



THE CITADEL

VETERAN STUDENT  
SUCCESS CENTER



VETERAN & ACTIVE DUTY STUDENT

# HANDBOOK

WELCOME TO THE CITADEL!

2024 / 2025

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# Welcome Message



Congratulations on beginning yet another challenging path! We're thrilled to have you as part of our community, whether you're a Veteran or currently serving in the military. At The Citadel, we're confident that you've made an excellent choice for your education.

Transitioning from military life to college can be a significant change for many, moving from a highly structured environment to one that may seem less regimented. For others, the shift from military to civilian life is ongoing. Whatever your situation, know that your success is our top priority. You're not alone on this journey.

This handbook is designed to provide all the information you need about campus life, tools and resources, and VA educational benefits. Our dedicated staff at the Veteran Student Success Center (VSSC) are here to support you every step of the way. Please don't hesitate to reach out if you need anything at all.

Thank you for your service to our nation!

## **Mission:**

To assist Veteran, Active Duty, and military-connected students assimilate into a supportive and inclusive academic environment at The Citadel and become principled leaders in all walks of life by inhabiting the core values of honor, duty, and respect in a disciplined and intellectually challenging environment.

# Our Team



**Sally Levitt**

Director  
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- Primary Certifying Official
- Oversees Department



**Melissa West**

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- Certifying Official
- Event Planning
- Center Management

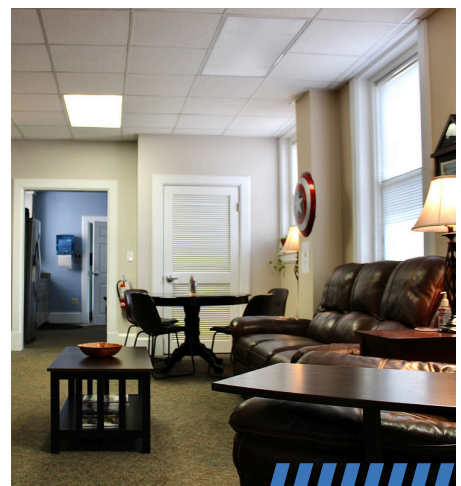


# Veteran Student Success Center



The Veteran Student Success Center (VSSC), situated at 204 Richardson Ave on The Citadel's campus, opened its doors on Veterans Day in 2014. It warmly welcomes any Veteran or Active Duty student, whether enrolled in online or in-person courses. **Operating hours are from 7:30 AM to 5:00 PM daily**, except on holidays. During the summer, there's a modified schedule that includes closures on Fridays. At the VSSC you'll discover a community that comprehends your journey or, at the very least, one that is eager to support you.

Amenities abound, featuring a well-equipped kitchen with a coffee maker, microwave, refrigerator, and kitchen supplies. Additionally, there's a cozy lounge area complete with a television and gaming system. For academic pursuits, a dedicated study room offers over four computers, a printer, and ample office supplies. Stay connected with Wi-Fi access, and take advantage of the free food pantry, professional attire linen closet, and cabinet stocked with complimentary school supplies.



# Coaching Resources



The Veteran Student Success Center (VSSC) is also home to a dedicated academic coach, resiliency coach and career coach here to help Veteran and Active Duty students succeed both in academics and in their daily lives.

\*All services are available both in-person and online.

## **Academic Coaching:**

Academic coaching provides students with the “soft skills” associated with success in their college experience including things like time management, note taking techniques, memorization tools and more. Coaching sessions are led by the student's needs and current challenges and are a great fit for any major or academic level.

## **Resiliency Coaching:**

Resilience is a person’s ability to adjust or recover from adversity or major life changes. The resiliency coaching program is a voluntary program in which we strive to help you address your needs or challenges and learn new skills to overcome those challenges. Your resilience coach can work with you on stress management techniques, identifying social supports and working on work-life balance.

## **Career Coaching:**

We want you to find success not only in your studies but beyond your time at The Citadel. Career coaching helps you dive into what types of careers and/or companies and organizations you would like to work for, tailor your resume and pitch for each one and create a career plan that helps to map out your next steps. Veterans and active duty military members will also get advice on how to translate your military involvement so you stand out for the skills and experience you gained during service.



To contact our coaches visit:

[www.citadel.edu/veterans/veteran-and-active-duty-student-resources/](http://www.citadel.edu/veterans/veteran-and-active-duty-student-resources/)

# Academic Information



## **Academic Advising:**

Each student will be assigned an academic advisor who provides counsel concerning course selections within their particular major. You must see your advisor prior to registering for classes each semester, failure to do so could result in a registration hold. Your academic advisor is listed on your student tab in the student portal.

