2023 NASPA SYMPOSIUM ON MILITARY-CONNECTED STUDENTS

The Hub & Spoke Model of Veteran Student Support

Outline

Introductions
- Presentors
- Institution
- Veteran Center

Hub & Spoke
- What is it?
- Where is it used?
- How we use it
- One-stop comparison

Results, Implementation & Creating Buy-in

Who We Are

Dena Allen-Few

- Coordinator of Veteran & Military Student Services
- US Army Veteran
  - Combat Engineer - Heavy Equipment
  - Deployment to Iraq
- M.P.A.
 - The University of Baltimore

Who We Are

Josiah Guthland

- Director of Veteran & Military Student Services
- SSG. US Army
  - Combat Engineer - Sapper
  - 2 Deployments to Iraq
- M.A. - Higher Education
  - Messiah University (PA)

The University of Baltimore

- Offers Bachelors, Masters, Doctorates and Juris Doctorates (J.D.)
- Around 4,000 students
- Predominantly Black Institution (PBI) and Minority Serving Institution (MSI)
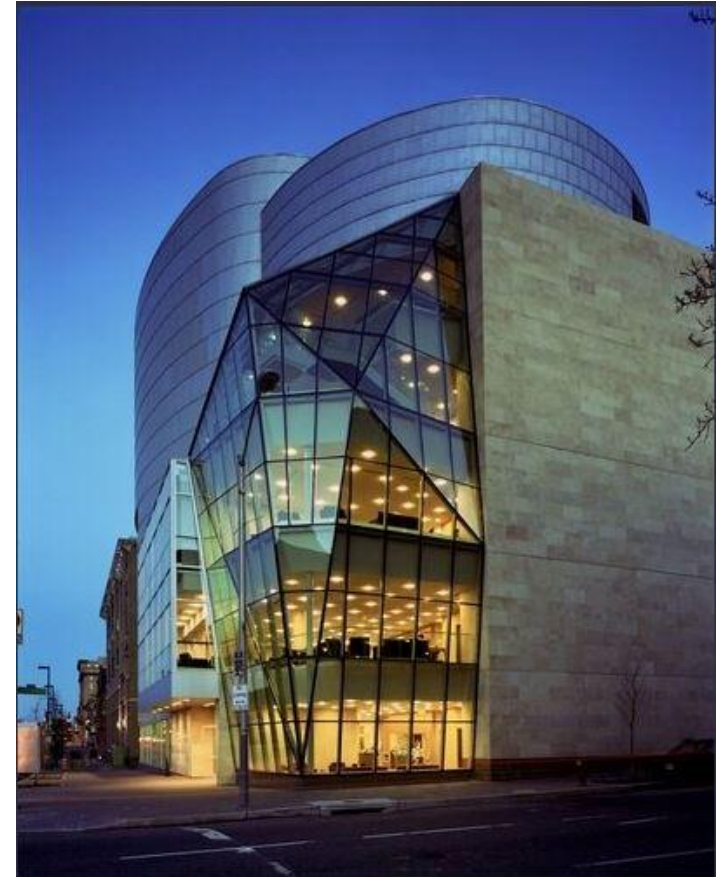
The Bob Parsons Veteran Center

The Bob and Renee Parsons Foundation

- Marine Corps Veteran and UBalt Alumni
- Creator and founder of GoDaddy.com

The Bob Parsons Veteran Center

How we are the same:
- Student lounge
- Computer lab
- Free printing
- Safe space

The Bob Parsons Veteran Center

How we are different:
- Grant Funded
- Strategic Plan
- Four pillar approach to programming
  - Career
  - Academic
  - Service
  - Social/Emotional

Take a tour of the Bob Parsons Veterans Center

[BPVC Tour with the Director](#)

