

Education Services Officer dedicates her life to deployed troops

In 2004, she accepted the honors of Military Educator of the Year. Her colleagues claim, "she has the heart of the troops in her heart." For more than 30 years, she has dedicated her life to the education of deployed service-members. But to Marsha Moses, Education Services Officer in the Deployment Cell, it is herself who is truly blessed with opportunities to make a difference for others.

"There is nothing like the feeling you get when you know that you have helped a soldier, especially in a deployed area. They seem to appreciate the fact that you are willing to be there to provide them this opportunity to better themselves," Moses said.

Moses began working with deployed troops more than 30 years ago in Vietnam. Since then she has served all over the world, including stints in Europe, Bosnia, Kosovo, Afghanistan, Iraq, and other combat zones. Her focus is on working with troops in deployed sites.



Marsha Moses works with a support staff at the education center at Bagram Airfield in Bagram, Afghanistan.

Mary Anne Vaughn, Lead Counselor at the Army Education Center, Fort Drum, New York, nominated Moses for the 2004 Tilton Davis Jr. Military Educator of the Year Award. In her nomination, Vaughn provided the following testimonial:

I met Marsha in Bosnia when she assumed the ESO position at Eagle Base. She possessed all the usual characteristics of an ESO: poise, confidence, knowledge, commitment, caring, and leadership. Her career started during Vietnam and I could never imagine what it would be like to work during that turbulent era. I sat in awe of this woman who traveled dangerous roads in antiquated vehicles to get to the men stationed in outlying areas. It meant everything to her to know she was helping our Soldiers then in some small way.

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MILITARY STUDENTS FEEL wrath of Katrina

Specific guidelines are laid out for military families affected by the hurricane

Many University of Phoenix Online students and their families are recovering from the devastation of Hurricane Katrina, and military students are no exception. Military family members ordered to evacuate military installations in Louisiana, Mississippi and Alabama due to Hurricane Katrina are now authorized to select an alternate safe haven anywhere in the continental United States, according to defense officials.

David S. C. Chu, Undersecretary of Defense for Personnel and Readiness, announced the new policy in a memo sent to the service secretaries on September 1. The authority applies to family members whose housing was declared uninhabitable following the hurricane. Families affected by the policy qualify for up to two months of advance pay, and military family members will receive safe haven allowances for up to 180 days after arriving at their alternate safe haven location. Allowances will be paid in accordance with the Joint Forces Travel Regulation, with calculations

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Warrant Officer hopes to bring home college degree from Iraq

Baghdad, Iraq — On a typical day, Chief Warrant Officer Terry Dover pours over equipment maintenance status updates and attempts to locate resources to repair, replace or refurbish medical equipment at the Ibn Sina Hospital, located in the Green Zone in the heart of Baghdad. As the Medical Task Force Safety Officer, Dover's job also requires he spend numerous hours finding ways to eliminate, reduce or remove hazards that can cause injuries to soldiers, coalition forces, patients or contractors working or moving in the area.

Despite his busy schedule, Dover has found time to continue work on his master's degree with University of Phoenix Online. With his current progress, Dover will return from deployment with a Master of Business Administration in Technology Management.

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MORE ON SURVIVAL AND RECOVERY AFTER HURRICANE KATRINA

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UNIVERSITY OF PHOENIX CELEBRATES CLASS OF 2005

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Want to learn more about University of Phoenix Online programs? To speak with a military enrollment counselor call 800-680-9773 or visit www.uopx.com/onlinepatriot.

KEESLER AIR FORCE BASE SURVIVES HURRICANE KATRINA

Keesler Air Force Base, Mississippi – Keesler Air Force Base survived a direct hit by Hurricane Katrina, a Category 4 hurricane. Initial assessment showed extensive damage to the industrial and housing areas.

Brig Gen William Lord, the 81st Training Wing Commander, said, “We are deploying assessment crews and are in contact with the Federal Emergency Management Agency and with commanders of many military bases who have offered assistance. We are doing everything within our power to clear the way and provide the best immediate and long term assistance to help each one of us in order to recover from the aftermath of Hurricane Katrina. I want everyone to know we are not alone and will do everything we can to keep people safe and get them home as soon as possible. Please be patient. We all need to pull together and help each other make it through this difficult time safely.”

A few days after the initial assessment, officials commented further on the damage. “Initial reports showed drastic damage to the industrial and housing areas,” said Major Ray Mottley, 81st Civil Engineering Squadron Commander. “Approximately 50% of the base was underwater. The commissary, Base Exchange and some of base housing had more than six feet of water. We don’t have power on base due to the power outage in the local area. So we are using generators to power our critical facilities,” explained Mottley. “However, the base hospital is completely without power at this time due to the water surge from the Back Bay which flooded the basement.”

Base officials said 35 critical patients were medivaced to Wilford Hall, Lackland AFB, TX.

Less than a week after the hurricane hit, more than 500 medical personnel from the Federal Emergency Management Agency arrived to help with disease control and recovery from injuries and illnesses. The FBI also dispatched agents to help local law enforcement protect people and assets.

Colonel Hayner also said members of Joint Task Force Katrina arrived to help orchestrate many of the post-hurricane activities.

While the multi-phase recovery effort may take months, even years in some cases, the colonel said Keesler AFB people have already begun helping the local community by supplying their first responders with everything from fuel to clothes.

