

BREAKOUT SESSIONS — FOUR CONCURRENT TRACKS



We have created concurrent thematic tracks designed to meet the broad and diverse needs and interests of higher education professionals across campuses throughout the state.

All breakout sessions have been organized to align with one of these tracks.

SERVING STUDENTS WITH DISABILITIES

This track is designed to highlight tools and resources to enhance service to student veterans with disabilities, as well as identify associated challenges. Sessions may include topics such as assistive technology, VA vocational rehabilitation, and compliance with law and campus policy regarding therapy animals and service animals on campus.

SESSIONS IN THIS TRACK BY BREAKOUT PERIOD:

- Session I.** *Learn about the Vocational Rehabilitation and Employment (VR&E) Program*
- Session II.** *Strong Workforce and Perkins: Pathways to Equity and Access!*
- Session III.** *Dismantling Stigma with Educational Technology*
- Session V.** *Strengthening the Bridge Between Veterans Services and DSPS*

LEADING EFFECTIVE PROGRAMS

This track is designed to highlight best practices and key components of leading effective programs, and feature model programs. Sessions may include topics such as collaborating with internal and external partners; using research data to identify needs, support funding, influence decisions, develop evidence-based practices, and measure outcomes; and creating model programs that address specific needs such as inclusion of women veterans, transition from military to college life, and career development and job placement.

SESSIONS IN THIS TRACK BY BREAKOUT PERIOD:

- Session I.** *Funding your Veterans Service Programs*
- Session II.** *Building THE Model Student Veterans Resource Center*
- Session IV.** *Veteran Services Best Practices
Veterans Embracing Transition (VET)
at San Jose State University*
- Session V.** *Women Veterans: Invisible Warriors
Veterans English Course and Vet Stories*

HEALTH AND WELLNESS

This track is designed to offer information to enhance the health and well-being of student veterans, including services, programs, and treatment options that support physical, mental, and emotional health. Sessions may include topics such as meditation, writing workshops, veteran farm co-ops, equine assisted therapy, music therapy, and navigating the VA Health Administration system.

SESSIONS IN THIS TRACK BY BREAKOUT PERIOD:

- Session I.** *The Pathway Home and the VA Student Veteran Health Program at CCSF*
- Session II.** *The Warriors Healing Experience Through Art (Warriors HEArt) Project*
- Session III.** *Why do Veterans Need Healthcare?*

TECHNICAL TRAINING AND ASSISTANCE

This track is designed to provide training and assistance to facilitate certification of VA benefits, ensure compliance, and effectively counsel student veterans in pursuit of their academic goals. Sessions may include topics for both new and seasoned professionals in areas such as increasing veteran transfers, evaluating Joint Services Transcripts, compliance surveys and requirements for Non-College Degree program approval.

SESSIONS IN THIS TRACK BY BREAKOUT PERIOD:

- Session I.** *Basic Counselor Training*
- Session II.** *Certifying 101: Beginning Level Training for New Certifying Officials*
- Session III.** *Leveraging Social Media and Technology
Certifying 201: Advanced Level Training for Seasoned Certifying Officials*
- Session IV.** *Improving Military Transfer Credit Strategies for Training and Motivating VA Student Workers*
- Session V.** *Seasoned Counselor Training*

BREAKOUT SESSIONS



SESSION I – THURSDAY 1:45–3:00 P.M.

Learn About the Vocational Rehabilitation & Employment (VR&E) Program

ROOM: *Capital Salon A* TRACK: *Serving Students with Disabilities*

PRESENTED BY: **Ryan Feil**, *VRC/VetSuccess On Campus Counselor, American River College/Department of Veteran Affairs*

The audience will be briefed on the entire process of Vocational Rehabilitation & Employment (VR&E) from the beginning (application) to the end (rehabilitation).