## **Academic Awards:**

The Dean's List recognition is given to undergraduate students who have earned 12 or more semester hours excluding Pass-Fail hours whose semester grade-point average is 3.200 or higher, with no grade of "I" and no grade below "C." Gold Stars are recognition given to those students on the Dean's List who have made a grade-point average of 3.700 or higher for the work of a semester.



## **Academic Catalogs:**

Academic Catalogs outline all policies, procedures, and guidelines students must follow to graduate from the institution. Undergraduate Veteran Day students and all Active Duty students in a commissioning day program should view the Cadet catalog. Graduate students should view The Citadel Graduate College's catalog. Undergraduate students in the College Transfer Program (CTP) evening or online programs should view The Citadel Transfer Program catalog. All catalogs are available on The Citadel's website at [catalog.citadel.edu](http://catalog.citadel.edu).

### **Academic Grievances:**

The academic grievance process of the college is reserved for the most serious alleged offenses. These matters deal not with differences of opinion, but with violations of due process; denial of individual rights; or unequal treatment or discrimination based on sex, race, color, or national origin. Students who feel that they have an academic grievance are directed first to confer with the instructor or other individual(s) involved. Where this does not result in satisfaction or if this step is not feasible, the student should present the grievance in writing to the lowest appropriate level not involved in the grievance, department head or associate dean.

### **Canvas:**

Canvas is the name of The Citadel's online learning management software. With Canvas you will submit assignments, take quizzes, participate in discussion boards, and have access to the tools you need to complete your coursework. All online and many in-person classes use Canvas. Make sure you also join the Veteran Student Success Center's informational class on Canvas where we post VA education benefits updates,

helpful information, and more. All students will be invited to join the class prior to their first semester at The Citadel. Any questions regarding Canvas or technical help can be directed to the [Center for Excellence and Innovation in Teaching, Learning, and Distance Education \(CEITL&DE\)](#).



### **Course Substitutions:**

Course substitutions will only be made when justified by extenuating circumstances. Such circumstances must be presented in writing by the student. The requested substitution must have the support of the faculty advisor, the associate dean or the department head, and the Associate Provost for Academic Affairs. Forms for requesting course substitutions are available in the Office of the Registrar.





### **Diplomas:**

All Veteran Day and Active Duty students in a commissioning program will receive a diploma similar in presentation to that of The Citadel Graduate College diplomas. These diplomas do NOT have the rifle imagery as that of the Corps of Cadets' diplomas but look like graduate college diplomas and have all the necessary seals and signatures similar to other institutions.

### **Dress Code:**

Active Duty students in a commissioning program will wear the uniform prescribed by their respective ROTC directives. In keeping with the day program's uniform nature, Veteran Day students are expected to dress appropriately in business casual attire when attending classes with the Corps of Cadets.

### **Freshman Seminar:**

Freshman Seminar (FSEM) is required for all Veteran Day program students. There is one section each Fall dedicated for Veteran Day students. Please check with your advisor for the course name and section or consult the course offerings webpage on the Registrar's website.

### **Financial Aid:**

The Office of Financial Aid and Scholarships encourages each Veteran and Active Duty student to fill out the Free Application for Federal Student Aid (FAFSA) each year to determine their eligibility for numerous grants and student loans. Their staff is available to help you navigate the financial side every step of your college experience. Also, note that the VSSC has a list of military-connected external scholarships on our resource page at [Citadel.edu/Veterans](http://Citadel.edu/Veterans).





### **Graduation:**

Students must apply to participate in commencement as well as to graduate. Applications for graduation must be completed by going to the graduation tab in the Student Portal. There are specific deadline dates for graduation. Please contact the office of the Registrar for more information. Veteran Day students must follow the South Carolina Corps of Cadets general education requirements and attend the day program commencement. Evening and online undergraduate students must meet Evening Graduate College education requirements and attend The Citadel Graduate College commencement exercises.

### **Priority Registration:**

Undergraduate Veteran and Active Duty students receive priority course registration. Registration dates depend on the semester and can be found on the registrar's website.



### **Ring Purchase and Presentation:**

Rising seniors may order their ring in the spring of their junior year. Veterans admitted into the Veteran day program are invited to participate in the South Carolina Corp of Cadets (SCCC) Ring Ceremony. Eligibility requirements are determined through the Office of the Registrar. The ring presentation usually occurs in early October of every year.

### **ROTC:**

A Veteran Day student who is in a commissioning program, and enrolled in full-time courses may enroll in ROTC courses for non-degree credit. For more information about eligibility requirements see the [course catalog](#).

### **Student Portal:**

Launched this year, the student portal can be found at [my.citadel.edu](http://my.citadel.edu) and will contain information related to all aspects of student life. You can customize your home screen to show offices that are important to your personal education. We advise students to be sure to pin the Veteran Student Success Center's card to their home screen for easy access.

