

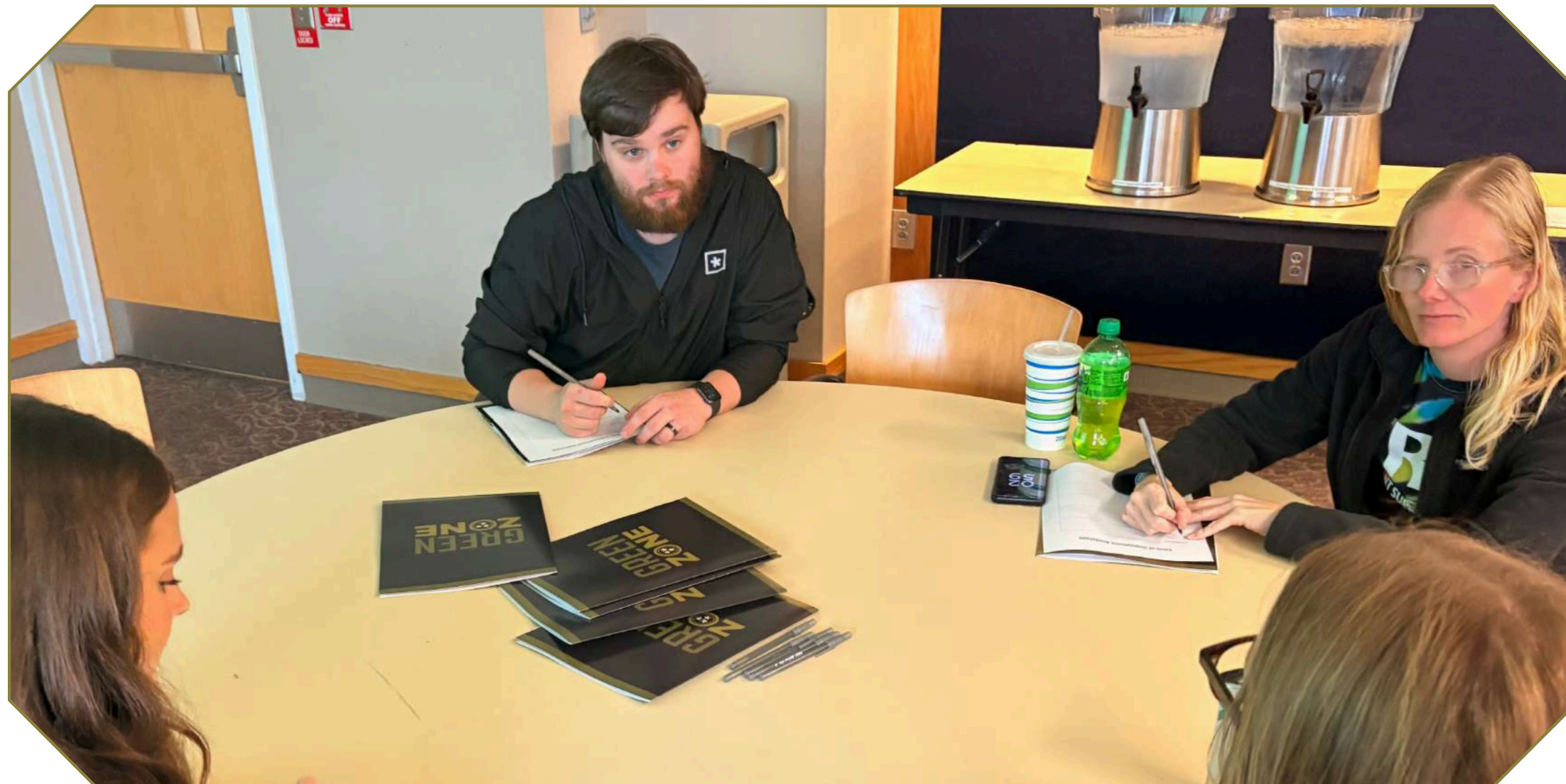
GREEN ZONE

Adapted from Virginia Commonwealth University's Green Zone Program

Green Zone Program

PURPOSE

Inform and educate Faculty and Staff members on our campus about the requirements, opportunities and challenges of military-affiliated students.



LEARNING OBJECTIVES

- Participants will understand the expectations of a Green Zone Ally.
- Participants will become familiar with the military experience and deployment cycle
- Participants will become familiar with the resources (on and off campus) and guidelines to better serve military-affiliated students on our campus.





**WHO IS A
GREEN ZONE ALLY?**



WHO IS A MILITARY-AFFILIATED STUDENT (MAS)?