LEARNING OUTCOMES:

- Learn about eligibility for VR&E
- Learn how Vocational Rehabilitation CH 31 benefits work for the veteran
- Learn about the employment outcomes required for the program

Two Model Programs for Working with Student Veterans: The Pathway Home and the San Francisco VA's Student Veteran Health Program at City College of San Francisco

ROOM: *Capital Salon B* TRACK: *Health and Wellness*

PRESENTED BY: **Jennifer Gonzales**, *Clinical Psychologist, Student Veteran Health Program, San Francisco VA Health Care System*
Bridget Leach, *LCSW, Student Veteran Health Program at City College of San Francisco, San Francisco VA Health Care System*
Christine Loeber, *Executive Director, The Pathway Home*

Student Veterans are a diverse group of individuals with a wide range of stressors that often negatively impact their educational experience. By providing services on campus to address common challenges we can ease transition, and improve overall quality of life. At City College of San Francisco (CCSF), the San Francisco VA Health Care System (SFVAHCS) founded the Student Veteran Health Program (SVHP). SVHP provides clinical, case management, and outreach services to student veterans on the CCSF campus. For student veterans who may benefit from additional support, beyond what is offered on-campus, The Pathway Home (TPH), a private non-profit agency, has developed an innovative transitional student veteran living and learning community. TPH provides skills groups, case management, tutoring, psychotherapy, financial planning, and additional services in conjunction with community resources.

We believe this continuum of collaborative services, utilizing public-private partnerships, will help us to best meet the needs of student veterans.

LEARNING OUTCOMES:

- To better understand student veteran demographics and common challenges they face in reintegration after the military
- To identify an effective on-campus model for working with student veterans as established by the initial Student Veteran Health Program (SVHP) located at City College of San Francisco (CCSF), by providing early intervention services to veterans on campus
- To identify the benefits of a residential community for veterans struggling to transition
- To identify the mission and goals of TPH

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SESSION I CONTINUED — THURSDAY 1:45—3:00 P.M.

Funding Your Veterans Service Program

ROOM: *Capital Salon C* TRACK: *Leading Effective Programs*

PRESENTED BY: **Terrence Nelson**, *VETS Program Coordinator/Counselor, Saddleback College*
Mia Keeley, *Student Equity Specialist, California Community Colleges Chancellor's Office*

Do you have wonderful ideas to serve our student veterans yet lack the funding for your veterans services department? In challenging fiscal periods and in times of additional revenue into our California Community College system, it is difficult to locate and secure funding streams to support services to our student veterans. Whether you are a decision maker on your campus, involved in the participatory governance systems at your college, or on the sidelines, it is equally vital to have an understanding of the various funding sources and regulations each comes with in the use of funds. This session will cover details of several available funding sources that exist in our system and on your campus. Please join us to discuss the vast opportunities you have to fund your projects and support services for student veterans through Student Equity, SSSP, DSPS, general funds, foundation resources, and much more.

LEARNING OUTCOMES:

- Learn at least three different sources of funds to support services for student veterans
- Come away with a broad scope of knowledge of how student services and colleges are funded

Basic Counselor Training

ROOM: *Capital Salon D* TRACK: *Technical Training and Assistance*

PRESENTED BY: **Rebecca Morgan**, *Veteran Counselor, MiraCosta College*
Bernie Somers, *Veteran Counselor, Mt. San Antonio College*
Blake Rood, *Veteran Counselor, Sierra College*

Are you in a position of providing counseling services to students receiving VA educational benefits at a community college? If so, you know that accommodating the complicated VA regulations and requirements can lead to many questions and concerns for veterans and military affiliated students. This workshop is designed to give you an introductory overview of the process and to present best practices so students receive their benefits in a timely manner.

The presenters are counselors who work full time with veterans/military affiliated students from three distinct Veterans programs: Mt. SAC is one of the largest community colleges in California, located in eastern LA county with approximately 700 certifications; Sierra College is a medium college located thirty minutes from Sacramento with 600 benefited students; located seven miles from Camp Pendleton, the major West Coast base of the United States Marine Corps, MiraCosta College is a medium-sized school in north San Diego County with 1000 plus certifications. The presenters will discuss how their programs to process VA education benefits are set up from the counseling perspective.

LEARNING OUTCOMES:

- Learn three different ways to set up counseling services in a community college
- Learn how to advocate for specialized Veteran/Military Affiliated Student counselors to keep abreast of changing regulations

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SESSION II – THURSDAY 3:15–4:30 P.M.

Strong Workforce and Perkins: Pathways to Equity and Access!

