

**Institution: Heartland Community College**  
**Public Act 96 – 0133 Survey**

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

Name: Todd Burns  
Title: Associate Director Financial Aid  
Department: Financial Aid Office  
Address: 1500 W. Raab Road, Normal, IL 61761  
Phone number: 309-268-8051  
Email address: [todd.burns@heartland.edu](mailto:todd.burns@heartland.edu)

2. Have you appointed the Coordinator of Veterans and Military Personnel Student Services?

Yes

No

If the Coordinator is different from the primary person named in Question 1, please provide the contact information.

Name  
Title  
Department  
Address  
Phone number  
Email address

3. Please indicate how your institution identifies veterans or military personnel.

Admission process

Financial aid

Registrar's Office

Veteran Center

Other (please describe)

Please indicate which of the following provide programs or services designed for veterans or military personnel and their families.

**Preparer Name: Todd Burns**  
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**September 22, 2009**

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- Academic Advising Office
- Admissions Office
- Counseling Center
- Counseling Center
- Bursar Office
- Disability Service Office
- Financial Aid Office
- Health Services
- Veterans Center
- Other (please describe)

4. Please indicate the number of veterans, military personnel, and spouses or dependents accessing the following programs and services during the 2008-2009 academic year. Please provide the contact information for each program or service offered.

	Veterans	Military Personnel	Families
a. Academic advising	286	X	17

Contact Name: Cecilia Olivares  
 Department: Student Services/ Advisement  
 Address: 1500 West Raab Road, Normal, IL 61761  
 Telephone Number: 309-268-8061  
 Email Address: [Cecilia.Olivares@heartland.edu](mailto:Cecilia.Olivares@heartland.edu)

b. Academic support/tutoring	54	X	4
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Contact Name: Kim Kelley  
 Department: Academic Support/Tutoring Services  
 Address: 1500 West Raab Road, Normal, IL 61761  
 Telephone Number: 309-268-8235  
 Email Address: [Kimberly.kelley@heartland.edu](mailto:Kimberly.kelley@heartland.edu)

c. Campus social events	X	X	X
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Contact Name: Marvin Rasch  
Department: Director of Student Development  
Address: 1500 West Raab Road, Normal, IL 61761  
Telephone Number: 309-268-8010  
Email Address: [marvin.rasch@heartland.edu](mailto:marvin.rasch@heartland.edu)

d. Career services

Contact Name: Cecilia Olivares  
Department: Student Services/ Advisement  
Address: 1500 West Raab Road, Normal, IL 61761  
Telephone Number: 309-268-8061  
Email Address: [Cecilia.Olivares@heartland.edu](mailto:Cecilia.Olivares@heartland.edu)

e. Counseling

Contact Name: Celeste Bradley  
Department: Student Services/ Advisement  
Address: 1500 West Raab Road, Normal, IL 61761  
Telephone Number: 309-268-8029  
Email Address: [celeste.bradley@heartland.edu](mailto:celeste.bradley@heartland.edu)

f. Disability Services

Contact Name: Anita Moore  
Department: Disability Support Services  
Address: 1500 West Raab Road, Normal, IL 61761  
Telephone Number: 309-268-8249  
Email Address: [anita.moore@heartland.edu](mailto:anita.moore@heartland.edu)

g. Employment assistance

Contact Name: Sara Baker  
Department: Workforce Services  
Address: 1500 west Raab Road, WDC 2500 Normal, IL 61761  
Telephone Number: 309-268-8035  
Email Address: [sara.baker@heartland.edu](mailto:sara.baker@heartland.edu)

h. Financial aid assistance     
counseling (excluding  
Montgomery GI Bill, IVG,  
ING, or Post 9/11 Bill)

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Contact Name: Todd Burns  
 Department: Financial Aid  
 Address: 1500 West Raab Road, Normal, IL 61761  
 Telephone Number: 309-268-8020  
 Email Address: [todd.burns@heartland.edu](mailto:todd.burns@heartland.edu)

- i. Health services

Contact Name  
 Department  
 Address  
 Telephone Number  
 Email Address

- j. Mentoring

Contact Name: Faye Freeman-Smith  
 Department: Director of Student Support Services  
 Address: 1500 West Raab Road, Normal, IL 61761  
 Telephone Number: 309-268-8404  
 Email Address: [faye.freemansmith@heartland.edu](mailto:faye.freemansmith@heartland.edu)

- k. Orientation

Contact Name: Stacey Meyer  
 Department: Coordinator of Student Recruitment  
 Address: 1500 West Raab Road, Normal, IL 61761  
 Telephone Number: 309-268-8010  
 Email Address: [stacey.meyer@heartland.edu](mailto:stacey.meyer@heartland.edu)

- l. Tuition assistance counseling

Contact Name: Todd Burns  
 Department: Financial Aid  
 Address: 1500 West Raab Road, Normal, IL 61761  
 Telephone Number: 309-268-8051  
 Email Address: [todd.burns@heartland.edu](mailto:todd.burns@heartland.edu)