# Student Services



## **Barber Shop:**

The barber shop is located in Mark Clark Hall and offers haircuts to all students, faculty, and staff. You do not need to make an appointment. Hours are M, T, TH, - 8 am to 4 pm and W, F - 8 am to 3 pm. Haircuts are \$14.

## **Beach Club:**

The Citadel owns a Beach Club conveniently located on the Isle of Palms. Students who have a valid campus parking pass are welcome to park and use the facilities from 8:30 am to 5:30 pm Monday thru Sunday throughout the year. Please note you must display your parking pass while on the premises and there are no lifeguards on duty, guests swim at their own risk. The Citadel Beach Club is located at 4700 Palm Blvd. Isle of Palms, SC 29451.

## **Bookstore:**

The Citadel bookstore provides textbooks and school supplies as well as branded merchandise and is located in Mark Clark Hall. Students can enjoy an extensive inventory of new, used, rental, and e-books, school supplies, merchandise and more either in person or online at [bkstr.com/thecitadelstore/home](http://bkstr.com/thecitadelstore/home). The bookstore is open Monday thru Friday 8 am to 5 pm and Saturdays 10am to 4pm during the Spring and Fall semesters with adjusted hours during the summer.

## **Cadet Store:**

The Tommy B. Hunter Cadet store, located on the Ashley River side of campus, and sells shoes, clothing, accessories, and snacks.



## **Career Center:**

The Career Center educates, empowers, and equips students to achieve their professional goals by becoming active participants in the process. Staff provides professional assistance to all students through specialized career coaching, connections with employers top career resources, and much more. All Veteran and Active Duty students are encouraged to reach out to Director Jen Santoro Cleveland to make an appointment at [citadel.edu/career/contact-us](http://citadel.edu/career/contact-us).

### **Computer Labs:**

The Citadel has several computer labs located on campus including Bond Hall 251, 252, 256, and 262 as well as Thompson Hall 215 and 220. Most computer labs are open Monday - Friday from 8 AM to 9 PM, for labs dedicated to your major check with your college or department. The VSSC also has a small computer lab, as well as loaner laptops. Laptops are available for short periods, on an as-needed basis. All computer labs are managed by ITS.



### **Daniel Library:**

The Daniel Library has numerous resources available for students to use including designated quiet study areas, study rooms for individuals and groups, printing, scanning, faxing as well as equipment rental, access to a 3D printer, milling, designing posters, and VR experiences, in addition to textbooks, research materials, and online catalogs. If you need help finding information for research, you can call the Research Librarian at 843-953-2569 or use the Daniel Library chat feature (7:30 AM to 8:30 PM est.) or email [reference@Citadel.edu](mailto:reference@Citadel.edu). The library is open 7 days a week during the Fall and Spring semesters with adjusted hours during the summer. For a full list of hours and resources visit [library.citadel.edu](http://library.citadel.edu).



### **Dining on Campus:**

There are several retail dining locations on campus including Chick-fil-A, Starbucks and The Canteen (deli sandwiches, flatbread pizza and pasta, and on the go food items) all located in Mark Clark Hall. There is also a small cafe located on the 5th floor of Bond Hall called the Seaboard Cafe (hot lunch, menu changes daily) as well as Valor Brew (Starbucks coffee, salads, sandwiches, snacks and baked goods) located in the Daniel Library. For more information on dining options visit [DineOnCampus.com/TheCitadel](http://DineOnCampus.com/TheCitadel).

### **Disability Services:**

Disability Services is housed under the Student Success Center and empowers students to manage challenges and limitations that may be characteristic of their particular disability. The office serves students with learning, physical, health, and/or psychiatric disability by managing the varying demands of The Citadel experience.

### **Federal Work Study:**

The Federal Work Study program provides part-time employment for degree-seeking students who can demonstrate financial need. Interested students must complete a FAFSA and contact the Office of Financial Aid for eligibility requirements. Federal Work Studies will be placed in positions across campus including dining services, the library, or within one of the numerous academic departments. The Veteran Student Success Center (VSSC) hires 2-3 Federal Work Study students each semester.

### **Infirmary:**

Starting Fall 2024 non-cadet students will now have access to the infirmary on campus, with billing to the student's insurance. Please check with your insurance before your visit to ensure services are covered under your plan. Any remaining bill after insurance payouts is the responsibility of the student.

### **Information Technology Services (ITS):**

ITS offers assistance with your technology needs. The Help Desk is located on the second floor of Bond Hall and provides assistance by phone at 843-953-HELP (4357) or via email at [helpdesk@citadel.edu](mailto:helpdesk@citadel.edu). ITS also provides Microsoft Office free to active students through the student portal.



