1. Please provide the contact information of the primary person on campus with veterans and military personnel responsibilities.

   Name: Janina Czarniecka (for financial aid benefits)
   Title: Advisor
   Department: Student Financial Assistance
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Phone number: 847-635-2623
   Email address: jczarnie@oakton.edu

   Name: Cliff Casey (for any non financial aid issues)
   Title: Manager
   Department: Advising Services
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Telephone Number: 847-635-1747
   Email Address: cliffc@oakton.edu

   Have you appointed the Coordinator of Veterans and Military Personnel Student Services?
   ☑ Yes
   ☐ No

2. Please indicate how your institution identifies veterans or military personnel.
   Check all that apply.
   ☑ Admission process
   ☑ Financial aid
   ☐ Registrar's Office
   ☐ Veteran Center
   ☐ Other (please describe)

3. Please indicate which of the following provide programs or services designed for veterans or military personnel and their families. Check all that apply
   ☑ Academic Advising Office
   ☑ Admissions Office
   ☑ Counseling Center
   ☑ Counseling Center
   ☑ Bursar Office

Preparer Name: Michele Brown
Preparer Email Address: mbrown@oakton.edu
October 20, 2009
Institution: Oakton Community College
Public Act 96 – 0133 Survey

☑ Disability Service Office
☑ Financial Aid Office
☑ Health Services
☐ Veterans Center
☐ Other (please describe)

4. Please check the box to indicate which services are provided and provide the contact information for each program or service offered to veterans, military personnel, and spouses or dependents. Check all that apply.
Military personnel and families are eligible for benefits if they enroll in Oakton courses.

<table>
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<th></th>
<th>Veterans</th>
<th>Military Personnel</th>
<th>Families</th>
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<tbody>
<tr>
<td>a. Academic advising</td>
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<tr>
<td>Email Address: <a href="mailto:cliffc@oakton.edu">cliffc@oakton.edu</a></td>
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<tr>
<td>b. Academic support/tutoring</td>
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<td>Contact Name: Donna Younger</td>
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<td>Department: Learning Center</td>
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<td>Address: 1600 E. Golf Rd., Des Plaines, IL 60016</td>
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<td>Telephone Number: 847-635-1656</td>
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<tr>
<td>Email Address: <a href="mailto:dyounger@oakton.edu">dyounger@oakton.edu</a></td>
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<td>c. Campus social events</td>
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<td>Contact Name: Ann Marie Barry</td>
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<td>Department: Student Life</td>
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<td>Address: 1600 E. Golf Rd., Des Plaines, IL 60016</td>
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<td>Telephone Number: 847-635-1699</td>
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<tr>
<td>Email Address: <a href="mailto:annmarie@oakton.edu">annmarie@oakton.edu</a></td>
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<td>d. Career services</td>
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<td>Any individuals who live in Oakton’s district are eligible for career services.</td>
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<tr>
<td>Contact Name: Robin Vivona</td>
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<tr>
<td>Department: Career Services</td>
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Preparer Name: Michele Brown
Preparer Email Address: mbrown@oakton.edu
October 20, 2009
Institution: Oakton Community College
Public Act 96 – 0133 Survey
Address: 1600 E. Golf Rd., Des Plaines, IL 60016
Telephone Number: 847-635-1723
Email Address: vivona@oakton.edu

e. Counseling
   Contact Name: Dr. Gregory James
   Department: Student Affairs
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Telephone Number: 847-635-1745
   Email Address: gjames@oakton.edu

f. Disability Services
   Contact Name: Teresa O’Sullivan
   Department: Learning Center
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Telephone Number: 847-635-1759
   Email Address: tosulliv@oakton.edu

g. Employment assistance
   Any individuals who live in Oakton’s district are eligible for employment assistance.
   Contact Name: Robin Vivona
   Department: Career Services
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Telephone Number: 847-635-1723
   Email Address: vivona@oakton.edu

h. Financial aid assistance
   Counseling (excluding Montgomery GI Bill, IVG, ING, or Post 9/11 Bill)
   Contact Name: Janina Czarniecka
   Title: Advisor
   Department: Student Financial Assistance
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Phone number: 847-635-2623
   Email address: jczarnie@oakton.edu

i. Health services
   Contact Name: Marilyn Wroblewski
   Department: Health Services
   Address: 1600 E. Golf Rd., Des Plaines, IL 60016
   Telephone Number: 847-635-1886

Preparer Name: Michele Brown
Preparer Email Address: mbrown@oakton.edu
October 20, 2009
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**Institution:** Oakton Community College  
**Public Act 96 – 0133 Survey**

Email Address: mwrobel@oakton.edu

**j. Mentoring - none**

**k. Orientation**
- **Contact Name:** Ann Marie Barry  
- **Department:** Student Life  
- **Address:** 1600 E. Golf Rd., Des Plaines, IL 60016  
- **Telephone Number:** 847-635-1699  
- **Email Address:** annmarie@oakton.edu