“We’ve removed a water tower from our own system and connected it to the local community supply, because they’re out of water. And that was completed within the first three days after the hurricane destroyed everything,” the colonel said. “We also got the airfield fully functional for day-time operations. Just 11 hours after hurricane-strength winds left the area, the first airplane actually touched down on the airfield.”

At the Keesler Medical Center, in addition to normal operations, the facility served as one of several hurricane shelters, taking in more than 1,000 personnel and family members. But the going was anything but easy as huge tidal surges eventually flooded its basement where backup generators are housed.

“After their primary power failed and the basement flooded, they lost their backup power,” Colonel Hayner said. “They went totally black for the next two days.”

Amazingly, during the complete outage medics performed two operations and delivered two healthy babies – with flashlights as their only source of illumination.

“Two patients were on full-time respirators,” the colonel said. “When the power went out they had generator power. When that went down, they were on three-hour battery packs. So, when those three hours came and went the patients were put on manual respirators. Medics actually took turns breathing for those patients until they finally got small generators up and running and were able to keep their electric-powered equipment functioning. Essentially, there was at least one life saved, possibly two – a total miracle in itself.”

Yet another significant event, Colonel Hayner noted the actions of two civil engineer Airmen who braved Hurricane Katrina’s peak winds to save Keesler’s water system, and in the process ensured an emergency supply for the local community.

“There are so many examples of the heroic efforts displayed by our Airmen during this difficult time,” said Brig. Gen. William Lord, 81st TRW commander. “It makes me extremely proud to see this community come together for the common goal of preserving and restoring our mission and our way of life.”

That same week, the military’s highest-ranking officials leading post-Hurricane Katrina relief efforts toured Keesler Air Force Base and personally delivered reassuring words to the storm-battered base’s troops and family members.

The visiting delegation, led by Secretary of Defense Donald Rumsfeld, included Air Force Gen. Richard Myers, Chairman of the Joint Chiefs of Staff; Navy Admiral Timothy Keating, U.S. Northern Command commander, U.S. Army Lt. Gen. Russel Honoré, commander of the USNORTHCOM’s recently established Joint Task Force Katrina and Maj. Gen. Harold Cross, Mississippi National Guard adjutant general.

After receiving a comprehensive post-hurricane overview by General Cross, and Keesler’s Maj. Gen. Chip Utterback, 2nd Air Force commander, and Brig. Gen. William Lord, 81st Training Wing commander, the leaders visited the base’s devastated housing and industrial areas. The tour was highlighted by a visit with a host of Keesler members – Airmen, Marines and Sailors and their families, many of whom lost most or all of their worldly possessions, as did thousands of other victims along the northern Gulf Coast.

Inside the base’s packed Levitow Training Support Center, Secretary Rumsfeld expressed condolences to those who are attempting to cope with stress and frustration in the storm’s wake stemming from the nation’s costliest natural disaster.

While acknowledging the crowd’s grief and dismay in the wake of their staggering personal losses, Secretary Rumsfeld said he was especially thankful that Keesler didn’t suffer any lost lives or serious injuries. He asked them to be mindful of the fact that “it could have been worse.”

Telling them he had just come from an extensive aerial survey of Katrina’s worst-hit places in the greater New Orleans area as well as completely destroyed beachfront homes and businesses in Keesler’s neighboring communities of Gulfport and Biloxi, the secretary emphasized, “This base is blessed. As bad as it is [here], when you fly in a helicopter and see this area, it’s just amazing to see the damage that’s been done.”

The delegation expressed special thanks to many in the audience whose above-and-beyond efforts had earlier gained attention of Keesler’s leadership. They also lauded some of the more than 400 non-prior service technical training students who volunteered to remain in place and help recovery operations rather than evacuate, as did several thousand of their fellow classmates and other Keesler people.

“We appreciate the way you’re working as a team,” General Myers told the audience. “Our job is to make sure you get the resources to get the job done, get this place stood up and get everybody back on their feet.”

Despite Keesler’s relentless 24/7 efforts to get the now austere base functioning again, its people have embraced opportunities to show appreciation for their community neighbors. Just days after emerging from hurricane shelters, the newly-organized daily opportunities to deliver tractor-trailer convoys of humanitarian aid to towns such as Biloxi, Gulfport and Ocean Springs are gaining wide participation.

General Cross’s comments reaffirmed the mutual base-community goodwill.

“This is one of the best-supported military bases by a community in the United States,” he said. “They love Keesler Air Force Base, and I know Keesler loves Biloxi. You know their devastation.”

“My heart and prayers go out to you that lost all your possessions, but you still have your lives, your health, your resolve and your resilience,” General Cross continued. Drawing on the words of poet Robert Frost, he added, “We have promises to keep and miles to go before we sleep.’ This is going to be a long, long marathon, not a sprint. Let’s

all hang in there and help each other, because that’s our greatest strength; not our technology, but our love for one another.”



Keesler Air Force Base, Miss. – Airmen with the 97th Air Expeditionary Group take inventory and organize medical supplies that will be used to restock veterinarian and disaster medical assistance teams established along the Gulf group, comprising Airmen throughout the United States who began arriving Sept. 6, was established to provide humanitarian assistance to those affected by Hurricane Katrina. Photo courtesy of Keesler Air Force Base.