### **Intramural Sports:**

The Citadel hosts numerous intramural sports each fall and spring. The schedule can be found on [Citadel.edu/ICRA](http://Citadel.edu/ICRA). Veteran students who are interested in participating are encouraged to contact VSSC's Athletic Officer by emailing The Citadel Student Veterans Association (CSVA) at [CitadelVeterans@Citadel.edu](mailto:CitadelVeterans@Citadel.edu) for information on starting a team or joining one already in place.

### **Laundry and Dry-Cleaning:**

Laundry and dry-cleaning services are located behind Murray Barracks, off of Courvoisie Ave. The center offers laundry and dry-cleaning services including military uniforms, household items, and a fluff and dry service to all students, prices can be found on their website. Hours during the academic year are Monday through Friday 7:30 AM to 4 PM.

**Multicultural Student Services:**

The Office of Multicultural Student Services provides programming and services for minority students, helps maintain an appreciation of cultural diversity on campus, and coordinates the college's Access and Equity Program. Assistance is available to students who have concerns relating to race relations, campus diversity, or multicultural awareness.

**One Card/Identification Cards:**

The Citadel's One Card is the school's multipurpose campus ID card that also functions as a campus debit card. Your One Card can also be used as a student identification when receiving student discounts at third-party vendors. The One Card program office is located at 207 Richardson Ave. See page 13 for more information on requesting your One Card via email.

**Office of Financial Aid:**

Financial Aid is available to those who qualify. All students are encouraged to complete a [Free Application for Federal Student Aid \(FAFSA\)](#) each academic year. Following completion, you will receive information about the financial aid available to you. Questions regarding the FAFSA, financial aid, and available scholarships should be addressed with the Office of Financial Aid and Scholarships, located on the ground floor of Bond Hall.

**Office of the Registrar:**

The Office of the Registrar assists students with a wide variety of needs related to student records. They are responsible for course substitutions, change of academic programs, change of address, diplomas, residency, and a host of other services. They also process Joint Service Transcripts (JST) for our Veteran students. The Office of the Registrar is located on the first floor of Bond Hall.

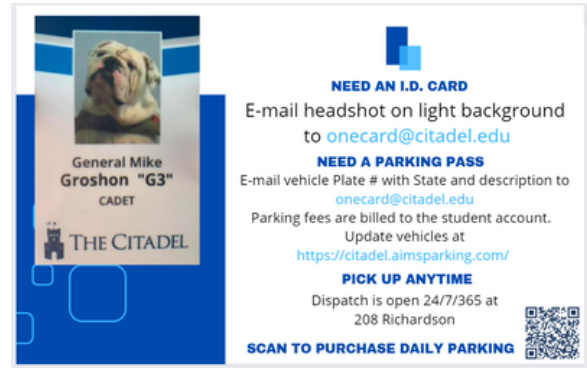
**Patricia McArver Public Speaking Lab:**

The Public Speaking Lab's goal is to help all students develop confidence and public speaking abilities that will set them up for success while at The Citadel and their professional careers after graduation. They help individuals develop and organize their message, then coach them on their delivery. Instructors are also available to critique visual aids, whether PowerPoint slides, transparencies, handouts, posters, demonstrations, or storytelling. The lab is located in Bond Hall 367 or can be reached online or by email at [SFourney@Citadel.edu](mailto:SFourney@Citadel.edu).



## Parking:

All students that park on campus must purchase a parking pass. This pass will allow students to park in designated lots during the day with the exception of Lot B located directly behind Bond Hall. Parking passes should be purchased at the parking office located at 207 Richardson Ave. or online using the instructions provided on the following page. For more information on parking and vehicle registration visit [Citadel.edu/publicsafety/campus-parking](http://Citadel.edu/publicsafety/campus-parking). Please note parking fees are not covered under Post 9/11 GI Bill ® educational benefits.



**NEED AN I.D. CARD**  
E-mail headshot on light background to [onecard@citadel.edu](mailto:onecard@citadel.edu)

**NEED A PARKING PASS**  
E-mail vehicle Plate # with State and description to [onecard@citadel.edu](mailto:onecard@citadel.edu)  
Parking fees are billed to the student account. Update vehicles at <https://citadel.aimsparking.com/>

**PICK UP ANYTIME**  
Dispatch is open 24/7/365 at 208 Richardson

**SCAN TO PURCHASE DAILY PARKING**

## Post Office:

Located in Mark Clark Hall, the post office a fully functioning US Postal Service (USPS) location. Any packages shipped to The Citadel's mailing address (171 Moultrie Street, Charleston, SC 29409) can be picked up here. You can also mail items or purchase stamps. The Post Office is open Monday - Friday 8:30AM through 4PM during the traditional school year, with shortened hours during summer.

