Desiree C. M.: [00:00](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=0.13) I helped my brother a little bit transition when he came back. You know, when he went away to war, a piece of us all kind of went away and never came back. I always try to serve the veterans that we have as if I was serving my family member. I'm just blessed everyday that this is ... I actually get paid to do what I would volunteer to do anyways.

Liesel Reinhart: [00:21](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=21.14) We're so glad that you're still joining us over the summer, wherever you may be. At the beach, in the mountains, or just jamming on Netflix, but we're glad that you found a couple of minutes to still join us for this podcast. This special summer series that we're bringing to you to get to better know some of your students, and to come back refreshed and ready for another great year in the fall. Enjoy the summer Magic Mountie Podcast.

Liesel Reinhart: [00:49](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=49.13) Hey everybody, it's Liesel and Christina here, and this week we are going to be sharing an amazing visit we had with our Mt. Sac Veterans Resource Center. Did you enjoy today's visit with them?

Christina: [01:01](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=61.9) I did it was really moving.

Liesel Reinhart: [01:03](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=63.6) In this episode you'll hear from some students, some of the staff and counselors who work there, and I think you'll probably be pretty inspired about what is being done for students, and maybe get some ideas about what we can do even more for these outstanding students who've served us all so well. Now it's time to serve them well.

Eric Dunham: [01:26](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=86.53) Hi, my name is Eric Dunham. I am utilizing my post 9/11 GI Bill. I'm still active in the California Army National Guard. I have soon 24 years of service. I am going to ETS in 2020.

Liesel Reinhart: [01:42](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=102.59) Well, thanks for your service. So what has the center meant to you as part of your educational experience?

Eric Dunham: [01:49](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=109.27) Pretty much everything. They've helped me know how to get my funding, how to get my classes. We have a dedicated counselor so that we have access to him when we need him, so they've been outstanding in facilitating how to go to school.

Liesel Reinhart: [02:12](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=132.3) What would you like faculty to know about how to support you or other veterans in the classroom or otherwise?

Eric Dunham: [02:19](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=139.61) Just let them know that we're here and they'll probably feel at home because vets usually feel more at home with other vets.

Liesel Reinhart: [02:30](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=150.52) Do your teachers know about this facility, do you think?

Eric Dunham: [02:35](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=155.33) No. Actually, in my speech class in the winter, I actually gave a tour to the class and a lot of them found it interesting and most of them knew somebody that could use it.

Liesel Reinhart: [02:47](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=167.53) That's great. So we all could do a part to try and let people know it's here.

Eric Dunham: [02:51](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=171.32) Yes.

Liesel Reinhart: [02:51](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=171.83) But not too many, because the room's full.

Eric Dunham: [02:54](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=174.37) Well, there's always room.

Desiree C. M.: [02:56](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=176.68) My name is Desiree Campos Marquez, and I'm the manager of financial aid and special programs, and the Veterans Resource Center falls under our purview.

Desiree C. M.: [03:03](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=183.5) So I've been lucky that it's been something that's been part of my professional trajectory, but working here is also very personal. I'm a military family member. My brother served several tours in Iraq. Serving is a big deal in my family. You either go to college or you serve your country, and every generation of my family has served our country back to the 1800s.

Christina: [03:23](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=203.54) How do you feel working with the veterans here is different than working with any other student on campus?

Desiree C. M.: [03:28](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=208.74) You know, it really isn't. It's not that different, just in terms of, yeah, some of the regulations, some of the GI Bill stuff, but at the end of the day, I think my training as a student affairs representative in terms of working with first-generation college students, working with low income students, that actually is the majority of our veterans, and so I was able to translate a lot of my professional training into working with veterans, and then once you tag on, just more of the knowledge of different regulations, it kind of all works, but our veterans are just any other student that's walking through the halls. Same issues, same problems. Maybe a little bit different experience. Non-traditional students I think helps us in terms of our research and how we can better assist our students.

Desiree C. M.: [04:10](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=250.58) When we're designing some of our trainings, we're really looking at not just serving veterans as just this one type of non-dimensional student, but really this all-encompassing student that's coming from all kind of different backgrounds, whether it's first gen, low income, non-traditional, married, with family, who have jobs, that's really the face of our Mt. Sac students, so at the end of the day, it's really the regulations I think that make it different, but also they're a lot more respectful in my opinion. Everything's yes ma'am, no ma'am, which I think is kind of ... I appreciate that part, I guess is a little different.

Angela Muñoz: [04:43](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=283.89) My name's Angela Muñoz and I'm a student here at Mt. Sac. I was in the Marine Corps, I was the E-4 Corporal. I was in telecom, so I was a field wireman.

Liesel Reinhart: [04:54](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=294.72) So what has the center meant to you as part of that journey?

Angela Muñoz: [04:58](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=298.19) Oh, it's awesome. It's really nice, it's really helpful. Everyone's friendly and, you know, yeah. It's computers, printers, tutors, they have the lounge area, movies are always going, counselors are right here. It's really helpful. I love it.