- Active duty
- Reservist
- National Guardsmen
- Veterans
- Spouses
- Their children

SERVICE MEMBER / VETERAN

Positive Attributes of Military Service

- Dependability
- Integrity
- Decision Making
- Looking out for others
- Initiative
- Tenacity
- Professional presence
- Adaptability
- Flexibility

Challenges from Military Experience

- Disruption to education goals (deployment/ training, etc.)
- Expectations not matching military experience
- Visible & Invisible Wounds

Invisible Wounds

- Post-Traumatic Stress Disorder (PTSD)
- Traumatic Brain Injury (TBI)
- Anxiety
- Major Depressive Disorder
- Substance Use Disorder
- Difficulty with anger and irritability
- Sexual Trauma



Important Military/ Veteran Concepts

- The military has a defined Chain of Command that must be followed.
- Rank is everything.
- Access to those high in the Chain of Command is filtered.
- Only the strong survive.
- Failure is never an option.
- There is no right to privacy.
- You are told what to say, what to wear, where to live, and with whom you can socialize.
- You need permission to leave the area, even on weekends and holidays.
- Negative stigma on receiving medical treatments.
- Learn to see things in black and white, not much gray (syllabus).
- Communication style: direct and often blunt

Communication with Student Veterans

New Message

To: linaresj@apsu.edu

Subject: class

See attached, per your request.

v/r

Daniel Moore

Send



New Message

To: linaresj@apsu.edu

Subject: Class Homework LDSP 2100

Good morning, Professor,

I hope you are doing well. I am sending this email to include my class homework, as requested, which is due today. I hope I did it correctly; if not, let me know. Please let me know if you need anything else from me. Have a great day!

v/r

Daniel Moore

Send



SPOUSE / CHILDREN

Positive Attributes from military background

- Adaptability
- Flexibility
- Maturity
- Multi-Tasking
- Tenacity
- Cultural awareness
- Diverse experiences

Challenges from Military Experience

- Disruption to school schedule due to parent's deployment
- Transferring to new school due to Permanent Change of Station (PCS)-Relocation

DEMOGRAPHICS

(as of 28 September 2026)

<u>Non-Mil</u>	<u>7561</u>
<u>Military Child</u>	<u>310</u>
<u>Military Spouse</u>	<u>203</u>
<u>Veteran Child</u>	<u>1443</u>
<u>Veteran Spouse</u>	<u>207</u>
<u>Active Component</u>	<u>776</u>
<u>National Guard</u>	<u>113</u>
<u>Reserve</u>	<u>41</u>
<u>Veteran</u>	<u>1075</u>

MIL Total

4159

35.54%

APSU has the largest
Military-Affiliated Student
population in the state of TN
(by far).

Total Veteran Economic Impact

\$3,938,496,586

Montgomery County Veterans

34,046

Work Participation

72.3%

Est. Veteran Owned Businesses

395

Data can be found at www.apsu.edu/dsir/institutional-data

www.tn.gov/veteran/vrbp/economic-impact-veterans-tn.html

MILITARY EXPERIENCE



- Why do we join?
- Deployments can last from 1-18 months
- Multiple deployments
 - Some serve more than one deployment before being discharged from the military

CYCLE OF DEPLOYMENT



EDUCATIONAL REQUIREMENTS



- Federal Tuition Assistance (FTA) for Army (Active Duty, reserve, and National Guard): ArmyIgnitED staff at Austin Peay Center @ Fort Campbell can help,
 - call (931) 221-1400 or email at APFortCampbell@apsu.edu
 - Website: www.apsu.edu/apfc/armyignited
 - They can also help with FTA for other military branches.
- TN Strong for the Army National Guard & Air Guard students:
 - LaTara Pearson can assist (931) 221-6347 or email at pearsonld@apsu.edu
- Veterans Education Benefits Office (VEBO) staff can help with all VA Education Benefits, not FTA
 - call (931) 221-7760 or email at ova@apsu.edu
 - Website: www.apsu.edu/mva/veterans-education-benefits



VETERAN EDUCATION BENEFITS AWARDED

Institutional Benefits

- Stable and reliable tuition revenue
- Increased enrollment and retention
- Enhanced campus diversity and leadership
- Improved institutional reputation
- Access to federal programs and grants
- Strengthened community and industry partnerships
- Higher graduation and employment outcomes
- Opportunity for specialized academic programs



**AY 24-25 Total VA Certifications:
6,955**

VA Tuition & Fees Payments to APSU

**Post 9/11 GI Bill
(Chapter 33, TOE & FRY)**

\$9,349,281.46

**VA VR&E
(Chapter 31)**

\$2,979,831.14

VA Payments to Students

**Post 9/11 GI Bill
(Chapter 33m TOE & FRY)**

\$5,257,866.77

**VA VR&E
(Chapter 31)**

\$4,395,006.00

**Montgomery GI Bill
(Chapter 30 & 1606) & DEA (Chapter 35)**

\$8,167,526.50

Totals for all funds \$33,378,352.99



INITIATIVES / UPDATES

- You Serve Too Campaign
 - <https://www.apsu.edu/mva/spouse>
- Text & Tech for the MAS loan program will soon include laptops
 - <https://www.apsu.edu/mva>
- Military-Affiliated Professionals Program
 - <https://www.apsu.edu/mva/mapp>
 -
- Transfer Credits, currently working with Registrar on automation