## Public Safety:

The Citadel's Public Safety officers are certified state officers, and their number one concern is to keep our campus and students safe. Officers are on duty 24/7, 365 days a year, and are first responders to any emergencies on campus. Please download the Bulldog Alert System on your phone. Bulldog Alert is The Citadel's multifunctional campus safety notification system. It facilitates easy and instantaneous two-way communications during a crisis or emergency situation. To download visit [Citadel.edu/bulldogalert](http://Citadel.edu/bulldogalert).



## Contact Information:

On Campus Phone Lines: Dial 811  
Off Campus Phone Lines: Dial 911  
Direct Line/Non-Emergency: 843-953-5114  
Email: [PSAF@Citadel.edu](mailto:PSAF@Citadel.edu)

### **Student Clubs:**

Most student clubs are open for Veteran and Active Duty students to join. Clubs such as the Summerall Guards and Junior Sword Arch are for cadets only. If you are interested in joining a club visit [citadel.edu/cadetactivities/clubs-organizations](http://citadel.edu/cadetactivities/clubs-organizations).

### **Student Business Services:**

Tuition and bill payments are made to Student Business Services. They also provide additional services to assist you, such as payment plans and education tax credits. They can be contacted at (843)953-5254 or SBSTuition@citadel.edu.

### **Student Success Center:**

The Student Success Center (SCC), located on the first floor of Thompson Hall, provides academic support through the following programs:

- Academic Coaching
- Mathematics Lab
- Services for students with disabilities both long term and short term
- Subject area tutoring
- Supplemental instruction (SI)
- Writing Lab

For more information or to make an appointment visit [Citadel.edu/SSC](http://Citadel.edu/SSC).

### **Summerall Chapel:**

The Church at Summerall Chapel (TCSC) is a non-denominational Christian service hosted in Summerall Chapel on Sunday mornings at 9 AM with fellowship following. This congregation is open to anyone and everyone and is dedicated to worshipping God and growing disciples of Jesus Christ for the transformation of the world. Roman Catholic Mass is celebrated weekly on Sundays at 5pm and is open to all students, faculty, staff, and community members. Reconciliation is held before worship at 4pm. St. Alban's, one of our campus ministries, offers an Anglican Worship Service in Summerall Chapel weekly on Mondays, from 1830-1950, with dinner served before worship. Learn more at [citadel.edu/chapel](http://citadel.edu/chapel).



# Personal Well-Being



## CADIC

The Campus Alcohol and Drug Information Center (CADIC) provides services across three tiers of prevention. (1) Population-based education aimed at stopping substance misuse before it becomes substance abuse. (2) One-on-one small group interventions to modify substance abuse before it develops into a substance use disorder (SUD). (3) Provide relapse prevention and referrals to support groups (AA, NA, Al-Anon) and treatment providers. One-on-one meetings are available in a private, confidential, and by request to learn more about programs offered.

Contact: Mark Clark Hall 227, [kmodglin@Citadel.edu](mailto:kmodglin@Citadel.edu) or 843-953-6704

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## CARE

The Campus Advocacy, Response, and Education (CARE) provides education relating to sexual misconduct and provides victim support and response services.

Contact: 843-953-7277, [AGilmore@Citadel.edu](mailto:AGilmore@Citadel.edu) or [Citadel.edu/care](http://Citadel.edu/care)

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## Mary Bennett Murray Infirmary

Starting Fall 2024 non-cadet students will now have access to the infirmary on campus, with billing to the student's insurance. Please check with your insurance before your visit to ensure services are covered under your plan. Any remaining bill after insurance payouts is the responsibility of the student. The infirmary is also home to The Citadel Counseling Center which provides professional, confidential, short-term counseling to currently enrolled students at no charge. In addition, the Counseling Center staff provides referrals for off-campus psychiatric evaluations and/or long-term counseling.

Contact: The infirmary and counseling center are located at 9 Hammond Ave. on The Citadel campus, you can also contact them at 843-953-4827 or [Citadel@MUSC.edu](mailto:Citadel@MUSC.edu).

## Pastoral Counseling

The Chaplain and campus pastors are available to establish relationships with all students including assisting with dealing with life problems in the context of religious values. Conversations are confidential.

Contact: Chaplain Lt. Col Aaron Meadows 843-953-5049 or chaplain@citadel.edu

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## Ombuds-person

The Citadel's Ombudsperson is a neutral party who helps students resolve disputes and concerns informally and confidentially. When possible, the Ombudsperson will work to settle grievances and seek solutions to problems outside the college's formal problem resolution systems.

Contact: ombud@citadel.edu or citadel.edu/root/ombudsperson

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## Title IX Services

The Citadel is committed to maintaining a culture of respect and safety; promoting awareness and prevention of sexual harassment, sexual assault, rape, dating violence, domestic violence, and stalking through educational programs and enforcement of standard; promoting bystander intervention; and providing response and advocacy services for those who are affected by these issues.