MILITARY STUDENTS AID IN RECOVERY EFFORTS

AND OVERCOME OBSTACLES TO STAY IN SCHOOL

More than 63,000 U.S. troops were called to assist in the relief effort in New Orleans and along the Gulf Coast, according to a Department of Defense spokesperson. Of these military members, 45,000 National Guardsmen and 18,000 active duty troops were deployed, working in partnership with the Federal Emergency Management Agency and other federal entities.

Many of these military men and women are University of Phoenix Online students. U.S. Air Force Sgt. Lesley Waters, a BSB/MKT student, deployed to the Gulf to aide in recovery efforts. Sgt. Waters is stationed at the US Air Force Academy in Colorado Springs, CO.

When Hurricane Rita hit, additional troops were deployed to aide in relief efforts. By the end of September, the number of

National Guard personnel supporting hurricane relief operations was up to 49,000, according to the Department of Homeland Security. And the recovery is far from over.

University of Phoenix Online students have not just found themselves on the front lines of the recovery efforts. Many students felt the wrath of the devastation first-hand. Jeremiah Jones, University of Phoenix Online BSCJA student, lost everything in Hurricane Katrina. Yet, although his family's home and possessions were destroyed, he has not lost his dedication and strength, especially when it comes to his education. Through it all, Jones has managed to stay in class. Now living with relatives in Mississippi, he faithfully logs on to class.

"It's something I said I would do," Jones said, speaking about the promise he made to himself to finish his degree.

Apollo Group Responds to Hurricane Disaster

In response to the devastation of Hurricane Katrina in the southern United States, Apollo Group, Inc., the parent company of University of Phoenix Online, established a private foundation to assist employees displaced by the disaster.

Nearly 50 university employees were displaced by the hurricane, primarily at campuses in Baton Rouge, Metairie, and Lafayette, Louisiana. Most of these employees have been relocated to other campuses.

University of Phoenix responded to displaced students, as well. Scheduling and other academic issues were accommodated. In many cases, the University processed student requests to be transferred to the Online campus.

Apollo Group Disaster Relief Foundation was created primarily to address the needs of Apollo Group, Inc. employees who have experienced significant loss due to federally declared disasters. Hurricane Katrina had a direct impact on many employees the foundation provides an opportunity to assist them and their families.

The Foundation has been set up to accept financial donations. To date, through a generous donation from the Apollo Group, Inc., funds have already been distributed to many staff living in federally declared disaster areas. Additionally, the Foundation has been collecting donations from employees which will be distributed based on need.

A Board of Directors has been designated and they will be establishing a review process for the approval and distribution of funds. Requests for funds will be reviewed and disbursed based on approval and as they are available. In general, the Board's current priority will focus on helping affected employees meet their basic needs such as food, clothing, temporary shelter and transportation.

While the Foundation has been primarily established to meet the emergency needs of individuals in disaster situations, during this time period, these efforts, along with many others, are currently focused on assisting the victims in the Gulf Coast.

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generally following rules for temporary duty travel: the actual cost of lodging, plus a separate meal and incidental allowance. For more information, service members should contact the Defense Finance and Accounting Service's 24-hour, toll-free hotline at (800) 756-4571 and request option 6. Displaced military members may also be eligible for evacuation pay, according to officials.

The following numbers have been established to assist military members:

Military Service Assistance Numbers

Army: 1-888-777-7731

Army Reserve: 1-877-464-9330 (DSN 367-9330)

Army Information Line: 1-800-833-6622 (0800-1800 only)

Army Recruiting Command: 1-800-223-3735 (ext 6-0823 or 6-0824)

Navy: 1-877-414-5358

USMC: 1-817-782-5800 ext 260

Air Force: 1-800-435-9941

National Guard: 1-888-777-7731

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I decided to nominate Marsha for this award after seeing her utmost dedication to our troops when the war with Iraq and Afghanistan intensified. Along with her mountain of work as the ESO for all of Bosnia, she was tasked to assume the insurmountable duty of providing testing and counseling to our Soldiers in these war-torn countries. In Bosnia, ACES members worked seven days a week, 70-80 hours. There were no days off. To add additional duties to this work schedule is almost unheard of. Marsha assumed this duty and took ownership of it. She moved mountains to gain examinations and schedule Soldiers wherever she could. She was unrelenting. She logged countless hours in military aircraft and, once on the ground, faced the elements of nature just as a Soldier would be expected to.

On her return trips to Eagle Base, we could all see the visible exhaustion she was experiencing. She never used this as an excuse and assumed her ESO duties as soon as she was back on the ground in Bosnia. I can't stress the unbelievable exhaustion she was going through, but it didn't matter. She was meeting the needs of the Soldiers and the glow on her face as she spoke about them made me realize how proud I am to be a member of ACES. This woman would go to the end of the earth for our Soldiers. I witnessed this dedication while stationed in Bosnia with her and will never, ever forget it. Marsha has been a mentor far beyond what was expected of her. She showed me the way to prevail when circumstances challenge your very being.



Military members stationed in Afghanistan and parts of Iraq have the opportunity to take classes while deployed.

Caring, commitment, and leadership are inherent qualities Marsha possesses. Style, uncompromising determination, unwavering compassion and loyalty to our Soldiers are attributes that abound in Marsha. Don't we all wish our Soldiers would witness more of these traits from our countrymen and women today!

