

Veteran and Active Duty

STUDENT HANDBOOK



WELCOME TO THE CITADEL!

2026-2027 Edition





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Welcome Message

Congratulations on your decision to pursue a college degree. Earning a higher education credential is a significant achievement that requires commitment, perseverance, and hard work. While the journey may not always be easy, it can be one of the most rewarding investments you make in your future, and we are honored that you have chosen The Citadel to be part of that journey.

First and foremost, thank you for your service. Whether you are a Veteran, active-duty service member, or member of the National Guard or Reserves, your dedication and sacrifice are deeply appreciated. As a military spouse, I have witnessed firsthand the commitment required to serve our nation and the challenges that often accompany military life.

For many students, the transition from military service to higher education can be a significant adjustment. You may be moving from a highly structured environment into one that offers greater independence and flexibility. If you are also navigating the transition to civilian life, the change can feel even more substantial. Please know that you do not have to navigate this journey alone.

At The Citadel, we are committed to your success. The Veteran Student Success Center exists to support you throughout your academic experience by connecting you with resources, answering questions, and helping you overcome challenges that may arise along the way. This handbook serves as a guide to the many services, programs, and individuals available to assist you.

We encourage you to take advantage of these resources and reach out whenever you need support. Our team is here to advocate for you, assist you, and help you achieve your goals.

Welcome to The Citadel. We are proud to have you as part of our community and look forward to supporting your success.

A handwritten signature in dark ink, reading "Sally C. Levitt". The signature is fluid and cursive, with the first name "Sally" and last name "Levitt" clearly legible.

Sally C. Levitt,
Director,
Veteran Student Success Center



Veteran Student Success Center

Our 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.

About the Center:

The Veteran Student Success Center (VSSC) is located at 573 Huger St. on The Citadel's campus. All Veteran and Active Duty students are welcome to enjoy the center's amenities during operating hours, Monday - Friday 7:30 AM to 5 PM during the Spring and Fall semesters except on holidays. Please note during the summer there is a modified schedule.

Amenities include:

- Kitchen with toaster, air fryer, microwave, coffee supplies, and more.
- A free pantry with produce, dry goods and frozen meats restocked weekly during the academic year.
- A cozy lounge with TV and couches.
- Computer lab with access to a black and white printer and Wi-Fi access.
- School supplies and Business Attire closet stocked by our community partners.

Academic Planning and Registrarion

Catalogs

Academic Catalogs outline all policies, procedures, and guidelines students must follow to graduate from the institution.



It is important to make sure you know which student catalog you fall under, the policies and procedures in that catalog, and how to access it at any time.

- 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 (CGC) catalog.
- Undergraduate students in the College Transfer Program (CTP) evening and online programs should view the CTP Catalog.

All catalogs are available at catalog.citadel.edu.

Advising

Each student is assigned a faculty or professional staff advisor within their department to guide course selection, provide information on career paths within their major, and provide available support resources. **Your academic advisor is listed on your student tab in the My.Citadel.edu student portal.** Each school also has an appointed [Advising Facilitator](#) who enhances the advising experience for students and advisors.

 Office of Student Affairs and Academic Services,

Bond Hall, Room 369

 (843) 953 - 5155

 StudentAffairs@Citadel.edu

 citadel.edu/advisingandretention/

 M-F 7:30 AM to 5 PM

Priority Registration

Returning undergraduate Veteran and Active Duty students receive priority course registration. Registration dates vary by semester and can be found on the [Office of the Registrar's website](#).

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 department head, and the Associate Provost for Academic Affairs. [Forms requesting course substitutions](#) are available in the [Office of the Registrar](#).

Withdrawal

Formal notice of intent to drop or withdraw from any class is mandatory in all cases. The dates for dropping and withdrawing from classes are listed in the academic calendar. During the drop period, all classes can be dropped via your My.Citadel.edu portal in registration tools.

After the drop period, students who choose to withdraw must complete a withdrawal form available in the Registrar's Office or online. Any withdrawal request that occurs after the published withdrawal date must have a written justification for the late request to accompany the withdrawal form. Late withdrawal requests will be approved on a case-by-case basis by both the academic Dean and the Associate Provost for Academic Affairs.