ROOM: *Capital Salon A* TRACK: *Serving Students with Disabilities*

PRESENTED BY: *Elizabeth Wallner, Equity Coach, Joint Special Populations Advisory Committee*
Maureen White, Career Technical Education Specialist, California Community Colleges Chancellor's Office

Join the discussion on the \$200M statewide *Strong Workforce* implementation and Perkins IV requirements as they relate to equity and access for student veterans in CTE, including those from special populations who have disabilities, are low-income, or are otherwise facing barriers to success in education and careers. Learn how the *Strong Workforce* rollout supports veterans in high-wage, high-demand careers; how to use data to identify gaps and successes; and some of the root causes and research-based solutions to low- or non-participation by student veterans in your CTE programs - especially those who are nontraditional by gender or in STEAM programs.

LEARNING OUTCOMES:

- Learn how the *Strong Workforce* implementation supports veterans' success
- Learn how to use data to improve outcomes
- Learn some of the root causes for low student success
- Learn research-based strategies to help veterans as they overcome barriers

The Warriors Healing Experience through Art (Warriors HEArt) Project

ROOM: *Capital Salon B* TRACK: *Health and Wellness*

PRESENTED BY: *Dr. Monica Christianson, Veterans Success Center Director, Citrus College*

The Warriors Healing Experience through Art (Warriors HEArt) project is a therapeutic approach to helping those with anxiety and PTSD. Warriors HEArt is a therapeutic process that uses art as a form of expression and stress release and contributes to the alleviation of symptoms. The session will present the research behind Warriors HEArt and the different options that can be used and how it can help those who are suffering. It will also detail how to set up Warriors HEArt on a campus and provide needed resources for those interested in participating. It addresses the challenge of the stigma associated with therapy and allows the person to express themselves without words. This session will benefit counselors, therapists, and those working with people with anxiety disorders and PTSD.

LEARNING OUTCOMES:

- Understand the stressors associated with anxiety disorders and PTSD
- Learn how Warriors HEArt can help alleviate symptoms of PTSD



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SESSION II CONTINUED — THURSDAY 3:15–4:30 P.M.

Building THE Model Student Veterans Resource Center

ROOM: *Capital Salon C* TRACK: *Leading Effective Programs*

PRESENTED BY: **Dr. Harold Martin**, *Adjunct Professor, Pasadena City College*
Patricia D'Orange-Martin, *Veterans Services Coordinator, Pasadena City College*
Carol Calanra, *Veterans Resource Center Specialist, Pasadena City College*

Pasadena City College's highly acclaimed Veterans Resource Center (VRC) has a comprehensive approach to delivering the support critical to veterans' student success. Entering students considered to be at highest risk are placed into a cohort where they take all of their courses together, including a "Boots to Books" military-to-student transition course. The VRC itself is the focal point for a broad array of services enlisted from within the campus as well as the larger community. Extracurricular events, outside the classroom learning, faculty involvement, and a case management approach provide the template for this model "best practices" program. Each panelist will address one of the three major components of Pasadena City College's program. The target audience is anyone wishing to establish a VRC or expand existing services.

LEARNING OUTCOMES:

- Learn how to establish and/or enhance a comprehensive Student Veterans Resource Center
- Better understand, and help address, the broader issues impacting student veterans' success
- Learn what works and what doesn't in the teaching of a "Boots to Books," i.e., veterans transition course

Certifying 101 - Beginning Level Training for New Certifying Officials

ROOM: *Capital Salon D* TRACK: *Technical Training and Assistance*

PRESENTED BY: **Michael Marks**, *Cheif Education Liaison Officer, Muskogee Regional Processing Office, Department of Veterans Affairs*
Brandon Hawkins, *Education Liaison Representative, San Diego RPO, Department of Veterans Affairs*
William "Jim" Jones, *Education Liaison Representative, San Diego RPO, Department of Veterans Affairs*

If you are a certifying official with less than two years in your role, come and learn about the basics. This session will provide a high-level overview of VA education benefit programs, roles and responsibilities, key terms, helpful tips, and basic certification principles.

LEARNING OUTCOMES:

- Learn the basics about the various VA education benefit programs
- Learn about the certification process

SESSION III — FRIDAY 9:00–10:15 A.M.