Andy Anderson, with Servicemembers Opportunity College, echoes Vaughn's praise. "I think it takes a very special person to go to these troop concentrations outside the country," he said.

On a typical day in Bagram, Afghanistan, Moses works twelve hours a day, seven days a week. The Education Center offers college courses – both on site and through distance learning – Headstart language classes to teach local Afghanistan languages, military self-development classes, testing, and a twenty-four hour Learning Center Computer Lab. Members from all military services, U.S. and coalition, and civilians come to the Education Center to utilize the programs.

Moses encourages military members to continue their education while deployed. "Deployed personnel are very eager to take advantage of these opportunities," she said.

"Some people don't understand that in some cases this is the best time for some soldiers to work on their education. Once they complete the long work days there is not much else to do in a deployed area. Education is a positive distracter from what they deal with at work. They can take classes or tests that help them work toward both their military and civilian goals," she said.

Moses assists the students in developing goals, accessing tuition assistance, and solving problems. She also works with the field reps from various schools in planning course offerings, attending Command meetings, working on reports. On some days she makes a three-to-four day trip to an outlying Forward Operating Base.

"The days are very busy and go quickly. Before you realize it, it is 20:00 and time to head for your B-Hut, the showers, and sleep soon to follow," she said.

To Moses, the long days and little sleep are well worth it. "There is nothing like the feeling you get when you know that you have helped a soldier, especially in a deployed area," she said. "They seem to appreciate the fact that you are willing to be there to provide them this opportunity to better themselves."

Moses has been working with soldiers for more than 30 years. She has a bachelor's degree in education from Auburn University and a master's degree in human resources management from Webster University. She is the mother of two adult children.



University of Phoenix Online celebrates **CLASS OF 2005** with largest commencement ceremony in its history

Photos by John C. James, Jr.

Phoenix, AZ — University of Phoenix Online held its largest commencement ceremony to date, with more than 3,900 graduates participating from around the world. The graduation ceremonies were held at the America West Arena in Phoenix on July 29-30; participation was so large that three separate ceremonies were needed. In addition, most students who traveled to the ceremonies met face-to-face with their virtual classmates and instructors for the very first time. More than 2800 military students earned a degree in the last year.



A prospective graduate takes in America West Arena from a bird's eye view, shortly before the ceremony.

The keynote speaker for the ceremony was Jeff Taylor, Founder of Monster.com, and each ceremony featured a



Mark Sanstead, a Military Finance Advisor, belts out the National Anthem at the opening of the July 30 ceremony

said Brian Mueller CEO of University of Phoenix Online. "I am particularly proud to announce the keynote speaker, Jeff

congratulatory video montage highlighting advice and best wishes from a number of personalities, including Dell CEO Michael Dell, U.S. Sen. John McCain, Arizona Gov. Janet Napolitano, Colorado Gov. Bill Owens, Fashion designer Joseph Abboud, and GolinHarris PR agency founder Al Golin, among others.

"We're delighted to bring another group of University of Phoenix graduates together to celebrate their academic achievement,"

Taylor of Monster.com, who's been a leading figure in the business world. Much like the University of Phoenix Online, his company uses technology to help people advance their careers, and I'm sure his advice and insights will be well received by the graduates."

Students traveled to Phoenix from all over the United States and some 100 other countries, including Okinawa, Saipan, Poland, Alberta Canada, Saitama-Shi, Bahamas, American Samoa – Pago, Quebec, Australia, South Korea, Netherlands, Ecuador, Jamaica, Trinidad and Tobago, Philippines, Tokyo Japan, Guyana, Saudi Arabia, Guam, Virgin Islands, Cyprus, Barcelona, and St John Antigua.



Caps and gowns fill America West Arena in commemoration of this special day.

A Mother, Soldier, and Student *A military graduate looks to her sons for inspiration and strength*

With her two sons by her side, Salima Carter prepares for the graduation ceremony at America West Arena. Shondle, age 8, and Sadabius, 10, are patient as they help their mother slide into her robe and affix her cap. The trio is used to working as a team, which they have done for the past ten years. When Salima received her high school diploma, Sadabius was a toddler and Shondle was on the way.

"I was determined to let the baby in my stomach motivate me to cross the stage," she said.

That same driving force is what brought her to Phoenix on this day. Her children are her inspiration. Today, they will watch their mother cross the stage to receive a Master of Business Administration diploma.

"They are my two biggest motivators. They motivate me to want to do better," Carter said.

Her kids have been with her every step of the way, through the long days and endless hours of study. After a long day, the Army Staff Sergeant will come home and her sons, realizing mom has had a long day, will help her take off her boots and massage her shoulders as she sits down in front of the computer to go to class. She says they offer her encouragement and often tell her, "It's okay mama. You can do it."



Top: Salima Carter, an MBA graduate, receives help adjusting her cap from her two sons. Above: Salima Carter's sons make sure mom is ready to go before the ceremony. Carter refers to her children as her "two greatest motivators" of her educational pursuits.

Currently stationed with 87th Training Support Division in Birmingham, Alabama, the family of three has been together every step of the way. Every time Carter earns a military promotion, her kids pin the ranks on her.

They celebrate good grades together, and anxiously check posted grades online at the end of each class. Carter says it is important to keep her kids involved in the education process.