Please let VSSC know before any withdrawal to ensure you know all policies related to your VA Education benefits and repayment.



Student Technology

Canvas

Canvas is 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. **Your courses will be available on Canvas at midnight on the first day of the semester for which you are enrolled.** Any questions regarding Canvas can be directed to the [Center for Excellence and Innovation in Teaching and Learning \(CEITL\)](https://citadel.edu/ceitl/).

 Center for Excellence and Innovation in Teaching and Learning (CEITL)

Bond Hall, Room 363

 (843) 953 - TEAM (8326)

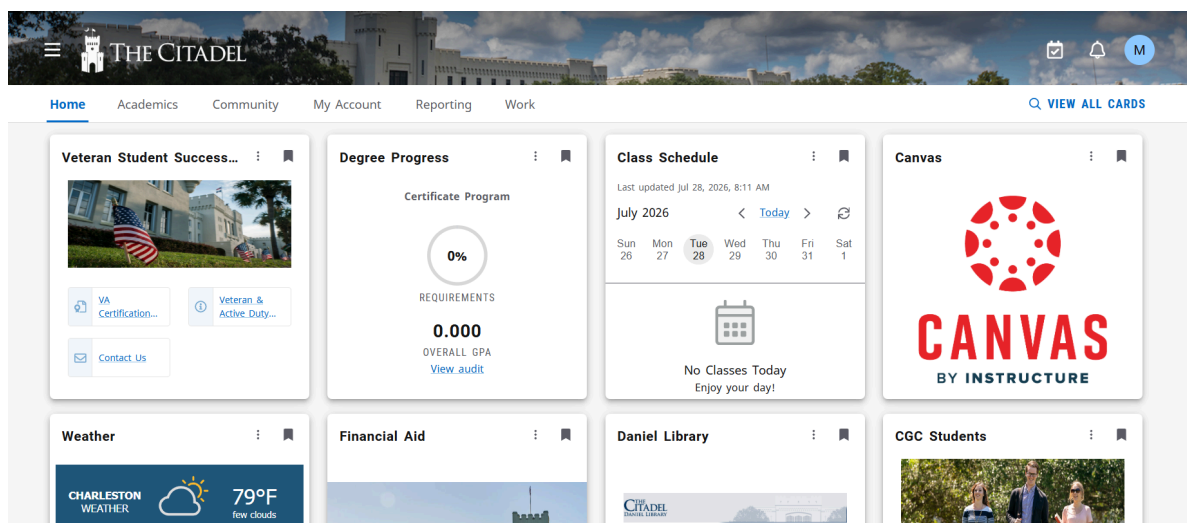
 CEITL@Citadel.edu

 citadel.edu/ceitl/

 M-F 7 AM to 4 PM

Student Portal

The My.Citadel.edu student portal contains 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.



Academic Policies & Graduation

Awards

Gold Stars are recognition given to undergraduate Veteran students enrolled full-time who have earned a grade-point average (GPA) of 3.70 or higher for the semester. The Dean's List is awarded to all undergraduate students enrolled full-time who have earned a 3.20 or higher GPA for the semester with no grade below "C." For both honors, students must have completed 12 or more semester hours at The Citadel to be eligible. GPA calculations do not include Pass-Fail.

For more information, please contact the [Office of the Registrar](#) at Registrar@Citadel.edu.



Based on available funding, Veteran Day and Evening students who receive Gold Star Recognition have the opportunity to receive a free black blazer, Veteran student patch, and gold star pin.

If eligible, you will receive notification from VSSC during the semester after you qualify.

Graduation, Ring, & Senior Activities

Students must apply to participate in commencement and/or graduate. Applications for graduation must be completed by visiting the graduation tab in your My.Citadel.edu student portal. There are specific deadlines for graduation; please contact the [Office of the Registrar](#) for additional information.



Veteran Day Program students also participate in the Cadet Graduation Ceremony; all other student types participate in the Citadel Graduate College (CGC) Ceremony.

All Veteran Day and Active Duty students in a commissioning day program will receive a diploma similar in presentation to that of The Citadel Graduate College

(CGC) diplomas. These diplomas do NOT have the rifle imagery as that of the Corps of Cadets' diplomas but have all the necessary seals and signatures in a similar design to the CGC diploma.