Dismantling Stigma with the Sonocent Audio Notetaker VRC Project and Educational Technology

ROOM: *Capital Salon A* TRACK: *Serving Students with Disabilities*

PRESENTED BY: **Mike Sauter**, *Alternate Media Specialist, Saddleback College*
Thad Selmants, *Assistive Technology Specialist, Sierra College*
Hira Paulin, *DSPS Counselor, Copper Mountain College*

The stigma associated with a disability, service connected or not, can be enough to keep student veterans from ever walking through the doors of DSP&S and asking for help. Educational technologies have been effective in bridging this gap between the VRC and DSP&S departments. The Sonocent Audio Notetaker VRC/DSPS project awarded fifty community colleges one hundred licenses of the audio recording software Sonocent Audio Notetaker to distribute

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SESSION III CONTINUED – FRIDAY 9:00–10:15 A.M.

to student veterans or a student with disabilities. An overview of the project will be provided along with testimony of the impact thus far in bringing student veterans valuable support services that will increase their learning potential.

A discussion and demonstration of simple learning strategies using educational technology to assist with print impairments, concentration and memory limitations, or deaf/hard of hearing will take place. These tools, methods, and strategies can help decrease stigma through mainstreaming the technology in the VRCs and developing student cohorts to promote participation, peer-to-peer training, and mutual support.

LEARNING OUTCOMES:

- How collaboration between the VRC and DSPTS offices helps increase a student veteran's learning potential
- Understanding how a service connected disability affects a student veteran's ability to process classroom lectures effectively
- Understanding how multi-sensory tools like Sonocent Audio Notetaker take advantage of a student's learning style to improve their mastery of their subject and increase their GPA
- How common education technology used by student veterans can promote technology adoptions, peer-to-peer learning, and break down barriers to support services

Why Do Veterans Need Healthcare?

ROOM: *Capital Salon B* **TRACK:** *Health and Wellness*

PRESENTED BY: *Nancy L. Montgomery, RN, MSN, Director Health, Wellness & Veterans, Irvine Valley College*
Twinchit C. Salcedo-Singer, LCSW, VA Northern California Health Care System
Alfred C. Sims, MSc, CPP, Transition Patient Advocate, VA Northern California Health Care System

The session will explore the multitude of physical and mental health issues veterans return home with post deployment. We will discuss how and why you need to enroll into VA healthcare benefits and when to seek medical care. The audience will learn the signs and symptoms when medical intervention is needed and will learn to recognize and refer when appropriate for student success. This presentation would benefit anyone who works in a college veteran center.

LEARNING OUTCOMES:

- List the consequences of not seeking healthcare for physical and or mental health issues
- Identify deficits and changes in mental status within the veteran population

Leveraging Social Media and Technology

ROOM: *Capital Salon C* **TRACK:** *Technical Training and Assistance*

PRESENTED BY: *Chryssa Jones, Coordinator, Student Veterans Resource Center, University of California, San Diego*

Learn and discuss ways to leverage technology tools and social media to engage your students, increase your visibility, influence change, and make your job easier. We'll talk about the do's and don't's of Facebook, how to harness the power of LinkedIn, what people are looking for on your website, and more. We'll also look at ways to use connecting technology tools to streamline your processes and get things done auto-magically.

LEARNING OUTCOMES:

- Learn effective use of social media platforms
- Develop a social media strategy
- Learn about different tools to manage and streamline processes
- Learn how to optimize your web presence

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SESSION III CONTINUED – FRIDAY 9:00–10:15 A.M.

Certifying 201 - Advanced Level Training for Seasoned Certifying Officials

ROOM: *Capital Salon D* TRACK: *Technical Training and Assistance*

PRESENTED BY: *Michael Marks, Chief Education Liaison Officer, Muskogee Regional Processing Office, Department of Veterans Affairs*
Brandon Hawkins, Education Liaison Representative, San Diego RPO, Department of Veterans Affairs
William "Jim" Jones, Education Liaison Representative, San Diego RPO Department of Veterans Affairs

If you are a certifying official with more than two years in your role, this session is for you. This session will go beyond the basics of training for certifying officials, with a discussion of some of the more complex issues, including an overview of compliance surveys, changes related to HR 6416, and the program approval process.

LEARNING OUTCOMES:

- Learn what steps to take to better prepare for an audit
- Learn about how HR 6416 may impact you
- Understand the roles and responsibilities as you navigate the program approval process

SESSION IV – FRIDAY 10:30–11:45 A.M.