Liesel Reinhart: [05:17](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=317.3) Did you have any challenges when you came back to school that you experienced that you think were different than most students would experience?

Angela Muñoz: [05:24](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=324.48) I think, well, I mean, I don't know, I would think challenges like coming from the military, getting back to being a civilian, and then for me, I'm married and I have two kids, so it's trying to juggle home life, work life, bills, responsibilities.

Liesel Reinhart: [05:44](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=344.66) So is there anything you think that teachers do that is especially helpful in supporting a student like you?

Angela Muñoz: [05:52](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=352.81) I think just talking about it, just recognizing it, because not a lot of teachers, from my classes that I've been in, they don't have a whole lot of experience with service members, so I just think, you know, maybe in their syllabuses, they should say, "Hey, if you're a prior service member and you want to talk to me off to the side, don't be shy," because that, I don't know, I feel like maybe they're intimidated maybe? I don't know. Yeah, you know, everyone's friendly. I guess you could say it's like being back in the service, friendly faces, everyone's picking on each other, little comments that I don't think I'm able to say right now.

Bernie Summers: [06:37](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=397.2) I am Bernie Summers, I am the veteran full time counselor here in the Veterans Resource Center.

Christina: [06:42](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=402.8) Did you serve?

Bernie Summers: [06:43](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=403.88) Yes, I did. I served four years in the Navy. So I had that connection with my vets, being also a veteran myself, I do connect at a higher level than maybe a counselor that hasn't served. When I got out, I went to the community college as well, and when I got out, they didn't have vet centers or vet counselors, and I think I was not provided with a lot of information that would have been very beneficial to me when I was going to community college. I feel like the college I went to before, they had the general counselors and they didn't really know anything about the VA benefits at the time. They didn't know anything about my experiences as a veteran. They weren't able to connect. Basically to me, I felt like I was just another student, another number to them.

Christina: [07:35](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=455.31) What would you want faculty to know about this program?

Bernie Summers: [07:39](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=459.91) This program is here for not only the students, but also other faculty and staff support if they have any other issues with veterans or any concerns or anything that they want to help out with or questions, whatever they have about veterans, we could be a ... we should be their first resource as far as helping student veterans, because we have a lot of experience in here. So I wish that they would take advantage of this opportunity to talk to us, connect with us, collaborate with us to see how we can better serve our students.

Bernie Summers: [08:17](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=497.74) But basically, the interaction that they can have with our veterans, one on one or in groups or whatever, is very important for the success of veterans. They want that interaction. They need that interaction. Or they can always stop by, get my business card, I have my phone number on it. My direct line is 5972. My extension, 5972, call me. If I'm with a student though I'm not going to pick it up, so please leave a message and I'll get back to you.

Speaker 8: [08:47](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=527.23) When I was in the United States Navy, I was a aviation structural mechanic, so I work on the fighter jets for the Navy.

Liesel Reinhart: [08:54](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=534.26) What were some of the challenges you faced when you first got to Mt. Sac? Anything?

Speaker 8: [08:58](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=538.89) I'd been here a long time ago, before I joined the Navy, so not much of a hurdle. It was just trying to get used to being a civilian again really.

Liesel Reinhart: [09:07](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=547.03) What are some of the issues that happened when you tried to become a civilian again?

Speaker 8: [09:11](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=551.71) You know, a lot of it is really just having a potty mouth.

Liesel Reinhart: [09:16](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=556.41) So you learned how to ... really, yeah.

Speaker 8: [09:18](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=558.81) Yeah. I talk like a sailor.

Liesel Reinhart: [09:20](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=560.36) Well, you were a sailor.

Speaker 8: [09:23](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=563.01) Yeah.

Liesel Reinhart: [09:23](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=563.12) So, has the center been important for you?

Speaker 8: [09:25](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=565.6) This place has been fantastic. You know, not only are the veterans helping each other out, but yeah, actual employees that go above and beyond for you and help me out. Like, whenever I have a problem, even though they're on a tight schedule, they always fit in like 10 seconds just to answer questions for me.

Liesel Reinhart: [09:42](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=582.94) How have your faculty been as far as referring you and supporting you?

Speaker 8: [09:47](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=587.44) To be honest, I don't really mention the fact that I'm a veteran at all. I'm just in the class as it is, and if I bring it up, I bring it up, but from what I've experienced when professors do find out that I'm prior service, I'm just like any other person. They thank me for my service.

Speaker 8: [10:06](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=606.07) They accommodate me when the time allows it. For example, if I have to go to a VA office meeting, I'll tell them in advance, week in advance, "Hey, I have to go go here." "That's fine, just make sure you read these things ahead of time so that when you come back, you're prepared for a possible quiz," or et cetera, some sort.

Liesel Reinhart: [10:26](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=626.18) You know, that is one of the things. I've been teaching here a long time, and VA appointments are not very flexible, that you get them way in advance and it's not really duty, but you really need to take it, or else you're not going to get in there, right?

Speaker 8: [10:38](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=638.05) Right, yes.