"They will see the importance of education so they can better their lives," she said.

And her kids are well aware of the importance of earning a college degree. "You have to work real hard to earn it," said Shondle.

"If you can't get your education, you can't get nothing," Sadabius echoed. "She made me want to do it."

As a single mother, Carter enjoys the convenience of taking classes online. And she's not done yet – she intends to pursue a doctoral degree with University of Phoenix Online. All, of course, with the support of her sons.

Before she lines up to process into the arena, Carter turns to her sons and asks, "What's the number one reason I get up in the morning?"

Without hesitation, they answer, "We are, Mama."

Military spouse follows in her father's footsteps to earn a degree

Father and daughter walk in University of Phoenix Online graduation ceremony

America West Arena, Phoenix, AZ – After working on a bachelor's degree for eight years, Michelle Kilgore had just about given up. As an Air Force wife, frequent moves kept her from finishing her degree and she lost college credits with every move.

In 2002, Kilgore watched her father walk across the stage to receive his diploma for his Bachelor of Science in Business/Management degree from University of Phoenix Online. In that moment, she had a change of heart.

"I had just given up at that time and then I went to his graduation and decided that was it, I'm finishing," she said.

The 26-year-old stayed true to her word. On July 30, 2005, Kilgore received a Bachelor of Science in Business/Management degree from University of Phoenix Online, the same degree her father earned. But she wasn't alone. Her father, Louie Heaton, was literally by her side. This time Heaton walked in honor of receiving a Master of Arts in Organizational Management, his second degree from University of Phoenix Online.

"I still can't believe I'm walking," Kilgore said on graduation day. "It's surreal."

Kilgore and her husband flew in from RAF Lakenheath in England, where her husband is stationed. Kilgore's husband is a Technical Sergeant and weapons specialist with the Air Force. Her father lives in Fort Worth, Texas, and works at Lockheed Martin.

Louie Heaton's work takes him all over the world. Like his daughter, he once considered giving up on his bachelor's degree. By the time he enrolled at University of Phoenix Online, he had taken more than 200 college credits. While working on his bachelor's degree, Heaton found himself in places like Egypt, Bahrain, Turkey, and various parts of Europe. He recalls completing one University of Phoenix Online class

while sitting in Cairo. In the same class, he encountered students from Bosnia, Korea, and the United States. Heaton takes his laptop with him when he travels, and said it was not uncommon to do coursework on planes, in airports, or at hotels.

Completing both his bachelor's and master's degrees carries a distant second to watching his daughter complete her degree.

"To see your child finish their education and then to be a part of it, I just can't explain it," he said.

Heaton and Kilgore often exchanged papers and feedback between each other during the course of their education. They leaned on each other for support, and often competed with each other over grades. Both father and daughter credit the online environment for their success.

"Had it not been for the online program we could've never done it," Heaton said. "It provides a lot of opportunity to those that wouldn't normally have it."

"Going to class in your pajamas is the best," Kilgore said.

Michelle Kilgore, Bachelor of Science in Business/Management graduate, embraces her father, Louie Heaton, a Bachelor of Science in Business/Management and Master of Arts in Organizational Management graduate.



Survey says:

TWO-THIRDS ON THE LOOKOUT FOR NEW JOBS

Nearly half of respondents report lack of opportunity for advancement

Take a close look at the workers in the cubicles on either side of you. Chances are, they may not be around your company for much longer.

According to a nationwide survey of working adults by University of Phoenix, more than two-thirds (67 percent) are looking for a job on some level, even though the majority (76 percent) of them are satisfied at their current place of employment. In addition to sending out resumes and interviewing with companies, survey respondents are taking calls from recruiters, surfing job boards, and pursuing new skills or an education to prepare for a job move.

The university polled nearly 2,500 working professionals in diverse industries to determine the benefits needed to keep them happy, motivated, and loyal in a changing workplace. The Zoomerang survey was conducted in June and carries a margin of error of +/- 1.8 percent.

"It's not surprising that workers are exploring their options, given that jobs are more plentiful," said Robert Levit, workforce development specialist at University of Phoenix. "They have been sitting idle just waiting for the economy to improve."

While 58 percent of the respondents cited better pay as the primary reason for jumping ship, one-third would leave for more interesting or rewarding work, and 26 percent would resign for positions of greater responsibility. Nearly half (47 percent) reported no opportunities for advancement at their current companies.

"Employers need to take note," Levit said. "Today's workers, especially the younger generations, are increasingly mobile, and helping them climb the corporate ladder is a key factor in retaining them." He suggests that managers establish a clear career path for their staff and also provide the tools to help them achieve their career goals.

One such tool is education, which most employees – 64 percent – consider essential to keeping them happy on the job. This finding is even more evident among Generation X – those between the ages of 26-39 – (70 percent) and Generation Y, who are in the 18-25 age range (77 percent).

Respondents acknowledged that their employers have education and training programs in place, but that they don't encourage employees to take advantage of them. For instance, 42 percent said their companies offer tuition reimbursement for those seeking college degrees, along with mentoring, professional development, on-the-job training and other assistance. However, only 29 percent said their companies actively promote these benefits to their workforce.

The research uncovered other insights about today's workers.

Loyal ... for now

Almost half (49 percent) of survey participants have been working for the same employer for five or more years, and more than one-quarter (29 percent) have stayed with their company for 10 years or more.

