

Arizona Veteran Supportive Campus Certification Application

<u>Question</u>	<u>Answer</u>
Institution Name:	Rio Salado College
Your Name	Michael Pattarozzi
Address	Street Address: 2323 West 14th Street City: Tempe State / Province: AZ Postal / Zip Code: 85281 Country: United States
Phone Number	(480) 517-8376
Fax	(480) 517-8119
E-mail	michael.pattarozzi@riosalado.edu
Website	www.riosalado.edu
Institution Mission and/or Charter:	<p>Institution Mission and/or Charter:</p> <p>Mission: Rio Salado College transforms the learning experience through:</p> <ul style="list-style-type: none"> • Choice, Access, and Flexibility • Customized, High Quality • Learning Design • Personalized Service and Organizational Responsiveness <p>Purpose: Serving our local, national, and international communities through online learning and collaborative partnerships, we provide:</p> <ul style="list-style-type: none"> • General education and courses for university transfer • Programs for workforce development in business, industry and government • Adult basic education • Comprehensive student services • Cultural enrichment and community service • Continuing education and lifetime learning opportunities
Brief background of institution (year established, etc.):	<p>Rio Salado College, headquartered in Tempe, Arizona, was established in 1978 as a nontraditional institution designed to provide education to the underserved and un-served geographic areas of Maricopa County. Thirty- six years later, Rio Salado, "the College within everyone's reach," is the largest of the 10 colleges that comprise the Maricopa County Community College District in credit headcount, with a focused mission to provide innovative approaches to choice, access, and flexibility, customized, high-quality learning design, and personalized service and organizational responsiveness. Rio Salado College appeals to</p>

students seeking quality educational programs and services delivered conveniently to their homes, workplaces, and community locations. The College's unique approach toward education for the twenty-first century includes online courses that start 48 weeks each year and currently enroll over 43,000 unduplicated students (the largest online community college enrollment in the nation), innovative educational partnerships, and customized programs offered both online and throughout the College's local communities.

Rio Salado College is part of the Maricopa County Community College District (MCCCD), which is located in Maricopa County, the largest county in Arizona, measuring 9,222 square miles. With almost 3.9 million residents, the county is home to over half of Arizona's population. MCCCD includes 10 colleges, two skill centers, and a number of education centers serving the greater Phoenix metropolitan area. Although the Maricopa colleges are all units of the larger MCCCD system with a single Governing Board and District administration, as well as common policies and processes regarding personnel, curriculum, students, etc., each college is individually accredited. The MCCCD had 4,349 Board-approved employees in September, 2011, serving over 260,000 students.

Rio's Veteran Affairs Office (VAO) exists solely to assist veterans with the financial aid side of the veteran experience. The VAO was organized as a function of Financial Aid to process and report to the Department of Veterans Affairs (DVA) enrollments of students using GI Bill Educational benefits.

Rio has offered in-person classes on Luke Air Force Base (LAFB) since 1979. The RSC-LAFB office was established at the request of the Education Services Officer (ESO) on behalf of the installation commander for educational programs that meet the needs of the Airmen stationed at LAFB. Currently accelerated (8-week) in-person classes and the distance learning opportunities that are offered by RSC afford Airmen the opportunity and flexibility to complete their Community College of the Air Force (CCAF) Associate in Applied Science (AAS) degrees and civilian educational goals while they continue to serve in the United States Air Force (USAF).

Rio's Military Advisement department was established in 1999 to serve the growing number of students that comprise the military student population including active-duty, guard, reserve, veteran, and military dependent students. Military Advisement duties