*No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance. - Title IX of the Education Amendment of 1972*

Contact: Office of Institutional Compliance Bond 310, VMercado@citadel.edu or 843-953-6881

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## VITAL

Veterans Integration to Academic Leadership or VITAL helps veterans enrolling in higher education. The Coordinator helps develop and use previous military skills in the transition of being a student, offers mental health assistance, and more. VITAL Coordinator for the VSSC is Jordan Watkins who holds office hours on campus Thursdays from 8 AM to 12 PM during the school year

Contact: Jordan Watkins, LISW-CP Jordan.Watkins@va.gov or 843-997-4944

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# VA Education Benefits



The Citadel's Veteran Student Success Center (VSSC) provides dedicated staff members who are here to assist Veterans, Active Duty, and their dependents in managing their VA education benefits. The VSSC is not a division of the US Department of Veterans Affairs (VA); however, we are able to provide the following services:

- Provide information and guidance about applying for VA education benefits, entitlement, and certifying enrollments;
- Advise students concerning VA requirements, rules, and regulations;
- Provide assistance in resolving problems that may arise with student educational benefits; and
- Works as a liaison between students and various campus departments.

It is critical that you understand how to use your benefits in accordance with The Citadel, state, and federal policies, along with administrative procedures in order to maximize your potential and minimize your out-of-pocket costs. If you have questions or concerns at any time, please do not hesitate to reach out to a VSSC staff member, we are here to assist you!



The following information applies to students using educational benefits through the VA. Benefits can be quite complicated and are incredibly individualized. We encourage you to contact VSSC staff with any questions.

**VSSC Contact:**

VA\_Benefits@Citadel.edu

843-953-9824

204 Richardson Ave. (On The Citadel Campus)



## **Request for VA Certification:**

It is the student's responsibility to request VA certification each semester. We cannot certify your enrollment to the VA without your permission. Requests should be submitted online at VA.Citadel.edu using the office's Student Works/VA Works portal.

After the student submits The Citadel's Certification Request Form, their enrollment is electronically transmitted by a VA School Certifying Official at The Citadel and is then processed by the VA. Students should submit their request form in advance of the semester start date.

## **Attendance Requirements:**

### *Class Attendance*

Regular attendance is required of all Citadel students, and the attendance record maintained by the instructor is official. In case of absences due to illness, military obligations, or other circumstances beyond their control, students should notify the instructor and VSSC staff as soon as possible.

### *Online Course Attendance Policy*

Distance education (online) students are subject to The Citadel's attendance policy. Attendance in a distance education (online) course is defined by active participation. Logging into Canvas does not qualify as sufficient evidence of attending as per federal financial aid guidelines, and nonattendance may affect financial aid and/or veterans' benefits.

Completion of tests, submission/completion of assignments, and participation in discussion forums are activities used to document enrollment. (Note: logging into the course does not qualify as participation and will not be counted as meeting the attendance requirement). Students who have not documented enrollment and participation by the end of the official drop/add period will be administratively dropped from the roll as "never attended." Students who fail to maintain active participation throughout a distance education (online) course also may be administratively dropped after the official add-drop date without the possibility of reimbursement. For this purpose, an unexplained absence from the course for more than two weeks is considered "non-participation."



### **Change in Status:**

All students receiving benefits are required to notify the Veteran Student Success Center (VSSC) staff of the following:

- Change in a program of study;
- Withdrawal from a course;
- Registering for courses not in their degree program;
- Increase or decrease in the number of hours enrolled for;
- Change of address; and
- Concurrent enrollment at another institution.

Notifications can be submitted via [VA\\_Benefits@Citadel.edu](mailto:VA_Benefits@Citadel.edu) or by submitting the VA Notice of Change Form on the Citadel's website.

### **Course Withdrawals:**

If you have to withdraw from a course or withdraw entirely from the school, you must submit a course withdrawal form to The Office of the Registrar. Failure to submit a course withdrawal form in a timely fashion can create an overpayment of VA funds and create a debt.

### **Enrollment Guidelines:**

You must be enrolled in a degree-seeking undergraduate, graduate, or graduate certificate program of study to receive benefits. You will be certified only for approved programs and courses that meet program graduation requirements. You can view what courses apply to your degree in Degree Works. Courses that do not fulfill requirements will populate under "Courses Not Used". If you were advised to take a course and it populates under "Courses Not Used", please notify the VSSC and contact your advisor as a Course Substitution form will need to be submitted to the Office of the Registrar. The VA will not pay for non-credit coursework. Contact the VSSC if you are unsure about your program or course eligibility.

### **Repeated Courses:**

The VA will only pay for repeated courses that require a higher grade per the student's program requirements. The VA will not pay for a developmental course for a third attempt when a grade of "U" (Unsatisfactory) has been earned for the course.

