an optional student veteran orientation session and at least one optional veteran only course taught by a veteran or by a trained volunteer on veteran issues.
5. Peer mentoring and peer support programs for student veterans.
6. Outreach strategies to local military bases.
7. One-stop resource and study centers on campus for student veterans, their families and student family members of the armed forces who are currently deployed.
8. Community-based collaborations to allow the private sector to support veteran resource centers through financial and in-kind gifts.

Guidelines for CARE: SECTOR-SPECIFIC GUIDELINES-Higher Education Institution Addendum

As you complete the Arizona Veteran Supportive Campus application, please include responses in the *Guidelines for C.A.R.E.* to the following areas required to be certified by the Arizona Department of Veterans' Services as an Arizona Veteran Supportive Campus.

REQUIRED AREAS OF FOCUS FOR HIGHER EDUCATION INSTITUTIONS (Arizona statute):

CONNECT to the culture

- Institution conducts an annual or bi-annual campus survey of student veterans (including needs, issues and suggestions of veterans) (A.R.S. 41-609. D.1). Please include a copy of the survey, survey results, and how and when survey is (was) administered.
- Institution has a steering committee, including student veterans, faculty and staff to help guide the institution's activities and focus on student veterans. Include how often the committee convenes (A.R.S. 41-609. D.2).

ASK the right questions at the right time

- Key staff (who regularly interact with and provide support to student veterans) receive training on issues affecting the military, veteran and family population, including, but not limited to (A.R.S. 41-609. D.3):
 - Combat & operational stressors
 - Key issues affecting the population (e.g. post-traumatic stress, TBI, substance use, suicide, etc.), as well as the potential impact of visible and invisible injuries and disabilities
 - Military/veteran-specific resources and systems of care
- All staff (admin staff, faculty, etc.) have knowledge and awareness of the following (able to provide information to students/families as needed) (A.R.S. 41-609. D.3):
 - National Veterans Crisis Line
 - Designated key staff on campus for student veterans
 - Military/Veteran Resource Network

RESPOND effectively

- Institution identifies a specific location on campus and/or on website (if primary a web-based institution) that has information and resources for student veterans, as well as family members (A.R.S. 41-609. D.7).
- Institution provides orientation information specific to student veterans (A.R.S. 41-609. D.4). This may include one or more of the following:
 - A student veteran information packet
 - Student veteran guides for new students
 - Optional orientation sessions for student veterans, courses/lectures specific to student veterans.
- Institution promotes peer mentoring and support for student veterans (A.R.S. 41-609. D.5):
 - This must include the provision of counseling services on-campus or referrals to other counseling and crisis resources (e.g. National Veterans Crisis Line, military support programs, VA & Vet Center counseling, community-based counseling).
 - This may include formal and informal mentoring programs (students, faculty/staff, community members, etc.).

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□ ENGAGE in the Military/Veteran Community

- Institution actively outreaches to military/veteran community, including military installations to provide information on programs, as well as to identify resources that may be of benefit to student veterans (A.R.S. 41-609. D.6).
- Institution partners as appropriate and needed with public and private sector organizations to strengthen support for and success of student veterans (A.R.S. 41-609. D.8.).
- Outreach (print, web, etc.) accurately reflects graduation rates for student veterans.
- Outreach (print, web, etc.) clearly indicates costs, options and responsibilities for financing education

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