MILITARY & VETERANS AFFAIRS DIVISION

- Vice President: Major General (Retired) Walt Lord,
 - Newton Center 112, lordw@apsu.edu, (931) 221-7549
- Assistant Vice President: Army Veteran Retired, Jasmin Linares,
 - Newton Center 101, linaresj@apsu.edu, (931) 221-7738
- Executive Director of Communication, Recruitment and Marketing: Marisa Roberts,
 - robertsm@apsu.edu (931) 221-1460
- Executive Director for AP FCC: Ben Drummond,
 - Education Center Room 202, drummondb@apsu.edu, (931) 221-1414

MILITARY & VETERANS

AFFAIRS DIVISION (cont.)

- Director of Veteran Education Benefits Office & Compliance: Elizabeth Stonerock,
 - Ellington 202, stonerocke@apsu.edu (931) 221-7760
- Director of Veterans Upward Bound: Tipnie Mack,
 - Ellington 325, mackt@apsu.edu (931) 221-7600



WILLIAM E. & SADAKO S. NEWTON MILITARY FAMILY RESOURCE CENTER

**Largest Military Student Center in the state of Tennessee. -
By Far!**

NEWTON CENTER



NEWTON CENTER RESOURCES

- **Military Affiliated Career Specialist (MACS):** Tony Munoz, email: munozt@apsu.edu or mapp@apsu.edu or call (931) 221-7930, Website: www.apsu.edu/mva/career-transition-program
- **Military Affiliated Student Success Professional (MASSP):** LaTara Pearson, email: pearsonld@apsu.edu or call (931) 221-6347
- **Newton Military Family Resource Center (NMFRC):** Vacant, email: NMFRC@apsu.edu or call (931) 221-1685 Website: www.apsu.edu/mva/nmfrc
- **Veteran Upward Bound (VUB)** staff can help Veterans get into college, call (931) 221-7600 or email: vub@apsu.edu Website: www.apsu.edu/mva/veterans-upward-bound
- **VetSuccess On Campus (VSOC) Counselor:** DeAndria Reed, email: deandria.reed@va.gov

APSU RESOURCES

- **Office of Student Financial Aid (SFAO)**

www.apsu.edu/financialaid

- **Office of Student Access Services (OSAS)**

www.apsu.edu/student-access

- **Student Health & Counseling Services**

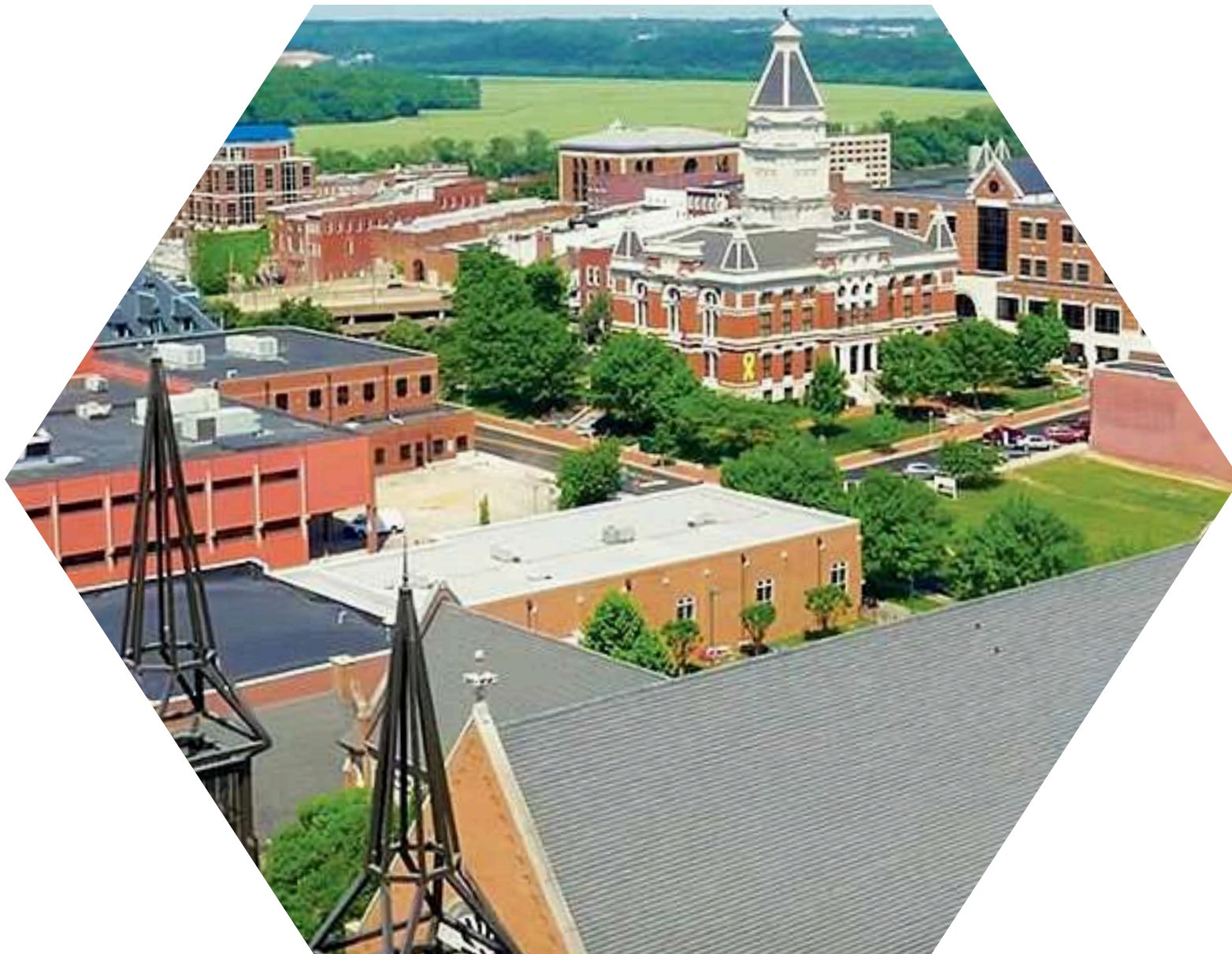
www.apsu.edu/health-and-counseling/counseling