	<p>include admissions, registrations, prerequisite verification, transcript evaluations, creating program plans, and student recruitment activities.</p> <p>The East Valley Veterans Education Center (EVVEC) was established in February 2011 as an entry point to higher education. The EVVEC provides transitional assistance, as well as educational outreach and light college advisement services for the community colleges in Maricopa County. Additionally, the center provides resources in the areas of: employment, health, and housing through a network of community partners. All services, workshops, and resources are provided at no cost.</p>
<p>Please list the programs, resources, services, etc. you provide:</p>	<p>Online programs, academic/occupational certificates of completion available through Rio Salado College can be viewed at Rio Salado College / Programs ; http://www.riosalado.edu/programs/Pages/default.aspx</p> <p>Rio offers a full range of services and resources for student use. The following list identifies those services, but for more information on each area, please visit Rio Salado College / Services (http://www.riosalado.edu/Current/pages/default.aspx) for additional information. Resources and Services: Academic Advisement, Military Academic Advisement, Computer Labs, Counseling & Career Services, Credit for Prior Learning, Disability Resources & Services, Evaluation of Prior College Credits, Financial Aid, High School Equivalency Test Preparation, Instructional Helpdesk, Information Technology Helpdesk, Honors, Library, Tutoring, Admissions & Records, Testing, Phi Theta Kappa Honor Society and Veterans Affairs.</p>
<p>Are there eligibility guidelines for your programs, resources and/or services? If so, please describe:</p>	<p>Student eligibility guidelines are clearly defined in Rio College Catalog, Policies and Procedures, section 2.2.1 Admission Policy, page 213.</p> <p>Rio offers a full range of services and resources for student use. The following list identifies those services, but for more information on each area, please visit Rio Salado College / Services (http://www.riosalado.edu/Current/pages/default.aspx) for additional information. Resources and Services: Academic Advisement, Military Academic Advisement, Computer Labs, Counseling & Career Services, Credit for Prior Learning, Disability Resources & Services, Evaluation of Prior College Credits, Financial Aid, High School Equivalency Test Preparation, Instructional Helpdesk, Information Technology Helpdesk, Honors, Library, Tutoring, Admissions & Records, Testing, Phi Theta Kappa Honor Society and Veterans Affairs.</p>

<p>How would you describe your target audience?</p>	<p>Our primary target audience consist of Veterans, Active Duty, Reserve, National Guard, and family members</p>
<p>Is there a regulatory body that has oversight over your institution? If so, please identify the body and indicate your institution's current status as of the date of this application:</p>	<p>Maricopa County Governing Board:</p> <ul style="list-style-type: none"> • The purpose of the Board, on behalf of the residents of Maricopa County, is to ensure that the Maricopa County Community College District a) achieves appropriate results for the community (as specified in Board Outcomes Policies), and b) avoids unacceptable outcomes and situations, with a strategic perspective through a continually improved commitment to its vision, mission, and values. • Mission: The Maricopa Community Colleges provide access to higher education for diverse students and communities. We focus on learning through: <ul style="list-style-type: none"> o University Transfer Education o General Education o Developmental Education o Workforce Development o Student Development Services o Continuing Education o Community Education o Civic Responsibility o Global Engagement <p>Higher Learning Commission (HLC) is an independent corporation and one of two commission members of the North Central Association of Colleges and Schools (NCA), which is one of six regional institutional accreditors in the United States. The Higher Learning Commission accredits degree-granting post-secondary educational institutions in the North Central region.</p> <p>Chief Executive Officer: Dr. Chris Bustamante, President HLC Institution ID: 1340 Current Accreditation Status: Accredited</p> <p>Summary of Commission Review Last Reaffirmation of Accreditation: 2011 - 2012 Next Reaffirmation of Accreditation: 2021 - 2022</p>
<p>What are the educational costs for your programs or services to service members, veterans and/or family members? If there is no cost, please indicate the types of funding source(s) that support your institution (e.g. grants, donations, etc).</p>	<ul style="list-style-type: none"> • Tuition and fees are public monies within the jurisdiction and responsibility of the Maricopa Community Colleges Governing Board under the laws and regulations of the State of Arizona and must be administered by the Governing Board. The Governing Board reserves the right to change tuition and fee charges when necessary without notice. All students are classified for tuition purposes under one of the following residency classifications:

1. Maricopa County resident
2. Out-of-County resident
3. Out-of-State resident (including F-1 non-immigrant students)

Residency for tuition purposes is determined in accordance with state law (ARS §§15-1801 et seq.) and regulations of the Maricopa Community Colleges Governing Board. All of the Maricopa Community Colleges are subject to the above statutes and regulations.

A person who is a member of the Armed Forces of the United States and who is stationed in this state pursuant to military orders or who is the spouse or a dependent child of a person who is a member of the armed forces of the United States and who is stationed in this state pursuant to military orders is entitled to classification as an in-state student. The student does not lose in-state student classification while in continuous attendance toward the degree for which he or she is currently enrolled.

Military members and their dependents (as defined above) are considered residents of Maricopa County and pay the county-resident, in-state tuition rate of \$84.00 per credit hour. A registration fee of \$15.00 per academic semester is charged to all students at the time of registration.