- |                            |                                      |                                    |                                     |
|----------------------------|--------------------------------------|------------------------------------|-------------------------------------|
| 1. Montgomery GI Bill      | <input type="checkbox" value="369"/> | <input type="checkbox" value="X"/> | <input type="checkbox" value="22"/> |
| 2. Illinois National Guard | <input type="checkbox" value="51"/>  | <input type="checkbox" value="X"/> | <input type="checkbox" value="X"/>  |

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Grant (ING)

3. Illinois Veterans Grant (IVG)	<input type="text" value="174"/>	<input type="text" value="X"/>	<input type="text" value="X"/>
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4. Post 9/11	<input type="text" value="11"/>	<input type="text" value="X"/>	<input type="text" value="1"/>
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m. Transition assistance (counseling, housing, etc.)	<input type="text" value="X"/>	<input type="text" value="X"/>	<input type="text" value="X"/>
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Contact Name  
Department  
Address  
Telephone Number  
Email Address

n. Veteran student lounge or designated gathering space	<input type="text" value="X"/>	<input type="text" value="X"/>	<input type="text" value="X"/>
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Contact Name  
Department  
Address  
Telephone Number  
Email Address

o. Other (please describe)	<input type="text" value="X"/>	<input type="text" value="X"/>	<input type="text" value="X"/>
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Contact Name  
Department  
Address  
Telephone Number  
Email Address

5. Please provide the estimated range of potential use by veterans, military personnel and their families accessing the following programs and services during the 2013 – 2014 academic year.

	Veterans	Military Personnel	Families
a. Academic advising	<input type="text" value="316"/>	<input type="text" value="X"/>	<input type="text" value="19"/>

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b. Academic support/tutoring	61	X	5
c. Campus social events	X	X	X
d. Career services	7	X	1
e. Counseling	X	X	X
f. Disability Service Office	6	X	2
g. Employment assistance	12	X	0
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	90	X	2
i. Health services	X	X	X
j. Mentoring	X	X	X
k. Orientation	X	X	X
l. Tuition assistance counseling	X	X	X
1. Montgomery GI Bill	384	X	23
2. Illinois National Guard Grant (ING)	53	X	X
3. Illinois Veterans Grant (IVG)	184	X	X
4. Post 9/11	32	X	2
m. Transition assistance (counseling, housing, etc.)	X	X	X
n. Veteran student lounge or designated gathering space	X	X	X
o. Other (please describe)	X	X	X
6. Please provide the estimated range for potential use by veterans, military personnel and their families accessing the following programs and services during the 2018 – 2019 academic year.			
	Veterans	Military Personnel	Families
a. Academic advising	349	X	20

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b. Academic support/tutoring	74	X	6
c. Campus social events	X	X	X
d. Career services	7	X	1
e. Counseling	X	X	X
f. Disability Service Office	7	X	2
g. Employment assistance	13	X	0
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	94	X	3
i. Health services	X	X	X
j. Mentoring	X	X	X
k. Orientation	X	X	X
l. Tuition assistance counseling	X	X	X
1. Montgomery GI Bill	400	X	24
2. Illinois National Guard Grant (ING)	55	X	X
3. Illinois Veterans Grant (IVG)	188	X	X
4. Post 9/11	35	X	3
m. Transition assistance (counseling, housing, etc.)	X	X	X
n. Veteran student lounge or designated gathering space	X	X	X
o. Other (please describe)	X	X	X

7. Please indicate which of the following services are provided.

- Psychiatrist
- Referral to off-campus support services

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- 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.

- Advisor
- College catalog
- Email
- Mailing
- Print advertisement
- Web-based advertisement
- All of the above
- Other (please describe)

9. Please describe how your institution tracks retention and goal completion of veterans and military personnel.

We are working with our Office of Institutional Research & Planning to establish a methodology to track retention of veterans and military personnel.

10.

11. 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

12. 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

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Online options for continuing in the same semester

13. When called to active duty during the semester, would the semester count as a withdrawal?

Yes

No

14. Does your institution accept military credit?

Yes

No

15. 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

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

Yes

No

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

Yes

No

18. 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](mailto:Jennifer.timmons@illinois.gov), Edie Long (DVA) at [Edie.long@illinois.gov](mailto:Edie.long@illinois.gov), and Yock Tan (IBHE) at [tan@ibhe.org](mailto:tan@ibhe.org).

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19. 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, 2<sup>nd</sup> floor  
Springfield, IL 62701
  
- the Department of Veterans' Affairs;  
Edie Long  
933 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
  
- the Speaker and Minority Leader of the House of Representatives;  
Speaker, Michael Madigan  
300 State House  
Springfield, IL 62706  
And
  
- The Governor.  
Office of the Governor  
207 State House  
Springfield, IL 62706

THANK YOU

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