- **Office of the Registrar**

www.apsu.edu/registrar



COMMUNITY RESOURCES



Cohen Clinic:

- <https://centerstone.org>

Montgomery County Veterans Service Organization:

- <https://mcgtn.org/vso>

Montgomery County Veterans Coalition:

- <https://vetcoalition.org>

Operation Hope (Financial Literacy):

- <https://operationhope.org>

Operation Stand Down (OSD):

- <http://osdtn.org>

Soldiers and Families Embraced (SAFE):

- www.soldiersandfamiliesembraced.org

Veterans Crisis Line:

- www.veteranscrisisline.net

Vet Center-Clarksville:

- www.vetcenter.va.gov/New_Vet_Centers.asp

Policies that impact MAS

- **Excused Absence (Military training, not VA appointments, etc.)**

- Policy - APSU 2:041

- <https://www.apsu.edu/policy/numerical-policy>

- **Animals on Campus (service dogs, etc.)**

- Policy - APSU 3:007

- <https://www.apsu.edu/policy/numerical-policy>

QUESTIONS ??

Any questions at this time?

We will now move on to case scenarios.





GREEN ZONE

CASE SCENARIOS



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 schoolwork, 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 Office of Student Access Services (OSAS) to see if she is eligible for accommodations
- Discuss her well-being
- Is she sleeping and eating well?
- Discuss her academic success and implications for her VA Education Benefits or Federal Tuition Assistance.

SCENARIO

2

A Reservist sees the “Green Zone” sticker on your door and comes in because they have received orders for a week-long training that will occur during the middle of the semester. They have an exam during that week, and their professor states in the syllabus that there are absolutely no make-up exams. They walk into your office and ask you for assistance on what to do.

How do you help them?





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), who 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 Veterans' 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
- Refer the student to the Office of the Registrar (Ellington Room 316), who will help with questions on transfer credits and suggest options.

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 shared 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 (NMFRC)
 - VetSuccess On Campus (VSOC)
- 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

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 disclosing.

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
 - Center for Academic Support & Enrichment (CASE)
 - Office of Student Access Services (OSAS)
 - VetSuccess On Campus (VSOC)
- Encourage the student to meet with his Academic Advisor
- Follow up with the Student Veteran to see how he is doing



SCENARIO 7

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 Office of Student Access Services (OSAS). Provide the student with overall information or a pamphlet
- Also mention the other services/resources that our institution provides, such as:
 - Center for Academic Support & Enrichment (CASE)
 - VetSuccess On Campus (VSOC)

CONGRATULATIONS

YOU ARE NOW

**GREEN
ZONE**

ALLIES

For more information contact:

Jasmin Linares

**Assistant Vice President for
Military & Veterans Affairs Division**

Newton Center, Room 101

linaresj@apsu.edu or nmfrc@apsu.edu