Coaching Solutions for Military Student Success

Supporting our troops
Many current and former military service members take advantage of Post-9/11 GI Bill and other benefits to pay for college. Supporting military-connected students in their educational journeys involves understanding their unique challenges, helping them translate their skills to a new context and assisting them in relating to the school community around them. InsideTrack has coached thousands of veterans and active-duty military students and found them responsive to guidance and support when transitioning to civilian life and then an educational environment.

Early support equals maximum impact
Engaging with students at the right time and providing more care to students who are less prepared for success are critical components of high-quality, impactful student support. While each student travels a unique educational road, groups of students such as those connected to the military, face similar issues.

COACHES HELP STUDENTS OVERCOME OBSTACLES ON THEIR JOURNEY TO SUCCESS

<table>
<thead>
<tr>
<th>OBSTACLES</th>
<th>PROSPECTIVE</th>
<th>ACTIVE</th>
<th>GRADUATION &amp; CAREER</th>
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<tbody>
<tr>
<td>Personalization</td>
<td></td>
<td>Familiarity with structure</td>
<td>Resume building</td>
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<tr>
<td>Accessing available support</td>
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<td>Time away from classes and the internet</td>
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<td>Transitioning to civilian life</td>
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<td>Student belonging</td>
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<td>Physical and/or mental impairments</td>
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Tangible Results

+91.7% COACHING ADOPTION rate for military connected students at a private, nonprofit institution

<table>
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<tr>
<th>DIFFERENCE IN TERM-TO-TERM RETENTION IN MILITARY STUDENTS</th>
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<tbody>
<tr>
<td>COACHED: 76.3%</td>
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<tr>
<td>UNCOACHED: 63.9%</td>
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<td>+12.4% DIFFERENCE IN RETENTION</td>
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Our solutions

Prospective
As they begin their educational journeys, military students need help with personalization and understanding and accessing the many available support resources.

PERSONALIZATION
Military students comprise a number of groups such as active duty, reserves and retired. They all have different reasons for attending school. A first step to helping these students succeed is earning their trust and understanding their goals. Military students value respect, and once they understand the expectations, they will accomplish and likely exceed them. In addition, the military has its own vernacular. We don’t have to speak it, but we do need to understand it. Coaches work with these military students to help them discover who they are, what they need and their individual learning styles.

ACCESSING AVAILABLE SUPPORT
Military students have a variety of support and benefits available to them, including the GI Bill and in-service credits. Coaches can direct them to existing support and assist in finding more resources.

Active
Enrolled military students struggle with multifaceted, complex challenges, including deployments, transitioning back to civilian life and learning to identify as a student.

FAMILIARITY WITH STRUCTURE
Accustomed to clear protocols, chains of command and comprehensive training, military students find the more independent, free-thinking academic environment disorienting. A university doesn’t provide the same sense of structure and belonging they knew as part of a military unit with its tremendous support and shared mission goals. Coaches help students discover and access university support groups to find this sense of camaraderie.

TIME AWAY FROM CLASS AND THE INTERNET
Coaches work with military students and their spouses and/or dependents to find ways to ensure they stay in class during deployment. By communicating with family members, coaches learn if they can offer support. Coaches use email and texting to help students balance time zones and stay connected to class. In some cases, students may opt to take time off or take a challenging course later. Coaches and students determine the best path.

TRANSITIONING TO CIVILIAN LIFE
For many with a military background, transitioning into the student environment may seem like learning a foreign language. Coaches help them connect their military history and training with their present circumstances. They find out if they will be combining school with a job and what this transition means to their family.

STUDENT BELONGING
Some students entered the military because they felt they didn’t measure up as “college material.” In these cases, coaches show them how to adjust mindsets. Many military students received training while in the service. Once coaches understand their various experiences, they can help students acknowledge their unique talents and believe they deserve a chance for education.

PHYSICAL AND/OR MENTAL IMPAIRMENTS
The military environment varies drastically from the university setting. Many students have had difficult and traumatic life experiences they need to work through. Coaches help them find the appropriate professional resources.

Graduation / Career
Military alumni need assistance translating their in-service skills and experience into professional resume language.

RESUME BUILDING
Most military students have nontraditional career histories they need to include on their resumes. InsideTrack coaches can help maximize this experience, effectively communicating their work in professional resume style.