Liesel Reinhart: [10:39](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=639.09) Yeah, so I think that is definitely something that faculty can be aware of, of just how challenging it can be to use VA services. I know they're working on making them better, but.

Liesel Reinhart: [10:48](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=648.24) Have you taken advantage of financial services here? Are you using any of your benefits to go to school?

Speaker 8: [10:55](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=655.32) Actually I am. So after I got out, I started using the GI Bill here, and that helps me not have to do full time job while I'm at school. Fortunately, Mt. Sac has a place where the rent housing is actually really nice. It's around 2,600, if I remember, maybe a little bit more, so that extra change in my pocket really helps not only having extra time to do homework and study, but it also helps me not have to worry about other money for food and utilities and other sorts of bills.

Liesel Reinhart: [11:31](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=691.1) Well, thank you for your service, and I genuinely mean that.

Speaker 8: [11:34](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=694.12) Thank you for caring.

Jasmine Vargas: [11:34](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=694.8) My name is Jasmine Vargas, and I am a financial aid specialist here in the Veterans Resource Center, as well as the certifying official.

Jasmine Vargas: [11:42](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=702.27) I would definitely like faculty to know that this is a place that they can also come in at any time. If they ever just have a moment to spare to just come in and hang out, the vets love to see the faculty that are here. We have faculty that come in and will spend the afternoon, even if they're just grading papers or anything, and they'll do it in the VRC and kind of just hang out, and that makes it a little bit more of a place.

Jasmine Vargas: [12:05](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=725.85) They're so used to structure when it comes to, you know, you only speak to the next one up when it's something official, so having this little space where they are able to have a more intimate conversation with them where it's not as formal and they're able to do that. We've also had faculty members that come in and provide or assist with books that our vets can rent out or check out or use here in the Veterans Resource Center. So just to know that this is a space if they ever have just a moment to spare to come by, hang out. It's a great place to just open a different type of dialogue with the students.

Irene Torres: [12:38](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=758.29) I'm Irene Torres.

Iliana Torres: [12:39](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=759.52) I'm Iliana Torres. We're sisters.

Liesel Reinhart: [12:41](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=761.24) You're sisters.

Irene Torres: [12:41](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=761.24) Yeah, we're sisters.

Liesel Reinhart: [12:42](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=762.34) Okay. And you're just checking this out for the first time?

Irene Torres: [12:45](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=765.15) Yes.

Iliana Torres: [12:45](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=765.86) We came to apply for our benefits because we're going to be studying in the summer.

Liesel Reinhart: [12:49](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=769.35) And so what branches of service were you part of?

Irene Torres: [12:52](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=772.37) Our dad.

Iliana Torres: [12:52](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=772.43) Oh, it was my dad. My dad was in the Marines. So we're getting the post 9/11 bill.

Liesel Reinhart: [12:58](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=778.12) And so this is available to you as a service as well as children of someone -

Irene Torres: [13:02](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=782.61) Children and spouses.

Liesel Reinhart: [13:03](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=783.97) Children and spouses. So what did you find out today you're eligible for?

Irene Torres: [13:08](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=788.4) We actually just found out that there's printers, computers, tutors, the lounge, fridge and everything, those are available to us, and we didn't know, so it's cool that coming in as a freshman, I have somewhere that I know that I can study or do homework and stuff that I'll feel more comfortable, because I've never been here before really.

Liesel Reinhart: [13:24](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=804.53) And so are you going to thank your dad?

Irene Torres: [13:27](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=807.17) Oh, I always do.

Iliana Torres: [13:27](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=807.9) We do every day.

Liesel Reinhart: [13:28](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=808.83) Is this your first time in here?

Daniel Campo: [13:32](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=812.55) Yes, it is.

Daniel Campo: [13:33](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=813.67) My name is Daniel Campo, I'm a retired US Marine.

Liesel Reinhart: [13:38](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=818.12) So what do you think now that you're looking at this place? Does this make you feel like, "Oh, I want to come in here, I'm going to use this"?

Daniel Campo: [13:43](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=823.02) I feel like I'm at home.

Speaker 13: [13:44](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=824.4) They might close at 4:30 during the summer. These are our summer hours, these are the current hours. But like I was saying, when you go through this step by step process, think of it as checking in process when you get to the fleet.

Daniel Campo: [13:44](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=824.4) Got it.

Liesel Reinhart: [14:00](https://www.rev.com/transcript-editor/Edit?token=FQ2i9tIGVgiZCh8qs2Q5qQORU-RceCJHa5fdEtbA96CaO2YL7HGP8QD7D6mlkfsOWfDEjClPSA9wq95oK1V-zR-BA_E&loadFrom=DocumentDeeplink&ts=840.25) Hey, thanks so much for joining us for the Magic Mountie Podcast. We love your likes, we love your shares, and we love your comments, so please engage with our community. Download from wherever you love to get your podcasts. iTunes, Google, Rate My Professor, we're there, and we want you to be back with us next week. Remember, any opinions that are expressed in this podcast do not necessarily represent Mt. San Antonio College or any of its agents. We'll see you next time.