Veterans Embracing Transition (VET) at San Jose State University

ROOM: *Capital Salon A* TRACK: *Leading Effective Programs*

PRESENTED BY: *Dr. Elena Klaw, Director of Veterans Embracing Transition (VET), San Jose State University*
Jemerson Diaz, Student Veteran, San Jose State University

This workshop for staff, administrators, faculty, and peer leaders serving college student veterans will describe the Veterans Embracing Transition (VET) Connect Peer Leadership Program at San Jose State University within the context of a comprehensive approach to serving student veterans. We will provide background on programs that support this initiative, such as the Warriors at Home Course, and the VET Research Project, and present benefits and challenges associated with building peer leadership among college military veterans. We will describe the ways in which the VET Connect Program provides opportunities for veterans to serve fellow veterans as well as their broader campus communities as peer educators. Our research suggests that through their participation in VET Connect, student veterans gain increased connections, self-growth and integration, and a renewed sense of purpose. Findings suggest that veterans who have experienced trauma may gain a sense of freedom through discussing their experiences with both veteran and non-veteran students.

LEARNING OUTCOMES:

- Gain insight into a peer to peer model of educating campus communities about the needs and perspectives of student veterans
- Recognize the benefits of developing student veterans as peer leaders
- Understand the role of qualitative assessment in examining the experiences of veterans as peer leaders
- Learn to develop peer leadership opportunities for student veterans on community college campuses

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SESSION IV CONTINUED – FRIDAY 10:30–11:45 A.M.

Veteran Services Best Practices

ROOM: *Capital Salon B* TRACK: *Leading Effective Programs*

PRESENTED BY: *Daniel Avegalio, Veterans Resource Supervisor, American River College*
Terence Nelson, VETS Program Coordinator/Counselor, Saddleback College

Do you have a veteran center on your campus? Or is your school interested in building a veteran center? If you already have a veteran center, are you using it to its full potential? Have you developed a strategy that will attract your student veterans to be more involved? Are you constantly hosting student veteran campus events and struggling with attendance? If you would like to learn more about how your veteran center can be the heart and soul of your veteran services program and student led organizations, then please join us to learn tips, tricks, and strategies on how to build a veteran center with services that provide your student veterans with purpose.

LEARNING OUTCOMES:

- Develop ideas on how to improve your processes to ensure that they are meeting the unique needs of a transitioning active duty service member
- Learn how to identify new student veterans and how to keep them engaged after they have started classes
- Discover strategies on how to give your veteran center purpose for your student veteran community
- Learn how to build alliances on your campus to better serve your student veteran community

Improving Military Transfer Credit

ROOM: *Capital Salon C* TRACK: *Technical Training and Assistance*

PRESENTED BY: *Elke Azpeitia, Veterans Services Coordinator, Cal Poly Pomona*
Dr. Patrick O'Rourke, Director, Active Duty & Veterans Affairs, Office of the Chancellor, California State University

This session will present a case study in prior learning assessment for veterans and military students in public higher education. This grassroots approach was developed in the absence of a legislative mandate, and focuses on credit for prior learning awareness, pilot programming with a campus best practice, and includes local community colleges and 4-year and 2-year post-secondary education system offices in the discussion of processes and procedures.

LEARNING OUTCOMES:

- Identify strategies to develop policies and procedures that support the articulation of military transfer credit
- Identify key players with an influential role in developing support for the articulation of military transfer credit
- Learn different strategies that can engage faculty and staff in the conversation of military transfer credit

Creating a Successful Veterans Team: Strategies for Training and Motivating VA Student Workers

ROOM: *Capital Salon D* TRACK: *Technical Training and Assistance*

PRESENTED BY: *Desiree Campos Marquez, Manager, Financial Aid and Special Programs, Mt. San Antonio College*
Jazmin Vargas, Financial Aid Specialist and Certifying Official, Mt. San Antonio College

This presentation will focus on the development of staff training materials and support programs for team development among VA student workers. Practical examples will be provided to aid supervisors in fostering open communication and dialogue about the roles of VA student workers in the certification process and program support. Proven success strategies will also be presented, including tips on training strategies and agendas, and training day session suggestions.

LEARNING OUTCOMES:

- Reproduce visual aids to be used in training VA work-study staff
- Recall at least two suggested agenda items to include in trainings for VA work-study staff

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SESSION V – FRIDAY 1:30–2:45 P.M.

