

Green Zone Case Studies

Scenario #1

- A student veteran approaches you because she is struggling in her classes. She goes to class every day, takes notes, and allots time each day to study. She feels frustrated because no matter how much time she puts into it, she is not getting the grades she wants.
- How do you help her?

Discussion Scenario #1

- Ask the student veteran if she has always had difficulties with school work, or if this is new for her
- Assist the veteran in searching for classroom help
 - Tell her about mentoring and tutoring services at the Center for Academic Support & Enrichment (CASE)
 - Ask her if she is in a study group or would want to join one
 - Recommend talking to her Professor, Instructor or Academic Advisor
- If she acknowledges that she has a disability, ask if she has gone to the Student Disability Resource Center (SDRC) to see if she is eligible for accommodations
- Have a discussion about her well-being
 - Is she sleeping and eating well?
- Have a discussion about her academic success and implications for her VA Education Benefits.

Scenario #2

- A Reservist sees the “Green Zone” sticker on your door and comes in because she has received orders for a week long training that will occur during the middle of the semester. She has an exam during that week and her professor states in the syllabus that there are absolutely no make-up exams. She walks in your office and ask you for assistance on what to do in her situation.
- How do you help her?

Discussion Scenario #2

- Mention to the student about speaking directly with the Professor/Instructor for possible class adjustments.
- Refer the student to the Office of the Registrar (Ellington Room 316), they will help fill out the appropriate forms (online or hardcopy) as well as discuss re-enrollment and withdrawal options.
- The student should ask about their financial aid situation. Appropriate steps must be taken in order not to incur financial penalties. Refer students to the Office of Student Financial Aid (Ellington Room 216).
- Students with VA benefits should be referred to the Veteran's Education Benefits Office (Ellington Room 202).
- Excused Absence academic policy 2:041
- You can always contact the Newton Military Family Resource Center for additional questions

Scenario #3

- A student veteran comes to you because he is frustrated about his classes. The material he is learning is exactly what he learned while he was in the military. He does not understand why he has to repeat the course.
- What do you do?

Discussion Scenario #3

- Empathize with his frustrations
- Treat this student like any other advisee who has come to you with an issue
- Explain the advantages of already having the experience and knowledge
- Explain how he can help others in his class and take a leadership role
- Ask questions about his major and experience in the military
- Help him schedule an appointment with his academic advisor to review transcripts & see if credits can be counted toward his degree requirements

Scenario #4

- A student veteran comes to you because he feels very alone on campus. He was used to being constantly surrounded by individuals who share his goals and values. Since he has come to campus, he has not met anyone like that. He feels isolated and alone.
- How do you help this student?

Discussion Scenario #4

- Inform him of what resources are available on campus, such as:
 - Newton Military Family Resource Center, VetSuccess On Campus, etc.
- Ask the Veteran what interests him or her
 - Suggest joining student groups on campus that have similar interests. Student Veterans of America (SVA) Chapter.
- Pay attention and refer to Student Counseling Services if needed.
- Follow-up with student

Scenario #5

- A student veteran sees the “Green Zone” sticker on your door and decides to stop in to chat. She is having difficulty deciding on a major. She has a lot of skills from her military experience but is not sure she wants to stay on that path.
- How do you help her?

Discussion Scenario #5

- Under VA Veteran Readiness and Employment (VR&E) Chapter 31, this agency determines the student's education plan, so the major must be declared upon entering the program.
- Listen to the student and ask questions about her military training
- Ask what she enjoyed the most; encourage her to think about whether or not she is interested in transitioning those skills into her education and future career
- Ask her "Where do you see yourself in 10 years?"
- Suggest to her to make an appointment with her Academic Advisor or Military Affiliated Career Specialist
- Suggest Chapter 36 FREE Career/Education counseling through VetSuccess On Campus

Scenario #6

- Scenario
 - A student veteran comes to you because he is nearly on academic probation. He has trouble getting to class every day for a variety of reasons that he is not open to disclose.
 - How do you help him?

Discussion Scenario #6

- Have an open dialogue about the classes that he is struggling with
- Refer to Student Counseling Services if needed
- Provide information about available resources, such as Newton Family Resource Center, Learning Resource Center, Student Disability Resource Center, VetSuccess On Campus, etc.
- Encourage the student to meet with his Academic Advisor
- Follow up with the Student Veteran to see how he is doing

Scenario #7

- Scenario

- A student veteran who has an injury, illness or other type of documented disability comes to your office. He read in his syllabus that special accommodations can be made for students who have a disability. He currently does not have any issues in his classes but wants more information on how they can help him in the future.

- How do you help him?

Discussion Scenario #7

- Talk about the Student Disability Resource Center. Provide the student with overall information or a pamphlet.
- Also mention the other services/resources that our institution provides, such as Learning Resource Center, VetSuccess On Campus, etc.

Congratulations!!!!!!

**You are now:
Green Zone Allies!**

Any Questions?

Thank you for attending!