

**VETERAN PRIORITY OF SERVICE POLICY
SPECIFIC TO C2C GRANT-FUNDED PROGRAMS OF STUDY
February 9, 2015**

Outreach and Recruitment:

Muskegon Community College (MCC) focuses on new student recruitment of for the Credentials to Careers (C2C) Advanced Manufacturing program. Target groups include Veterans and TAA-eligible participants, as well as all other eligible adult learners. The marketing materials indicate that Veterans and eligible spouses will be given a priority of service and are encouraged to participate.

Veteran outreach is conducted on a regular basis through a designated full time, on-site MCC Veteran Service Representative (VSR) that is conveniently located in student services. The representative assists Veteran students with current VA benefit information, completing and processing VA forms for educational benefits, developing educational plans and other support, as needed. The VSR is familiar with the C2C program and is able to advise students appropriately.

Marketing materials are distributed and a meeting is held with the (VSR) prior to each semester to discuss the upcoming programs to be offered, then referrals are generated for the Project Coordinator to provide follow-up communication. The Veterans are contacted by phone and/or email within 24 hours from when the referral is made.

Additional outreach marketing materials are distributed throughout the entire college campus, including: The welcome center, student services, counseling office and many bulletin boards that are located in various areas around the college. As of February 28, 2015, Muskegon's C2C webpage will contain a link to this Veteran Priority of Service Policy, in its entirety.

The Project Coordinator also communicates with the local Veteran Center either by phone and/or email. Program information and marketing materials are sent to the local Veteran Center prior to each semester, through the department lead. The purpose of this communication is to provide information about the C2C grant-funded programs to local Veterans and share how Veterans and eligible spouses may benefit from them.

Outreach is also done through the local Michigan Works Agency, where Veterans and eligible spouses are identified as part of their intake process and also referred to MCC programs. Michigan Works is one of our program partners of the C2C project. Updated program information and outreach materials are also sent to them prior to each semester.

Identification & Verification of Eligible Veterans:

To accurately identify eligible veterans and their spouses, all participants are asked to complete an intake form prior to program enrollment that specifically asks the participant to identify whether they are a Veteran or a spouse of a Veteran. Students identified as having Veteran status are encouraged to connect with the MCC (VSR) to submit required documents qualifying them for Veteran status eligibility. Documentation may include DD-214 and valid marriage certificate.

As Veteran students enroll into the college they are seen by the (VSR) and the C2C Project Coordinator, many students may also schedule a meeting with the Applied Technology Counselor (this step is optional).

Next, the C2C Project Coordinator determines which C2C Program is appropriate for the student based on previous education and occupational skills. The student then registers for classes and the C2C Project Coordinator obtains all personal supporting documentation for the grant. To ensure student success, full service support and advocacy are provided for those enrolled in the appropriate C2C Programs.

As part of the veteran and eligible spouse advising process, the C2C Project Coordinator will refer eligible candidates to the following list of resources specifically for veterans:

- <http://www1.va.gov/directory/guide/facility.asp?ID=769>
- <http://www.michiganveterans.com/Home/Benefit-Counselors/Muskegon-County>
- <http://www.shelterlistings.org/city/muskegon-mi.html>
- <http://www.military.com/benefits/veteran-state-benefits/michigan-state-veterans-benefits.html>
- <http://vabenefits.vba.va.gov/vonapp/main.asp>
- <https://www.usajobs.gov/Veterans>
- <http://thesoldiersproject.org/>
- <http://iava.org/>
- <https://www.veteransadvantage.com/vauser3/register?va30=true&partner=linkshare>

Veteran Priority of Services:

Military Veterans and eligible spouses who qualify for Muskegon's C2C Advanced Manufacturing training will receive registration priority before the general community college registration period is open. In the event the class is full and has not started, the last non-veteran individual to enroll will be wait-listed to make space for the eligible veteran or spouse.

Grievance Procedures:

Student Policies & Procedures are outlined in the MCC College Catalog:
https://mymcc.muskegoncc.edu/Documents/General_Complaint_Form.pdf

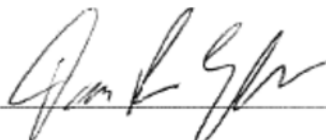
Veterans and/or eligible spouses have concerns regarding the priority of service policy or related decisions, they should follow the web-link above for instructions on how to grieve a decision. Students or prospective students wishing to grieve should also contact the C2C Project Coordinator for direction to the appropriate individual/channel throughout the grievance process as indicated in the steps for resolution.

Training of Staff:

A timesheet of trainings will be kept on record by the C2C Project Coordinator. The individuals to be trained at MCC on Veteran Priority of Services are:

- Veteran Service Representative
- Applied Technology Counselor
- CAD/CNC Paraprofessional

New staff will review the policy and be trained by the C2C Project Director within one week of start date, as evidenced by staff signature.

Policy Approved:  Date: _____
Dean of Workforce + Talent Development 2/9/2015