Strengthening the Bridge Between Veterans Services and DSPS to Create a Welcoming Environment for Student Veterans with Hearing Loss

ROOM: *Capital Salon A* TRACK: *Serving Students with Disabilities*

PRESENTED BY: *Donna Lange, PI & Center Director, DeafTEC NSF National Center of Excellence, National Technical Institute for the Deaf, Rochester Institute of Technology*
Hira Paulin, ACCESS Counselor, Copper Mountain College
Mike Sauter, Alternative Media Specialist, Saddleback College

Hearing loss is a commonly overlooked disability in the veteran population, and the effects in an educational environment can be far reaching. The Rochester Institute of Technology has developed an extensive online resource for faculty and staff who work with students with hearing loss. The session will demonstrate these resources as well as other technologies available through the VA and DSPS programs to combat hearing loss. This presentation will empower the VRC staff and Veteran counselors to discuss disability services with student veterans, help student veterans understand what DSPS is, and how accommodations can help. Strengthening the bridge between veterans services and DSPS will create more informed referrals for student veterans and build a welcoming environment.

LEARNING OUTCOMES:

- How to describe disability services and accommodations to student veterans
- Discussion topics and trainings to bridge the gap between Veterans Services and DSPS
- Increased understanding of the effects of hearing loss in the classroom
- Increased knowledge of resources for educating students, faculty, and staff about hearing loss and student veterans

Veterans English Course and Vet Stories

ROOM: *Capital Salon B* TRACK: *Leading Effective Programs*

PRESENTED BY: *Todd Steffan, Veterans Coordinator, Las Positas College*
Dr. Jim Ott, English Faculty, Las Positas College

This session addresses the challenges and successes in assisting veterans with expressing themselves on paper. This session is for all, but especially for faculty who want to teach an all veteran course. It is also for those interested in learning the techniques for assisting student veterans in writing their stories while in service, after exiting the military, childhood, and life before the military.

From 2015-2016 the Las Positas College English department has supported the college's work-based learning initiative that focuses on training military veterans in engineering technology. Along with courses in math, science, and welding, students enrolled in the initiative have the option of taking an English 1A course that teaches both technical writing and academic writing. An additional component of the course encourages veterans to write about their military service as a means of self-authorship and making meaning of their experiences.

LEARNING OUTCOMES:

- Gain the knowledge of developing a course only for veterans
- Understand the challenges when assisting veterans with telling their stories
- Understand the benefits of having an all student veteran class, for both the instructor and the student veterans

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SESSION V CONTINUED — FRIDAY 1:30—2:45 P.M.

Women Veterans: Invisible Warriors

ROOM: *Capital Salon C* TRACK: *Leading Effective Programs*

PRESENTED BY: *Melissa Washington, President and Founder, Women Veterans Alliance*

Most people do not realize that there are over 2 million women that have served our country, and this number is rapidly growing. These dedicated women can be found nationwide, but go largely unrecognized in our communities. As a society, when veterans are thought of women almost never come to mind. This oversight is so prevalent that statistics show that some of our women veterans do not identify themselves as veterans. This session is designed to share ways to support and recognize women veterans through networking, career and professional development, and mentorship.

LEARNING OUTCOMES:

- Understanding the challenges facing women that have served
- Finding direct resources to help women veterans succeed

Seasoned Counselor Training

ROOM: *Capital Salon D* TRACK: *Technical Training and Assistance*

PRESENTED BY: *Rebecca Morgan, Veteran Counselor, MiraCosta College*
Bernie Somers, Veteran Counselor, Mt. San Antonio College
Blake Rood, Veteran Counselor, Sierra College

This session is designed by and for counselors who work with veteran and military affiliated students and desire to learn and share a more in-depth approach regarding their experiences. Topics covered will be: building effective relationships with your School Certifying Officials; vocational rehabilitation paperwork, processes, and connecting with VA counselors; transfer differences with military units; financial aid; mastering the answers to benefit questions such as withdrawing from classes vs getting an “F” for the class, round-out, probation/dismissal; how to engage students in being strategic with their benefits; networking with transfer universities; using dual majors. In addition, a round table discussion will be included.

LEARNING OUTCOMES:

- How to work collaboratively with VA vocational rehabilitation counselors in preparing paperwork
- How to explain VA benefits from a counseling perspective and what impacts academic progress
- How your college's catalog impacts benefits, and how you can advocate for changes that are needed
- Identifying a place to bring counseling questions to gain feedback



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