- Beginning in the fall semester of 2011, a person who is honorably discharged from the armed forces of the United States on either active duty or reserve or national guard status, or who has retired from active duty or reserve or national guard status, shall be granted immediate classification as an in-state student on honorable discharge from the armed forces and, while in continuous attendance toward the degree for which currently enrolled, does not lose in-state student classification if the person has met the following requirements:
 - a. Registered to vote in this state.
 - b. Demonstrated objective evidence of intent to be a resident of Arizona which, for the purposes of this section, include at least one of the following:
 1. An Arizona driver license
 2. Arizona motor vehicle registration
 3. Employment history in Arizona
 4. Transfer of major banking services to Arizona
 5. Change of permanent address on all pertinent records
 6. Other materials of whatever kind or source relevant to domicile or residency status

	<p>7. A person who is a member of an Indian tribe recognized by the United States Department of the Interior whose reservation land lies in the state and extends into another state and who is a resident of the reservation is entitled to classification as an in-state student.</p>
<p>CONNECT to the Culture? (A.R.S. 41-609.D.1, D.2) Minimum Required Areas of Focus: - 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 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 veteran. Include how often the committee convenes (A.R.S. 41-609. D.2).</p>	<p>Steering Committee: Meeting Schedule: - Quarterly (July – October – January – April) - Additional meetings as deemed appropriate by the steering committee Steering Committee Participants - Kevin Bilder, Dean of Enrollment Management and Student Affairs - Michael Pattarozzi*, Associate Dean, Instruction and Community Development - Angela Kawn, Faculty Chair Military Studies - Tara Simo, Coordinator, Veteran Services - Troy Friedman*, Site Coordinator, East Valley Veterans Education Center - Jacob Hall*, Site Coordinator, Rio Salado College – Luke Air Force Base - Chantele Carr, Coordinator, Military Advisement - Vacant*, Student Veteran - Vacant*, Student Veteran - Vacant*, Student Veteran (Note: * indicates a veteran) Survey URL: Veteran Survey (http://surveys.riosalado.edu/blue/a.aspx?l=827_1_AAAA AAAAGg8)</p>
<p>ASK the right questions at the right time? (A.R.S. 41-609.D.3) Minimum Required Areas of Focus-please provide information/examples regarding: • 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</p>	<p>Rio has veteran services employees who attended 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 at Luke AFB on October 16, 2013 from 1700 – 1830. The training was provided by Arizona Coalition for Military Families (ACMF).</p> <p>The following sensitivity and awareness training plan has been discussed and agreed upon with the Dean for Administration and Employee Services.</p> <ul style="list-style-type: none"> - Rio would invite ACMF to provide the sensitivity and awareness training on military and veterans’ culture at a future Rio’s supervisors meeting and to the Professional Support Staff in the Spring of 2015. - The steering committee is working to develop a workshop

<p>invisible injuries and disabilities > • All staff (admin staff, faculty, etc.) have knowledge/awareness of resources specific to military/veteran/family member-specific resources and systems of care (able to provide information to students/families as needed) (A.R.S. 41-609. D.3): Resources include but are not limited to > National Veterans Crisis Line; http://veteranscrisisline.net/ > Military/Veteran Resource Network; http://militaryveteranresourcetwork.org/</p>	<p>focused on 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.</p>
<p>RESPOND Effectively? (A.R.S. 41-609.D.4, D.5, D.7) Minimum Required Areas of Focus-please provide information/examples regarding: • Establish 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 only course taught by a veteran or by a trained volunteer on veteran issues. • 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 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,</p>	<p>A "Start at Rio" module is being deployed that is tailored for specific student population (for starters Veteran members and eventually Active Military Groups). This will be released in Fall 2014. The "Start at Rio" is the first component to orientation.</p> <p>All new students will be enrolled in NSO101 (2nd part of orientation). This has information to help students succeed. A new chapter is being created that includes "veteran" specific information. This will be deployed in Fall 2014.</p> <p>Supplemental orientation materials include veterans student handout guides (VA Information Packet; Returning/New Student Checklists)</p> <p>A CPD150 class being organized by Jacque Beale and will be housed at the East Valley Veterans Education Center. The CPD150, Strategies for College Success, and PSY101, Introduction to Psychology is scheduled for Fall term of 2014 and both classes will have a veteran theme</p> <p>A peer mentor program currently exists through Rio's advisement office and a goal for 2014/2015 to hire a peer mentor who is a veteran assisting veterans.</p>

