

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

**Survey Completed: October 2009**  
**Contact Info Updated: Nov. 2025**

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

Name: Elizabeth Gilbert (for financial aid benefits)  
Title: Manager of Student Financial Assistance  
Department: Student Financial Assistance  
Address: 1600 E. Golf Rd., Des Plaines, IL 60016  
Phone number: 847-635-1712  
Email address: egilbert@oakton.edu

Name: Ninilomo Tella (for non financial aid issues)  
Title: Manager of Transitions and Persistence  
Department: Advising, Transitions and Student Success  
Address: 1600 E. Golf Rd., Des Plaines, IL 60016  
Phone number: 847-376-7749  
Email address: ntella@oakton.edu

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

☒ Yes

☐ No

2. Please indicate how your institution identifies veterans or military personnel. Check all that apply.

☒ Admission process

☒ Financial aid

☐ Registrar's Office

☐ Veteran Center

☐ Other (please describe)

3. Please indicate which of the following provide programs or services designed for veterans or military personnel and their families. Check all that apply

☒ Academic Advising Office

☒ Admissions Office

☒ Counseling Center

☒ Counseling Center

☒ Bursar Office

**Preparer Name: Michele Brown**  
**Preparer Email Address: mbrown@oakton.edu**  
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- ☒ Disability Service Office
- ☒ Financial Aid Office
- ☒ Health Services
- ☐ Veterans Center
- ☐ Other (please describe)

4. Please check the box to indicate which services are provided and provide the contact information for each program or service offered to veterans, military personnel, and spouses or dependents. Check all that apply.  
Military personnel and families are eligible for benefits if they enroll in Oakton courses.

- |   | Veterans                            | Military<br>Personnel               | Families                            |
|---|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Academic advising  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Name: Ninilomo Tella<br>Title: Manager of Transitions and Persistence<br>Department: Advising, Transitions and Student Success<br>Address: 1600 E. Golf Rd., Des Plaines, IL 60016<br>Phone number: 847-376-7749<br>Email address: <a href="mailto:ntella@oakton.edu">ntella@oakton.edu</a> |                                     |                                     |                                     |
| b. Academic support/tutoring  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Department: Learning Center<br>Email Address: <a href="mailto:learningcenter@oakton.edu">learningcenter@oakton.edu</a>  |                                     |                                     |                                     |
| c. Campus social events   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Department: Student Life<br>Email Address: <a href="mailto:studentlife@oakton.edu">studentlife@oakton.edu</a>   |                                     |                                     |                                     |
| d. Career services  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Any individuals who live in Oakton's district are eligible for career services.<br>Department: Career and Transfer Center<br>Email Address: <a href="mailto:ctc@oakton.edu">ctc@oakton.edu</a>  |                                     |                                     |                                     |

**Preparer Name: Michele Brown**  
**Preparer Email Address: [mbrown@oakton.edu](mailto:mbrown@oakton.edu)**  
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e. Counseling ☒ ☐ ☐

Department: Counseling Services  
Email Address: wellness@oakton.edu

f. Disability Services ☒ ☐ ☐

Department: Access and Disability Resource Center  
Email Address: accessdisability@oakton.edu

g. Employment assistance ☒ ☒ ☒  
Any individuals who live in Oakton's district are eligible for employment assistance.

Department: Career and Transfer Center  
Email Address: ctc@oakton.edu

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

Name: Elizabeth Gilbert (for financial aid benefits)  
Title: Manager of Student Financial Assistance  
Department: Student Financial Assistance  
Address: 1600 E. Golf Rd., Des Plaines, IL 60016  
Phone number: 847-635-1712  
Email address: egilbert@oakton.edu

i. Health services ☒ ☐ ☐

Department: Health Services  
E-mail Address: wellness@oakton.edu

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j. Mentoring - none ☐ ☐ ☐

k. Orientation ☒ ☐ ☐

Title: Manager of Transitions and Persistence  
Department: Advising, Transitions and Student Success  
Address: 1600 E. Golf Rd., Des Plaines, IL 60016  
Phone number: 847-376-7749  
Email address: ntella@oakton.edu

l. Tuition assistance counseling ☒ ☐ ☐

Name: Elizabeth Gilbert (for financial aid benefits)  
Title: Manager of Student Financial Assistance  
Department: Student Financial Assistance  
Address: 1600 E. Golf Rd., Des Plaines, IL 60016  
Phone number: 847-635-1712  
Email address: egilbert@oakton.edu

1. Montgomery GI Bill ☒ ☐ ☐

2. Illinois National Guard Grant (ING) ☒ ☐ ☐

3. Illinois Veterans Grant (IVG) ☒ ☐ ☐

4. Post 9/11 ☒ ☐ ☐

m. Transition assistance (counseling, housing, etc.) ☐ ☐ ☐

n. Veteran student lounge or designated gathering space ☐ ☐ ☐

o. Other (please describe) ☐ ☐ ☐

5. Please estimate to the best of your knowledge the percent increase for each of the following in 5 years.

Oakton estimates a small increase of up to 2% for all veteran services over the next 5 years.