All students have the option to purchase a class ring in the spring of their junior year or year prior to graduation. Veteran Day Program Students have the option to participate in the Ring Ceremony (in October of Senior Year), Ring Walkthrough, and celebratory events surrounding graduation. Eligibility requirements are determined by the Office of the Registrar.

Military & ROTC Programs

Military Leave Policy

Students who are activated for full-time military service, who can provide orders or other official documentation stating their required absence, have the option to withdraw from all classes or arrange with his/her instructor(s) for a grade and/or an incomplete (to be made up in the specified time period) in the course(s). The full military leave policy can be found in your academic catalog at Catalog.Citadel.edu.

ROTC

A Veteran Day Program 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 academic catalog at Catalog.Citadel.edu.



Student Expectations & Standards

Dress Code

All non-cadet students (with the exception of Active Duty students in a commissioning day program who are instructed to wear their prescribed uniform) must wear business casual attire.

Clothing must be clean, neat, and appropriate for an academic setting. Students who require modifications to the dress code for medical, religious, or disability-related reasons may request accommodations through Disability Services.

Students who are not in compliance with this policy may be asked to correct their attire before returning to the next class. Repeated or intentional violations may be addressed through standard student conduct processes. For more information on the dress code policy, consult your academic catalog.

📍 Disability Services Office at the Student Success Center

Thompson Hall, Room 137

☎ (843) 953 - 6877

✉ DisabilityServices@Citadel.edu

🌐 citadel.edu/ssc/disability-services

🕒 M-F 8 AM to 5 PM



Personal Well-Being

Campus Alcohol and Drug Information Center (CADIC)

CADIC provides students with current and fact-based information so they are capable of making responsible choices regarding alcohol and drugs during and beyond their college years. We do so while protecting the rights of any person who visits or calls our office.



Room 227, Mark Clark Hall

(843) 953 - 0510

KModglin@Citadel.edu

citadel.edu/cadic/

Campus Advocacy, Response, and Education (CARE)



Room 215, Mark Clark Hall

(843) 953 - 7277

EGuerra@Citadel.edu

citadel.edu/care

CARE provides education, training, and victim support relating to sexual misconduct.



If you're a Veteran in crisis or concerned about one, connect with our caring, qualified Veterans Crisis Line responders for confidential help. Many of them are Veterans themselves. This service is private, free, and available 24/7.

Call 988 and select 1, OR Text 838255.

Mary Bennet Murray Infirmary

Non-Cadet students have access to the infirmary with all subsequent charges billed to the student's insurance. Services on site include nurse assistance 24/7, medication management, X-rays, EKGs, physical therapy, and more. The infirmary is also home to The Citadel Counseling Center with access to short-term, confidential counseling for any currently enrolled student.

 Infirmary

9 Hammond Ave.

 (843) 953 - 4827

 Citadel@MUSC.edu

 citadel.edu/infirmary/



Mary Bennet Murray
Infirmary

Ombudsperson

 Ombudsperson

 (843) 953 - 7277

 Ombud@Citadel.edu

 citadel.edu/counseling-advising/ombudsperson/

The Citadel's ombudsperson is a neutral party who helps Citadel cadets, CGC students, parents of cadets and students, faculty, and staff 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.

Veterans Integration to Academic Leadership (VITAL)

The Veterans Integration to Academic Leadership (VITAL) program's mission is to provide student Veterans with world-class health care and improve their overall health.

Services Offered:

- Veterans Administration Medical Care (VAMC) enrollment assistance
- Care Coordination with VA Healthcare providers
- Face-to-Face Counseling
- Assistance with Academic Accommodations/On Campus Academic Advocacy
- Assistance with points of contact for Service Connection Benefits
- Education and Training related to Veterans' needs to campus staff

VITAL
Coordinator

Jordan Watkins,
LISW-CP

(843) 997-4944

Jordan.Watkins
@VA.Gov



Services Available On Campus

Thursdays During the Academic Year from 8 AM to 12 PM at The Veteran Student Success Center (573 Huger St.)



On-Campus Dining Services

With several convenient dining locations across campus, The Citadel offers a variety of options to meet your needs. Our on-campus retail dining venues include:

Chick-fil-A offers delicious sandwiches, wraps, salads, soup and breakfast offerings. Don't forget to round out your meal with a seasonal milkshake or fresh fruit cup. All your favorites can be found at this fully licensed Chick-fil-A location in The Canteen.