However, at least one-third (34 percent) of the respondents plan to change employers within the next three years. These statistics are even higher among Gen X and Y workers – 45 and 55 percent, respectively.

The best and worst parts of the job

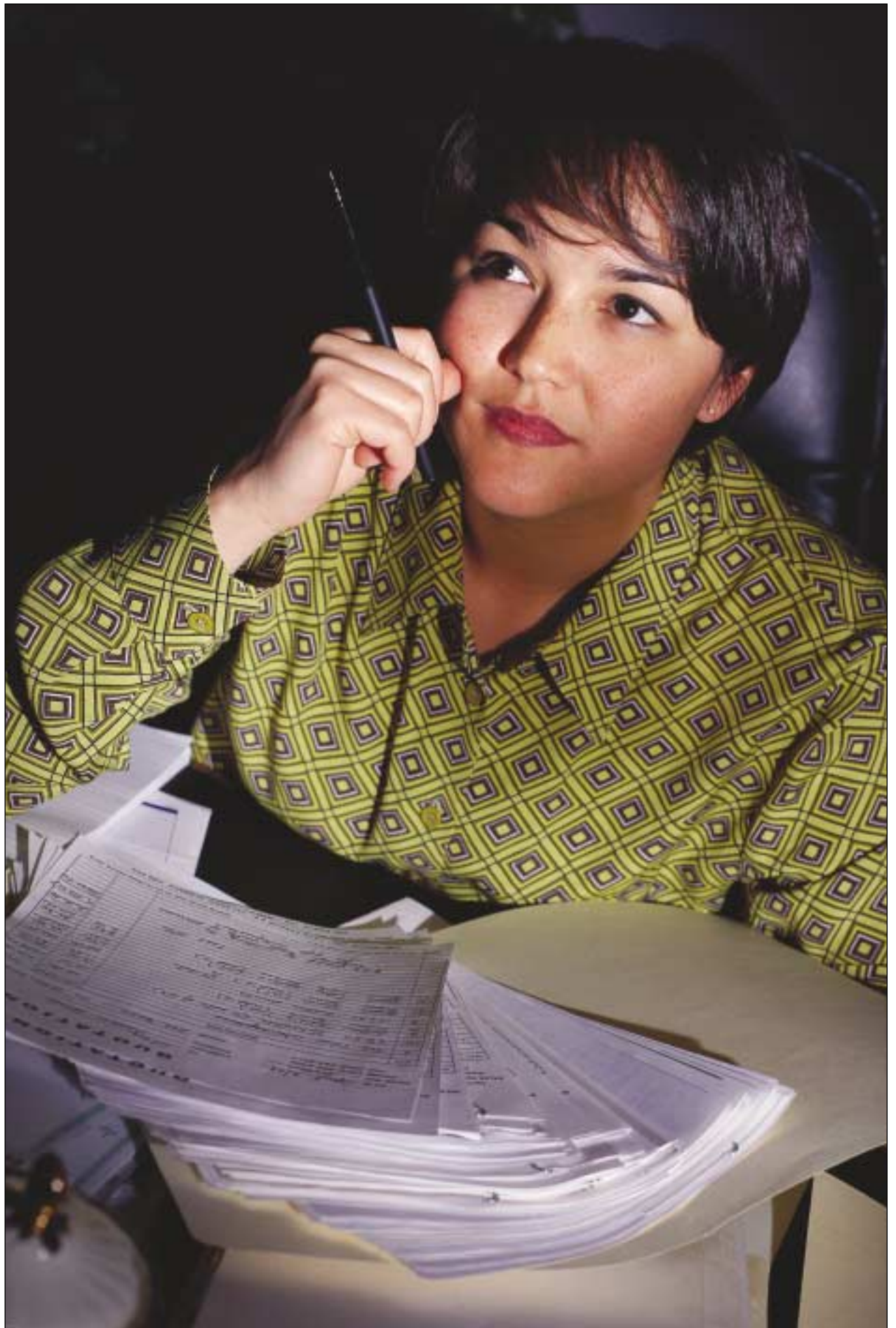
Employees said the best parts of their current job are co-workers and good management (26 percent), followed by flexibility/hours (14 percent), job satisfaction (10 percent) and benefits/vacation (9 percent).

Stress and low pay tied as the worst parts of the job, each reported by 16 percent of the respondents. These were followed by upper management and co-workers.

Who's responsible?

Virtually all (97 percent) employees take all or some of the responsibility for their happiness on the job, though Gen Y workers claim slightly less responsibility for their job satisfaction (92 percent).

To improve their job satisfaction, two-thirds of employees ask for more responsibility, resources, and work that increase their visibility to management.



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"I was hesitant at first to continue taking courses due to the unknowns regarding technological capabilities here in Iraq," he said. Upon his arrival last year, he discovered he had internet access and was determined to continue his studies.

He cites several reasons for his determination. Dover had been attending classes at night since 1999 when stationed in Alaska. "I owed it to my family to finally close this chapter of my life in the near future. They have been very patient with me both at nights and on weekends to allow me to continue my education," he said.

"I'm really proud of him," wife Tanya Dover told WZTV News in Nashville. "He's put so much into his career."

Before his current deployment, Dover spent sixteen months working on his MBA at home, leaving very little time for family. "I figured if I was going to spend a year in Iraq, I might as well take advantage of the time away from home so I could spend every possible minute with them when I return," he said.