What is the Hub & Spoke Model

Definition-

"Hub and Spoke" is a way of linking internal and external partners (the "spokes") to offices of student support (the "hub") that increases communication with students and ensures an equitable level of expert service across the institution and with community partners.
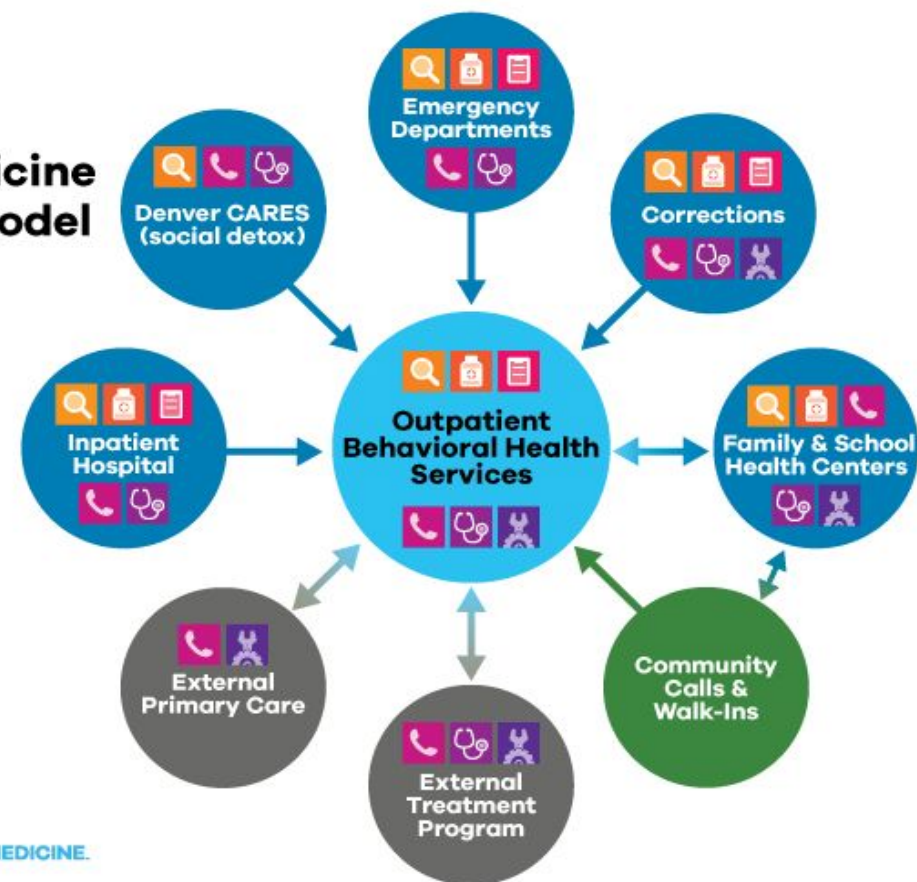
Hub & Spoke Model - Other Industries

Transportation

Logistics

Addiction Counseling

Healthcare

Education (academics)

Why we use the Hub & Spoke Model

- Increase student understand the institution
- Empowering students
- Strengthen expertise
- Expedite issues
- Help students learn to work with non-military/veteran personnel