Bowls and Bites offers vibrant açai bowls, smoothies, and wholesome bites made to fuel your day. Enjoy fresh flavors and quick, feel-good meals crafted with the coastal energy Charleston is known for. You can find them in The Canteen.

Starbucks is conveniently located on the 1st floor of Mark Clark Hall. Enjoy warm and cold handcrafted beverages, sandwiches, pastries and plenty more! There's plenty of seating to catch up with friends, complete homework, or just relax with a cup of your favorite espresso or tea beverage.

Valor Brew proudly serves Starbucks coffee featuring Sprig & Sprout, and is conveniently located in Daniel Library on Campus. This location features all your favorite espresso drinks from Starbucks, as well as freshly made smoothies, salads, sandwiches, snacks, and homemade baked goods. Relax in the comfortable seating area and enjoy the many perks of this space.

Seaboard Café is a lunch time destination located on the 5th floor of Bond Hall. The daily menu features an entrée and sides lunch combo as well as Sprig & Sprout grab and go products.



Hours of Operation

For the most up-to-date hours, please visit [Dine on Campus](https://DineonCampus.com/TheCitadel) (DineonCampus.com/TheCitadel).

Meal plan purchases are available for non-cadet students in 10, 25, and 50 meal blocks. This offers students a discounted rate for meals at Seaboard Cafe, The Canteen and Valor Brew. For more information or to purchase your meal plan visit DineonCampus.com/TheCitadel.

VA Education Benefits

The Citadel's Veteran Student Success Center (VSSC) provides dedicated staff who assist Veterans, Active Duty service members, 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 a student's educational benefits; and
- Work 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 education benefits through the VA. Benefits can be quite complicated and are incredibly individualized. We encourage you to contact VSSC staff with any questions.



 Veteran Student Success Center

573 Huger St.

 (843) 953 - 9824

 VA_Benefits@Citadel.edu

 citadel.edu/veterans/

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. 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;
- Plans to study abroad; and
- Concurrent enrollment at another institution.

Notifications can be submitted via VA_Benefits@Citadel.edu or by submitting an inquiry through the Student Works/VA Works portal.

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. Please note that withdrawals can create an overpayment of VA funds, causing a debt with the VA and the school.

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 contact your advisor as a Course Substitution form may 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 instate tuition to include Chapter 35. For any questions related to residency, please reach out to the Office of the Registrar as they manage residency.