### **Residency:**

The Choice Act allows certain students to pay in-state tuition if they are using CH 30, 31, or 33 VA educational benefits. The Colonel John M. McHugh Tuition Fairness for Survivors Act of 2021 (Public Law 117-68) amends the definition of covered individuals for in-state tuition to include Chapter 35. For any questions related to residency, please reach out to the Office of the Registrar as they manage residency.

### **Standards of Progress:**

You must maintain satisfactory attendance, conduct, and progress. The Standards of Academic Progress (SAP) required of Citadel students are the guidelines used for all Veterans, Veteran's dependents, reservists, and Active Duty personnel. Academic Progress standards can be found in your student catalog.

### **Taking Courses at Another Institution:**

A student may receive benefits while taking courses at more than one school when certain criteria are met. The courses at the other school must apply to the student's degree program at The Citadel. Students that wish to attend another school must submit a Transient form to the Office of the Registrar and provide a signed copy to the VSSC via [VA\\_Benefits@Citadel.edu](mailto:VA_Benefits@Citadel.edu) or in-person.



# Types of Benefits

There are several benefits that you may be eligible to receive. For more information about benefits, we encourage you to view the VA's website [VA.gov](http://VA.gov), this site also provides a "GI Bill ® Comparison Tool."

Types of Benefits Include:

## Cadets & Dependent Students

- CH 35 Survivors' and Dependents' Educational Assistance (DEA) Program
  - For dependents (spouses and children) of individuals who died or are permanently and totally disabled from service-connected causes as rated by the U.S. Department of Veterans Affairs (VA).
- The Marine Gunnery Sergeant John David Fry Scholarship
  - The Fry Scholarship is a benefit for dependents of an Active Duty service member who died in the line of duty on or after September 11, 2001.
- CH 33 - Post 9/11 GI Bill ® - Transfer of Entitlement (TOE)
  - Service members have the option to transfer unused benefits under the Post 9/11 GI Bill ® to their children or spouse. Only the Department of Defense (DOD) determines if a service member is eligible to transfer benefits under the Post 9/11 GI Bill (R).
- Montgomery GI Bill ® - Selected Reserve (CH 1606)
  - Provides up to 36 months of education benefits to members of the Selected Reserve and National Guard.

## Veterans & Active Duty

- CH 30 - Montgomery GI Bill ® (MGIB)
  - Provides educational benefits to Veterans and service members who have served at least 2 years on active duty.
- CH 31 - Veteran Readiness and Employment (VR&E)
  - Assists qualified Veterans with service-connected disabilities and an employment handicap to transition and to prepare for, find, and maintain a job.
- Post 9/11 GI Bill ®
  - At least 90 days of aggregate service on or after September 11, 2001.
- Montgomery GI Bill ® - Selected Reserve (CH 1606)
  - Provides up to 36 months of education benefits to members of the Selected Reserve and National Guard.





# Need help finding a tool or resource?

Scan the QR code below for a list of resources including...

- A digital copy of this handbook,
- Resources available at the Veteran Student Success Center,
- Campus Resources,
- Community Resources,
- And more!



# Contacts:

## **Veteran Student Success Center**

843-953-9824

va\_benefits@citadel.edu

go.citadel.edu/veterans

204 Richardson Ave

Sally Levitt

Director

843-953-9824

levitts1@citadel.edu

Melissa West

Associate Director

843-953-4706

mwest5@citadel.edu

Sarah McCuiston

Assistant Director

843-953-9824

smccuist@citadel.edu

Frank Sullivan

Administrative Coordinator

843-953-9824

fsulliva@citadel.edu

## **Air Force ROTC Detachment 765**

843-953-5005

aero@citadel.edu

<https://www.citadel.edu/afrotc/>

Jenkins Hall, 232

## **Army ROTC, The Palmetto Battalion**

843-953-5221

eileen.quinn@citadel.edu

<https://www.citadel.edu/armyrotc/>

Jenkins Hall, 229

## **Campus Alcohol & Drug Information Center (CADIC)**

843-953-0510

kmodglin@Citadel.edu

Citadel.edu/root/cadic

Mark Clark Hall, 227

## **Campus Advocacy, Response and Education (CARE)**

843-953-7277

AGilmore@Citadel.edu

go.citadel.edu/care

Mark Clark Hall, 215

## **Career Center**

843-953-1616

careercenter@Citadel.edu

go.citadel.edu/career

573 Huger Street

## **Chaplain Lt. Col Aaron Meadows**

843-953-5049

chaplain@VA.Gov

<https://www.citadel.edu/chapel/about/chapel-staff/>

2 Ave of Remembrance

## **Daniel Library**

843-953-6845

reference@Citadel.edu

library.citadel.edu/home

1 Ave of Remembrance

## **Disability Services**

843-953-1820

disabilityservices@Citadel.edu

Citadel.edu/root/scc-disability services

Thompson Hall, 117

# Contacts:

## **Information Technology Services**

843-953-4357  
helpdesk@citadel.edu  
go.citadel.edu/its  
Bond Hall, 253

## **Navy ROTC**

843-953-5175  
LBaylor@Citadel.edu  
<https://www.citadel.edu/navy/>  
Jenkins Hall, 111

