

**Innovation Credit Letter**  
**Adult Learner and Veteran Services Programs**

October 1, 2014

To Whom It May Concern:

It is my pleasure to endorse Colorado State University's Adult Learner and Veteran Services (ALVS) program as a fulfillment of the STARS Innovation Credit.

As Director of the Adult Learner and Veteran Services office I believe I am qualified to assess the sustainable value of this project. My work experience includes more than 28 years in the United States Air Force, including two tours of duty in the Pentagon and leadership of five organizations. I have devoted several years to the implementation of quality student-centered adult learner and veteran services on Colorado State University's campus. Additionally, I have earned an MBA, am on the Board of Directors of the Rotary Club of Fort Collins, and am actively involved in the Northern Colorado team of Colorado Serves, a non-partisan organization devoted to streamlining support for and services to our military and veteran community members.

The Adult Learner and Veteran Services office supports increased academic achievement and holistic development for all adult learners, including but not limited to veterans and student parents, resulting in graduation from CSU and sustainable personal and professional success. We do this through engagement and leadership opportunities, community building and resource facilitation.

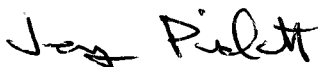
Colorado State University has a long history of supporting many aspects of the adult learner population:

- The ALVS office has been in existence since 2009 and was built on the Resources for Adult Learners/Non-Traditional Student programs previously organized within Off Campus Life.
- CSU applied for and earned on of twenty \$100,000 American Council on Education/Wal-Mart Foundation Success for Veterans Grant in 2009 which supported the establishment of the office and SALUTE Veterans National Honor Society. Since inception, ALVS has been supported by students via student fees (now at \$6.76)
- ALVS continues to host SALUTE headquarters, supporting operations of more than chapters and 4,500 students nation-wide.
- CSU has fully participated in the Department of Veteran Affairs (VA) Yellow Ribbon GI Enhancement Program since 2011, providing 50% of the cost of the difference between in-state and out-of-state tuition and fees while the VA covers in-state tuition and the remaining 50%.
- CSU has been designated a Military Friendly institution by GI Jobs® for the past 5 years, placing in the top 15% of universities doing the most to support veterans returning to college.
- Since 2013 our office has partnered with the State of Colorado – Department of Labor and Employment to host a full-time Veteran's Employment Representative.

- This year we are co-sponsoring the inaugural CSU Veteran's Symposium in collaboration with the New Start for Student Veterans office, and Veteran Education Benefits Office.
- ALVs partners with Orientation and Transition Programs to provide a specific Adult Learner and Veteran tracks and events CSU's Orientation and Ram Welcome programs.
- The ALVS office is staffed with two success coaches hired to provide more personalized support for our veteran and non-veteran adult learners during their transition to CSU, during their time at CSU, and during their transition in to the work force.
- We administer a student fee funded children's activities program in the Morgan Library 6 days of the week during Fall and Spring semesters to allow student parents an opportunity to study and complete group projects while their children are being supervised by highly trained employees and volunteers.
- ALVS administers a 14 scholarships and awards for adult learners, student parents and veterans, including up to 8 Text Book awards each semester, the Osher Re-entry scholarship, and the Linger Honor, Service and Commitment scholarship. More than 230 students have been awarded \$612,500 this academic year
- We offer an Education-to-Employment program to help adult learners learn life-long job search skills through Networking Events with community professionals, workshops focused on career readiness presented in collaboration with the Career Center and Dress for Success awards to help fund professional interview attire.
- We work in coloration with the New Start for Veterans program housed in the Department of Occupational Therapy, which provides a variety of programs to assist wounded veterans become successful at CSU.
- ALVS collaborates with organizations across campus to host a variety of other events focused on adult learners, including distributing tickets to football and other athletic events to student parents and their families, hosting the Fall Harvest Festival, Veterans Print Project, Veteran's Day 5K, International Children's Carnival, and many other events.

CSU's adult learner cohort has seen a 3.3% increase during the 2010-2013 timeframe and an 89.6% increase in the number of student veterans during the same time period. Adult learners currently comprise 15.6% of the undergraduate population and we believe this number will continue to grow based on national projections. By establishing and continuing to support programs focused on the academic and personal success of these students, CSU demonstrates its continuing commitment to a diverse student population and innovative approaches to student success. Clearly, this program aligns well with the goals of the STARS Innovation Credit.

Sincerely,



Jenny Pickett, Col, USAF (ret)  
 Director, Adult Learner and Veteran Services  
 Colorado State University