faculty/staff, community members, etc.).	
<p>ENGAGE in the Military/Veteran Community? (A.R.S. 41-609.D.6, D.8) Minimum Required Areas of Focus-please information/examples regarding: • 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. • Institution engages in promoting community-based collaborations to allow the private sector to support veteran's resources centers through financial and in-kind gift.</p>	<p>Military/Veteran Contacts: Luke AFB Education and Training Section Joan Landers, ETS Chief 623-856-7722, option 6 / Joan.landiers@us.af.mil</p> <p>944th Fighter Wing Force Development Superintendent. MSgt. Jim Smith 623-856-5318 / james.smith.91@us.af.mil</p> <p>56FSS/FSFR Director of the Luke Airman & Family Readiness Center James McCarty 623-856-7015 / James.mccarty@luke.af.mil</p> <p>Navy Operational Support Center, Phoenix NC1 Tanya Golden 602-353-3005 / Tanya.golden@navy.mil</p> <p>United States Marine Corps Phoenix IRR Staff Sergeant Theresa Jacobi 602-565-5649 / Tjacobi24@gmail.com</p> <p>Arizona Army National Guard Chris Melvin, ESO 602-267-2885 / Chris.melvin@us.af.mil</p> <p>Coast Guard ESOs Monica Bailey 757-686-4005 / Monica.r.bailey@uscg.mil Chuck Walter, 707-765-7112</p> <p>Arizona Air National Guard Education and Training Manager, 161st Air Refueling Wing MSgt Kelly Daugherty 602-302-9311 / Kelly.daugherty@ang.af.mil</p> <p>Arizona Air National Guard Airman & Family Readiness Center, 161st Air Refueling Wing 602-302-9394 / Brian.benbow@ang.af.mil</p> <p>Luke AFB Top 3 MSgt. Erik Bensen 623-856-5977 / erik.bensen@us.af.mil</p>

Fighter Country Partnerships
500 N. Estrella Parkway
Goodyear, AZ 85338
623-882-2191 / rsites@fightercountry.org

Arizona Coalition for Military Families
Nicola Winkel, Program Consultant/Community Liaison
Vacant, Training & Outreach Coordinator

Financing education through VA educational benefits.
<http://www.riosalado.edu/veteran/Pages/default.aspx>

“Clearly indicates cost”
<http://www.riosalado.edu/cashier/Pages/Tuition.aspx>

“Clearly indicates costs and options for financing education”
<http://nces.ed.gov/collegenavigator/?q=rio+salado+college&s=AZ&id=105668#retgrad>

“Partners to strengthen...success of student veterans”
Servicemembers Opportunity Colleges (SOC)
<http://www.soc.aascu.org/Default.html>

Veterans Upward Bound (VUB)
Veronica Hernandez, Director
480-965-1292 / Veronica.hernandez@asu.edu

Veterans of Foreign Wars (VFW)
Terrence Dalton, National Service Officer
602-277-5551 x 17672 / Terrance.dalton@va.gov

Maricopa Superior Courts, Veterans Court (VC)
Gerrick Hyde, Adult Parole Officer
602-506-2324 / ghyde@apd.maricopa.gov

Northern Arizona University (NAU)
Kara Cutler, Military Program Coordinator
480-423-6637 / Kara.cutler@nau.edu

Department of Economic Security (DES)
Dale Groen, Arizona Veterans Employment Advocate, Unit
Supervisor
602-771-6918 / dgroen@azdes.gov

Department of Labor (DOL)
Michael Espinosa, Director- Arizona Veterans' Employment and
Training Service

602-542-2515 / espinosa.micheal@dol.gov

Regional Veterans Administration (VA)
John Thompson, Transition Patient Advocate

602-222-6443 / John.thompson2@va.gov

Maricopa Workforce Connection (MWC)
Diana Shepherd, Special Programs Supervisor

602-372-9739 / dshepard@mail.maricopa.gov

Warrior Transition Command, U.S. Army (AW2)
Christopher Lewandowski, AW2 Advocate

602-267-2824 / Christopher.h.lewandowski.ctr@us.army.mil

Tempe Military & Veterans Working Group
Robin Arrendondo-Savage, Councilmember

480-350-8792 / Robin_arredondo-savage@tempe.gov