**l. Tuition assistance counseling**
- **Contact Name:** Janina Czarniecka  
- **Title:** Advisor  
- **Department:** Student Financial Assistance  
- **Address:** 1600 E. Golf Rd., Des Plaines, IL 60016  
- **Phone number:** 847-635-2623  
- **Email address:** jczarnie@oakton.edu

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1. Montgomery GI Bill  
2. Illinois National Guard Grant (ING)  
3. Illinois Veterans Grant (IVG)  
4. Post 9/11  
5. Transition assistance (counseling, housing, etc.)  
6. Veteran student lounge or designated gathering space  
7. Other (please describe)

5. Please estimate to the best of your knowledge the percent increase for each of the following in 5 years.  
Oakton estimates a small increase of up to 2% for all veteran services over the next 5 years.

**Preparer Name:** Michele Brown  
**Preparer Email Address:** mbrown@oakton.edu  
**October 20, 2009**
### Veterans | Military Personnel | Families
--- | --- | ---
**a.** Academic advising &nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;&n...
6. Please estimate to the best of your knowledge the percent increase for each of the following in 10 years. Oakton does not estimate we will have any increase in veteran services needed in the next 10 years, following the approximate 2% increase in the next 5 years.

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<th>Service</th>
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<td>4. Post 9/11</td>
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<td>o. Other (please describe)</td>
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Preparer Name: Michele Brown  
Preparer Email Address: mbrown@oakton.edu  
October 20, 2009
7. Please indicate which of the following services are provided. Check all that apply.
   - Psychiatrist
   - Referral to off-campus support services
   - Referral to support services provided by the U.S. Department of Veterans Affairs
   - Other (please describe)

8. Please indicate which of the following communication methods are used to inform currently enrolled veterans, military personnel and their families about programs and services available to them. Check all that apply
   - Advisor
   - College catalog
   - Email
   - Mailing
   - Print advertisement
   - Web-based advertisement
   - All of the above
   - Other (please describe)

   **Electronic Communication**

9. Please describe how your institution tracks or intends to track retention and goal completion of veterans and military personnel.
   We ask students on the admission form if they are a veteran. We can code them in Banner, our Student Information System, to track retention and completion.

10. Please indicate which accommodations are made for students called to active duty during the semester.
    - Tuition and fee refund policy
    - Leave of absence policy
    - Online options for continuing in the same semester

11. Please indicate which accommodations are made for families of military personnel called to active duty during the semester.
    - Tuition and fee refund policy
    - Leave of absence policy
12. When called to active duty during the semester, would the semester count as a withdrawal?
It is up to the student. If a student withdraws after the midpoint of the semester, the student may be awarded full academic credit for each course, provided the instructor is able to evaluate the student’s attainment of the course objectives at the time and award an appropriate grade. If this evaluation is not possible or if the student withdraws prior to the midpoint of the semester, the student will be given a complete refund of all tuition and fees paid and no academic credit.

☐ Yes
☐ No

13. Does your institution accept military credit?

☐ Yes
☐ No

14. Does your institution use the ACE Guide to the Evaluation of Educational Experiences in the Armed Services in making the determination for accepting credit?

☐ Yes
☐ No

15. Does your institution accept Defense Activity for Non-Traditional Education Support (DANTES) credits?

☐ Yes
☐ No

16. Is professional development training related to veterans or military personnel issues available to administrators and faculty?

☐ Yes
☐ No

17. Please provide the URL where an individual may access this survey on your institution’s website. Please send the link to Jennifer Timmons (ICCB) at Jennifer.timmons@illinois.gov, Edie Long (DVA) at Edie.long@illinois.gov, and Yock Tan (IBHE) at tan@ibhe.org.

18. Please send a copy of the survey as soon as possible, but no later than October 31, 2009, to:

- the Illinois Board of Higher Education;
  Candace Mueller
  431 East Adams, 2nd floor
  Springfield, IL  62701

Preparer Name: Michele Brown
Preparer Email Address: mbrown@oakton.edu
October 20, 2009
• the Department of Veterans’ Affairs;
  Edie Long
  833 South Spring Street
  P.O. Box 19432
  Springfield, IL  62794

• the President and Minority Leader of the Senate;
  Senate President, John Cullerton
  327 State House
  Springfield, IL  62706
  Minority Leader, Christine Radogno
  309A State House
  Springfield, IL  62706

• the Speaker and Minority Leader of the House of Representatives;
  and
  Speaker, Michael Madigan
  300 State House
  Springfield, IL  62706
  Minority Leader, Tom Cross
  316 State House
  Springfield, IL  62706

• The Governor.
  Office of the Governor
  207 State House
  Springfield, IL  62706