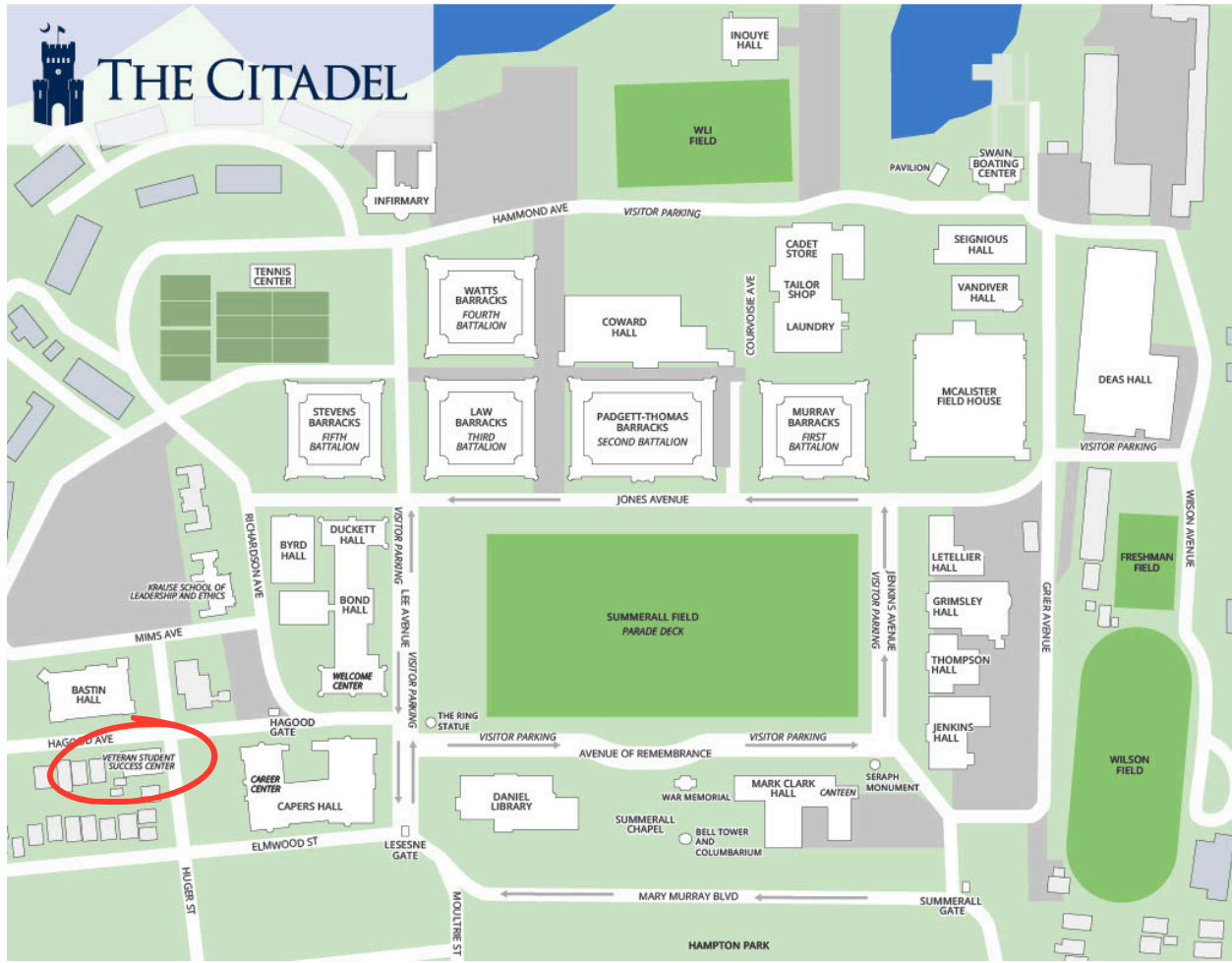
Standards of Progress

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 or in-person.

Campus Map



Student Services

Name	Services	Phone	Email	Website	Location	Hours of Operation
Barber Shop	Walk-ins Welcome Haircuts Starting \$18	(843) 953-7467	SSeymour@Citadel.edu	citadel.edu/auxiliary-services/barbershop/	Mark Clark Hall	M/T/TH - 8AM to 4 PM W/F - 8AM to 3PM
Beach Club	Parking and Beach Access No Lifeguard Must Display Student ID or Parking Pass	(843) 953-4611	EventManager@Citadel.edu	citadel.edu/beach-club	4700 Isle of Palms Blvd. Isle of Palms, SC 29451	Peak Season (Memorial Day - Labor Day) M-SU - 8:30AM - 8PM Regular Season (September - May) M-SU - 8:30 AM - 5 PM
Boat House	Motorized and Non-Motorized watercraft available for rent.	(843) 953-6849	GTallent@Citadel.edu	Citadel.edu/Swain-Boating-Center	11 Hammond Ave	April - Oct Boat Rentals 7AM to 7PM Staffed Hours 12PM to 8PM Nov. - March Boat Rentals 8AM - 5PM Staffed Hours 10AM - 6PM

Student Services

Name	Services	Phone	Email	Website	Location	Hours of Operation
Book Store	Textbooks, School Supplies, Branded Merchandise	(843) 953-5110	TheCitadel@bkstr.com	bkstr.com/thecitadelstore	Mark Clark Hall	M-F 8AM - 5PM Sat 10AM - 4PM
Cadet Store	Snacks and Home Goods	(843) 953-5330	SSeymour@Citadel.edu	citadel.edu/auxiliary-services/cadet-store/	2 Courvoisie Ave	Regular Hours M-F 8AM - 4PM Summer Hours Vary
Career Center	Specialized Career Coaching Resume Assistance Career Resources	(843) 953-1617	CareerCenter@Citadel.edu	citadel.edu/career	203 Richardson Ave	
Daniel Library	Study Rooms/Areas Printing/Scanning Equipment Rental 3D Printer Milling Designing Posters VR Experiences Textbooks Research Materials Fiction Books Online Catalogs	(843) 953-6845	Reference@Citadel.edu	library.citadel.edu	181 Moultrie St.	Vary based on academic schedules.