"He's one of those people that when he puts his mind to something he's going to accomplish it," Tanya said.

Tanya and their two sons look forward to Terry's homecoming, which will likely be at the end of the year. "We can move on with being a family again," she said.

The Chief Warrant Officer knows completing a degree while active duty in the military is no easy feat. "It is a sacrifice as is anything in life that is rewarding," he said. "The key is someone must want to seek self-improvement and make time available. There is never enough time in the day to complete everything. I draw my inspiration from my father who retired as a First Sergeant (1SG) whom reminded me how important an education is to succeed in life and my mother who went back to school when I joined the Army to become a teacher."

Dover offers the following advice to fellow military members who want to pursue an education: "Where there is a will there is a way – if you want something bad enough, you will make the necessary sacrifices to obtain it," he said.

Dover hopes completion of his master's degree will earn him a promotion. He intends to use his degree to compliment on-the-job skills he has gained from the thirteen years he has served in the Army. He works as a biomedical equipment technician and Health Service Maintenance Technician. Advanced degrees typically provide a better chance for promotion and a higher salary, he said.

Dover is a Unit Maintenance Officer for the U.S. Army Medical Service Corps.

Chief Warrant Officer Terry Dover is the Medical Task Force Safety Officer at Ibn Sina Hospital, located in the Green Zone in the heart of Baghdad. He is currently working on an MBA/Technology Management, and hopes to finish his degree program during deployment.



GI Bill rates increase

Recipients are eligible to receive more than \$1000 a month in benefits

As of October 1, 2005, recipients of Montgomery GI Bill benefits got a boost. The educational assistance allowance increased the first of October.

The following rates apply to those completing an enlistment of three years or more.

Institutional Training	Monthly rate
Training Time	
Full time	\$1,034.00
3/4 time	\$775.50
1/2 time	\$517.00
less than 1/2 time more than 1/4 time	\$517.00**
1/4 time or less	\$258.50 **

Apprenticeship and On-Job Training	Monthly rate
Training Period	
First six months of training	\$878.90
Second six months of training	\$672.10
Remaining pursuit of training	\$465.30
Correspondence and Flight - Entitlement charged at the rate of one month for each \$1034.00 paid.	
Cooperative - \$1034.00	
** Tuition and Fees ONLY. Payment cannot exceed the listed amount.	

The following rates apply to those completing an enlistment of less than three years.

Institutional Training	Monthly rate
Training Time	
Full time	\$840.00
3/4 time	\$630.00
1/2 time	\$420.00
less than 1/2 time more than 1/4 time	\$420.00 **
1/4 time or less	\$210.00 **

Apprenticeship and On-Job Training	Monthly rate
Training Period	
First six months of training	\$714.00
Second six months of training	\$546.00
Remaining pursuit of training	\$378.00
Correspondence and Flight	
- Entitlement charged at the rate of one month for each \$840.00 paid.	
Cooperative - \$840.00	
** Tuition and Fees ONLY. Payment cannot exceed the listed amount.	

Basic Institutional Rates for persons with remaining entitlement under Chapter 34 of Title 38, U.S.C. Chapter 30 Category II rates effective 10-01-2005.

Institutional Training	Monthly rate			
	No Dependents	One Dependent	Two Dependents	Each additional Dependent
Full time	\$1222.00	\$1258.00	\$1289.00	\$16.00
3/4 time	\$ 917.00	\$ 943.50	\$ 967.00	\$12.00
1/2 time	\$ 611.00	\$ 629.00	\$ 644.50	\$ 8.50
Less than 1/2 time; more than 1/4 time	\$ 611.00**			
1/4 time or less	\$305.50**			

Apprenticeship and On-Job Training	Monthly rate			
	No Dependents	One Dependent	Two Dependents	Each additional Dependent
1st six months of pursuit of program	\$995.35	\$1009.38	\$1021.70	\$5.95
2nd six months	\$738.73	\$749.78	\$758.88	\$4.55
3rd six months	\$495.90	\$503.78	\$509.85	\$3.15
Remaining pursuit of program	\$480.60	\$488.03	\$494.78	\$3.15

Cooperative Course	Monthly rate
Training period	
Oct. 1, 2005	
Sept. 30, 2006	\$1222.00 \$1258.00 \$1289.00 \$16.00
Correspondence - 55% of the approved charges	
Flight - 60% of the approved charges	
** Tuition and Fees ONLY. Payment cannot exceed the listed amount.	



From Soldier to Student to Employee

By Tamekia Gilliard

From Oct. 7th 2003 to July 4th 2004 I was deployed to serve in Operation Freedom 2. I was deployed to Iraq for six months. My interest began to go back to school. It was very difficult to do between missions. Due to family issues, I was redeployed back to the United States. That is when I decided to further pursue my Education. While I was in the debriefing stage at Ft. Bliss, Texas, I filled out an inquiry to go to school online. I was told about the AACR program. I came back to Arizona and then met with an admissions counselor. She told me, "Why settle for just your Associate degree? Go for your Bachelor's at the same time!" That is how I met my Enrollment Counselor Brian Lonkar. Brian has helped me overcome the fear of going to an online university, and helped to encourage and support me during the transition from soldier to student (financially as well as emotionally). He has helped me overcome a lot of barriers. I got through my first class and he would call to make sure my transition with my academic and finance counselors went smoothly. On one particular day, to complete some financial aid paperwork, I actually got to meet Brian in person, and what a wonderful experience that was. He personally introduced me to my finance and academic counselors and gave me a tour around his work place. I was having a hard time trying to find employment, and Brian would call me to tell me of new employment opportunities but I didn't think I was qualified to take the position at the time. Who would have known six months down the road I would be working here at University of Phoenix Online? I called Brian and he was ecstatic to hear the news. This story gets one step better, although it was my fault for not keeping in touch, Brian and I could have both been walking down the aisle together for graduation!