## **Office of Financial Aid**

843-953-5187  
financial\_aid@Citadel.edu  
go.citadel.edu/financial-aid  
Bond Hall, 138

## **Office of Institutional Compliance**

843-953-2667  
compliance@Citadel.edu  
citadel.edu/root/compliance  
Bond Hall, 310

## **Office of Registrar**

843-953-6969  
Registrar@Citadel.edu  
go.citadel.edu/registrar  
Bond Hall, 173

## **Ombudsperson**

843-953-5188  
ombud@Citadel.edu  
citadel.edu/root/ombudsperson  
Bond Hall, 237

## **One Card/Parking Office**

843-953-7000  
onecard@Citadel.edu  
citadel.edu/root/onecard  
208 Richardson Ave

## **Public Safety**

843-953-5114  
psaf@Citadel.edu  
go.citadel.edu/publicsafety  
208 Richardson Ave

## **Public Speaking Lab**

843-953-7089  
SFourney@Citadel.edu  
[www.citadel.edu/public-speaking-lab/](http://www.citadel.edu/public-speaking-lab/)  
Bond Hall, 365

## **Student Business Services**

843-953-5254  
TRSR@Citadel.edu  
go.citadel.edu/treasurer  
Bond Hall, 112

## **Student Success Center**

843-953-5305  
sscenter@Citadel.edu  
citadel.edu/root/ssc  
Thompson Hall, 117

## **The Citadel Graduate College**

843-953-5089  
CGC@Citadel.edu  
go.citadel.edu/graduatecollege  
Bond Hall, 101

# Contacts:

## **The Citadel Marine Contingent**

843-953-5175

LBaylor@Citadel.edu

[citadel.edu/marines/contact-us/](http://citadel.edu/marines/contact-us/)

## **VITAL**

843-997-4944

Jordan.Watkins@Va.Gov

204 Richardson Ave



# External Organization Contacts:

## **Department of Veterans Affairs Inquiries, Educational**

P: 888-442-4551

W: [VA.Gov/Education](http://VA.Gov/Education)

Online Contact Form: [Ask.VA.Gov](http://Ask.VA.Gov)

## **Goose Creek VA Clinic**

P: 843-577-5011 EXT. 3100

L: 2418 NNPTC Circle

Goose Creek, SC 29445-6314

\*Must have VA Health Care Card registered with the Naval Weapon Station Pass & ID.

## **MilConnect - DOD**

P: 800-538-9552

W: [milconnect.dmdc.osd.mil/milconnect/](http://milconnect.dmdc.osd.mil/milconnect/)

## **MyHealtheVet Portal**

P: 1-877-327-0022

W: [myhealth.va.gov/mhv-portal-web/home](http://myhealth.va.gov/mhv-portal-web/home)

## **North Charleston VA Outpatient Clinic**

P: 843-818-5100

L: 6450 Rivers Ave.

North Charleston, SC 29406

## **Ralph H. Johnson Medical Center**

P: 843-577-5011

L: 109 Bee St.

Charleston, SC 29401

## **South Carolina Department of Veterans Affairs**

P: 803-734-0200

E: [va@scdva.sc.gov](mailto:va@scdva.sc.gov)

W: [scdva.sc.gov](http://scdva.sc.gov)

L: 1800 St. Julian Place Suite 305  
Columbia, SC 29204

## **South Carolina Veteran Services Organizations**

W: [benefits.va.gov/columbia/veterans-services-orgs.asp](http://benefits.va.gov/columbia/veterans-services-orgs.asp)

## **Tri-County Veterans Support Network**

P: 843-410-3616

E: [help@tcvsn.org](mailto:help@tcvsn.org)

W: [tricountyveteranssupportnetwork.org](http://tricountyveteranssupportnetwork.org)

## **Vet Center Readjustment Counseling Services**

P: 843-789-7000

L: 3625 West Montague Avenue  
North Charleston, SC 29418

## **Vocational Readiness & Employment (VR&E)**

W: [benefits.va.gov/vocrehab/index.asp](http://benefits.va.gov/vocrehab/index.asp)

## **WAVE Verification (CH 30 & CH 1606)**

P: 877-823-2378

W: [gibill.va.gov/wave/index.do](http://gibill.va.gov/wave/index.do)