Student Services

Name	Services	Phone	Email	Website	Location	Hours of Operation
Disability Services	Assistance with accommodations for physical, health, or psychiatric disabilities	(843) 953-6877	disabilityservices@Citadel.edu	citadel.edu/ssc/disability-services	137 Thompson Hall	
Federal Work Study	Part-time employment for degree-seeking undergraduate and graduate students	(843) 953-5187	workstudy@citadel.edu	citadel.edu/financial-aid/work-programs/	138 Bond Hall	M-F 8:30AM to 5PM
Infirmary	Urgent Care Medication Management X-Rays/EKG Counseling Services Billed to your insurance	(843) 953-4827	citadel@musc.edu	citadel.edu/infirmary	9 Hammond Ave.	M-Su 8:30AM to 4:30PM
Information Technology Services (ITS)	IT Help Desk Multimedia Services Microsoft 365	(843) 953-4357	helpdesk@citadel.edu	citadel.edu/its	303 Bond Hall	Help Desk 7AM - 5PM Call Center M-TH 7AM - 9PM F 7AM - 5PM
Laundry and Dry Cleaning	Dry Cleaning Laundry Services	(843) 953-9274	jdanser@citadel.edu	citadel.edu/auxiliary-services/dry-cleaning-and-laundry/	Courvoisie Ave.	M-F 7:30AM - 4 PM Summer Hours Vary

Student Services

Name	Services	Phone	Email	Website	Location	Hours of Operation
Multicultural Student Services	Diversity Training Academic Coaching Mentoring	(843) 953-5305	sscenter@citadel.edu	citadel.edu/miss/	117 Thompson Hall	
One Card and Parking Office	Student ID Parking Pass	(843) 953-7000	onecard@citadel.edu	citadel.edu/publicsafety/ onecard/	208 Richardson Ave	M-F 8:30AM - 5PM Summer Hours Vary
Office of Financial Aid	Scholarships FAFSA Student Loans Federal Work Study	(843) 953-5187	financial_aid@citadel.edu	citadel.edu/financial-aid	138 Bond Hall	M-F 8:30AM - 5PM
Office of the Registrar	Course Registration Transcripts Diploma Enrollment Verification	(843) 953-6969	registrar@citadel.edu	citadel.edu/registrar	173 Bond Hall	M-F 8AM - 5PM
Post Office	Full Service USPS	(843) 953-7690	tmcinty@citadel.edu	citadel.edu/postoffice	Mark Clark Hall	M-F 8:30AM - 4PM Summer Hours Vary
Public Safety	Campus Safety	(843) 953-5114 Campus Phones 811	PSAF@citadel.edu	citadel.edu/publicsafety/	208 Richardson Ave	

Student Services

Name	Services	Phone	Email	Website	Location	Hours of Operation
Public Speaking Lab	Public Speaking Skills Refine Speech Content	(843) 953-7089	sfourney@citadel.edu	citadel.edu/public-speaking-lab	365 Bond Hall	By appointment.
Student Business Services	Tuition Payments Fee Information 1098-T Forms	(843) 953-5254	SBS@citadel.edu	citadel.edu/sbs	112 Bond Hall	
Student Success Center	Academic Coaching Math Lab Writing Lab Subject-Area Tutoring	(843) 953-5305	SSCenter@citadel.edu	citadel.edu/ssc/	117 Thompson Hall	M-TH 8AM - 10PM F 8AM - 3PM Summer Hours Vary
Summerall Chapel	Diverse Denominational and Non-Denominational Faith Services Chaplain Support	(843) 953-5049	Chapel@citadel.edu	citadel.edu/chapel/	227 Mark Clark Hall	8AM - 5PM
Veteran Student Success Center	VA Education Benefits Processing Veteran and Active Duty Student Support Programs	(843) 953-9824	VA_Benefits@citadel.edu	citadel.edu/veterans/	573 Huger St.	M-F 7:30AM - 5PM Summer Hours Vary