My supervisors encouraged me to write this article because if it wasn't for Brian, I might not have accomplished these two goals in life, and that is being an employee and graduating with my Associate degree. I am currently pursuing my Bachelor's, I am also a single mother of four children, achieving these two goals was not easy. I just wanted to thank Brian again for the encouragement, and I hope this is an inspiration to continue for success.

Tamekia Gilliard, an Army Veteran and University of Phoenix Online student, recounts the journey that led her to the university.

Life After Graduation

Here's a look at what some of our top University of Phoenix Online military graduates are up to.

Lt. Col. Michael Morgan, 1998 BSB/A graduate, has advanced to Comptroller of the 161st Air Refueling Wing, Arizona Air National Guard in Phoenix.

Chad Shuherk, 2003 BSB/M graduate, was recently promoted to Master Sergeant in the U.S. Air Force. Shuherk was selected to be the Chief of Wing Executive Support for the 88th Air Base Wing Commander.

Staff Sergeant Jamil Winston, 2004 BSB/M graduate, has been selected to attend the U.S. Marine Corps Officer Candidate School and, upon completion, will be commissioned as a 2nd Lieutenant.

Neal Therrien, 2004 BSIT graduate, and Workgroup Manager for the 939th Mission Support Group in the U.S. Air Force Reserves, has joined NOKR, The National Next of Kin Registry, as a Liaison.

Captain Edward "Ted" Cassin, 1995 MBA graduate, was promoted to Chief Information Officer, Office of the Air Force Space Command Surgeon General, HQ AF Space Command, Peterson Air Force Base, Colorado.

Kimberly Daffron, 2003 MC/CC graduate, has relocated to Heidelberg, Germany, and is a Counselor working with U.S. military personnel's children on base.

Capt. Ruth Wheeler, 2004 MSN graduate, has retired from the U.S. Navy Nurse Corps after 30 years of service. Wheeler's retirement ceremony was held at Naval Weapons Station, Goose Creek, S.C.

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In the NEWS...

University of Phoenix Online military students constantly make headlines around the country. Check out these articles to find out what your peers are up to:

The Tribune-Democrat, August 4, 2005

"Army sergeant works on degree while in Kosovo"

Summary: University of Phoenix Online military student works toward degree while deployed to Kosovo

Link: <http://www.tribune-democrat.com/>

The Daily News (Jacksonville, North Carolina), August 7, 2005

"Eye disorder hasn't held back Marine wife"

Summary: University of Phoenix Online military spouse overcomes challenges of being legally blind; cares for children and works towards bachelor's degree through her husband's frequent deployments.

Link: <http://www.jdnews.com/>

Military Times, Decision Times, August 8, 2005

"You're cleared at DHS" and "You've got a job if you've got a security clearance"

Summary: Many Department of Homeland Security employees are ex-military; articles profile University of Phoenix Online student.

Link: <http://militarycity.com/>;

<http://www.armytimes.com/>; <http://www.navytimes.com/>;

<http://www.airforcetimes.com/>; <http://www.marinecorpstimes.com/>

Online Degrees magazine, Fall/Winter 2005

"It's their educational mission"

Summary: University of Phoenix Online military students juggle classes and deployments

Link: <http://www.classesusa.com/info/magazine.html>

Online Degrees magazine, Fall/Winter 2005

"Make the most of your cyber school"

Summary: A University of Phoenix Online military spouse recounts her ease at getting into the program, and familiarizing herself with the online modality

Link: <http://www.classesusa.com/info/magazine.html>

Online Campus/College Bound magazine, Fall 2005

"Want a Family-Friendly Career? 'Fatherly' Advice on How Online Learning Can Help You Break Into One"

Summary: Feature on online students who are fathers

Link: <http://www.collegeboundnews.com/>

KWCH-TV Wichita, KS (CBS affiliate), August 24, 2005

"Fighting to Learn"

Summary: University of Phoenix student and Wichita police officer prepares to deploy for one year, plans to take classes and finish degree through deployment to Iraq

Link: <http://www.kwch.com>

Coming in February...

Look for the February 2006 issue of Online Patriot.

Veteran's Day takes on new meaning for service men and women. Find out how some veterans have thrived after serving their country.

American Education Week celebrates educators nationwide. Meet some extraordinary teachers who have taken their studies overseas to children on military installations.

University of Phoenix Online looks to military veterans to staff the ranks of enrollment counselors. Learn how the Marine for Life program plays a role.

Questions? Comments?

We want to hear from you. Is there something you'd like to see in the next issue of Online Patriot? Do you have a colleague that should be recognized or featured? What can we do better? Email comments to mary.brandenberger@phoenix.edu.