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	Veterans	Military Personnel	Families
a. Academic advising	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. Academic support/tutoring	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. Campus social events	<input type="text"/>	<input type="text"/>	<input type="text"/>
d. Career services	<input type="text"/>	<input type="text"/>	<input type="text"/>
e. Counseling	<input type="text"/>	<input type="text"/>	<input type="text"/>
f. Disability Service Office	<input type="text"/>	<input type="text"/>	<input type="text"/>
g. Employment assistance	<input type="text"/>	<input type="text"/>	<input type="text"/>
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	<input type="text"/>	<input type="text"/>	<input type="text"/>
i. Health services	<input type="text"/>	<input type="text"/>	<input type="text"/>
j. Mentoring	<input type="text"/>	<input type="text"/>	<input type="text"/>
k. Orientation	<input type="text"/>	<input type="text"/>	<input type="text"/>
l. Tuition assistance counseling	<input type="text"/>	<input type="text"/>	<input type="text"/>
1. Montgomery GI Bill	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Illinois National Guard Grant (ING)	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Illinois Veterans Grant (IVG)	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Post 9/11	<input type="text"/>	<input type="text"/>	<input type="text"/>
m. Transition assistance (counseling, housing, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>
n. Veteran student lounge or designated gathering space	<input type="text"/>	<input type="text"/>	<input type="text"/>
o. Other (please describe)	<input type="text"/>	<input type="text"/>	<input type="text"/>

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6. Please estimate to the best of your knowledge the percent increase for each of the following in 10 years.

Oakton does not estimate we will have any increase in veteran services needed in the next 10 years, following the approximate 2% increase in the next 5 years.

	Veterans	Military Personnel	Families
a. Academic advising	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. Academic support/tutoring	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. Campus social events	<input type="text"/>	<input type="text"/>	<input type="text"/>
d. Career services	<input type="text"/>	<input type="text"/>	<input type="text"/>
e. Counseling	<input type="text"/>	<input type="text"/>	<input type="text"/>
f. Disability Service Office	<input type="text"/>	<input type="text"/>	<input type="text"/>
g. Employment assistance	<input type="text"/>	<input type="text"/>	<input type="text"/>
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	<input type="text"/>	<input type="text"/>	<input type="text"/>
i. Health services	<input type="text"/>	<input type="text"/>	<input type="text"/>
j. Mentoring	<input type="text"/>	<input type="text"/>	<input type="text"/>
k. Orientation	<input type="text"/>	<input type="text"/>	<input type="text"/>
l. Tuition assistance counseling	<input type="text"/>	<input type="text"/>	<input type="text"/>
1. Montgomery GI Bill	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Illinois National Guard Grant (ING)	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Illinois Veterans Grant (IVG)	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Post 9/11	<input type="text"/>	<input type="text"/>	<input type="text"/>
m. Transition assistance (counseling, housing, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>
n. Veteran student lounge or designated gathering space	<input type="text"/>	<input type="text"/>	<input type="text"/>
o. Other (please describe)	<input type="text"/>	<input type="text"/>	<input type="text"/>

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7. Please indicate which of the following services are provided. Check all that apply.
- ☐ Psychiatrist
  - ☒ Referral to off-campus support services
  - ☒ 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. Check all that apply
- ☒ Advisor
  - ☒ College catalog
  - ☒ Email
  - ☒ Mailing
  - ☒ Print advertisement
  - ☒ Web-based advertisement
  - ☒ All of the above
  - ☒ Other (please describe)
- Electronic Communication**
9. Please describe how your institution tracks or intends to track retention and goal completion of veterans and military personnel.  
We ask students on the admission form if they are a veteran. We can code them in Banner, our Student Information System, to track retention and completion.
10. 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
11. 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

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

It is up to the student. If a student withdraws after the midpoint of the semester, the student may be awarded full academic credit for each course, provided the instructor is able to evaluate the student's attainment of the course objectives at the time and award an appropriate grade. If this evaluation is not possible or if the student withdraws prior to the midpoint of the semester, the student will be given a complete refund of all tuition and fees paid and no academic credit.

☒ Yes

☐ No

13. Does your institution accept military credit?

☒ Yes

☐ No

14. 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

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

☒ Yes

☐ No

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

☒ Yes

☐ No

17. 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).

18. 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

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- the Department of Veterans' Affairs;  
Edie Long  
833 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  
Minority Leader, Christine Radogno  
309A State House  
Springfield, IL 62706
- the Speaker and Minority Leader of the House of Representatives;  
and  
Speaker, Michael Madigan  
300 State House  
Springfield, IL 62706  
Minority Leader, Tom Cross  
316 State House  
Springfield, IL 62706
- The Governor.  
Office of the Governor  
207 State House  
Springfield, IL 62706

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