Hub & Spoke - Internal

Internal Partners
- Student Assistance Program (SAP)
- Disability Support Services
- Bursar
- Admissions
- Financial Aid
- Academic Advising/Deans
- Career & Internship Center
- Center for Student Engagement and Inclusion
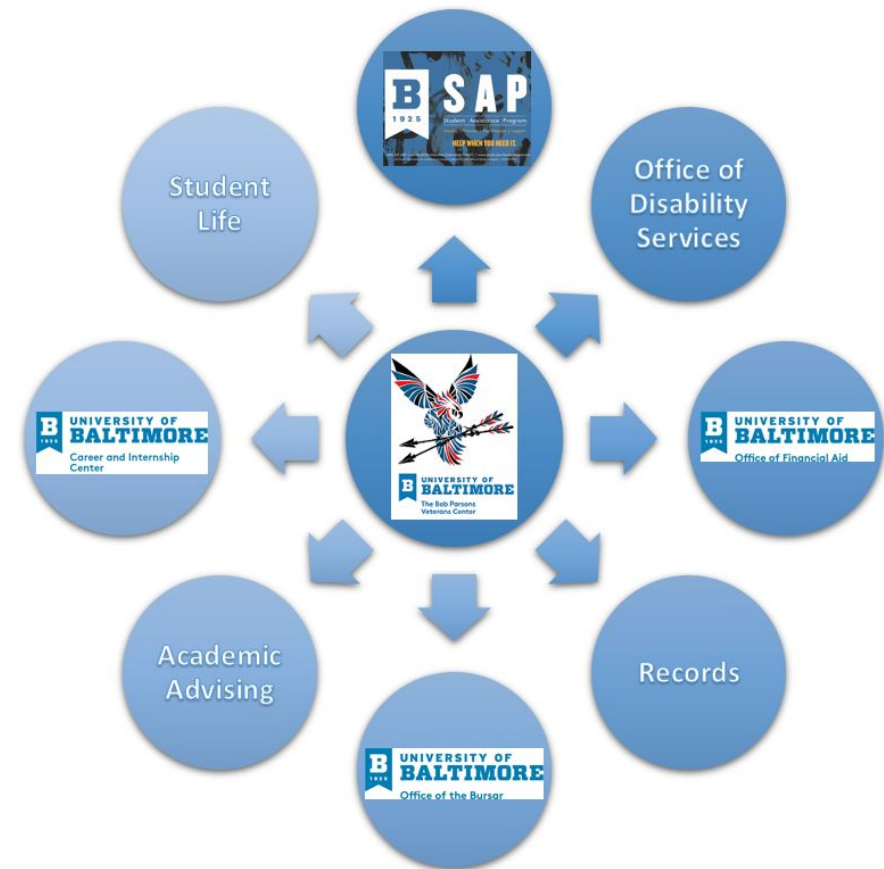
Hub & Spoke - Internal cont.

Student Assistance Program

- Compass Reports
- Mental Health Resources
- Outsourced SAP Management

Disability Support Services

- Accomodations Specialists

Bursar

- Third-Party Biller and Payment Specialists

Hub & Spoke - Internal cont. 2

Admissions

Financial Aid

Academic Advising

WE'RE BUILT FOR THIS.

VETERAN & MILITARY
OPEN HOUSE: MAY 21, 11 A.M.

The Bob Parsons Veterans Center is a fully staffed hub built to support our military and veteran students and provide them with the network and resources they need to reach their full potential.

SIGN UP TODAY.

UNIVERSITY OF BALTIMORE
The Bob Parsons Veterans Center

UBALT.EDU/VETERANS   veteranscenter@ubalt.edu

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STUDENTS

Hub & Spoke - Internal cont. 3

Career & Internship Center

Center for Student Engagement and Inclusion

Records

Hub & Spoke - External

External Partners
- VA Education
- VA Healthcare
- Wounded Warriors
- Vet Centers
- Maryland Higher Education Commission (MHEC)
- Maryland College Collaboration for Student Veterans Commission (MCCSVC)
- Other Veteran Service Organizations (VSO)
- Business Partners

Hub & Spoke v. One-Stop

Hub and Spoke

- Strengthen expertise
- Empowers students
- Follow-up not initiate
- Increased understanding of the institution
- Expedite issues/problems

One-stop

- What Veteran students want
- Easy and simple for veterans
- Dilutes expertise
- Staff workload is untenable

Staff Workload

Change in focus
- Programming
  - Beyond Veterans' Day & Memorial Day

Results

Decrease in complaints about -

- Financial Aid

- Bursar

- VA Certifying official

Results

Increase in -

- Retention Rates
- Graduation Rates
- Interdepartmental collaborations

Faster response times from other departments

RETENTION RATE

Results

Student Success

Student Veterans of America
- Chapter founded December 2021

Minimum of 24 programs offered each year

Collaborations with offices across campus

Fall 2022 saw a 13% enrollment boost

Implementation

Probably already doing this with some offices of student support

Establishing a formal understanding/agreement with each silo within the institution

- Have a veteran point of contact officially or unofficially appointed
- Build those interpersonal relationships
- Create teams within each major internal department to focus specifically on veteran issues

Creating Buy-In

- Staff Workload & Responsibilities
  - Informing the entire student population on the veteran/military experience
  - Veteran specific programming - all year round

Questions

References

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