

## UNIT REPORT

**Military and Veterans Affairs -  
Institutional Effectiveness Final  
Annual Report 2019**

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# Military and Veterans Affairs

## Definition of Unit: Military and Veteran Affairs

**Reporting Year:** 2018-2019

**Providing Department:** Military and Veterans Affairs

**Department/Unit Contact:** Military & Veteran Affairs/Mary Benedict

### Mission/Vision/Goal Statement:

The Department of Military and Veteran Affairs is committed to assisting veteran and dependent students in excelling both educationally and professionally. By acting as a liaison between the university and the Department of Veteran Affairs (VA), it is our mission to create an environment that enables students to transition into civilian life with ease.

Our purpose is to ensure all students are provided with superior quality service and individualized support. We walk students through the process of applying for and receiving VA educational benefits from start to finish. We are tasked with certifying student's enrollment through the Department of Veterans Affairs as well as monitoring and reporting all schedule modifications in a timely manner. Our department has a duty to act in accordance with the law and is committed to adhering to institutional and legislative policy.

We will maintain national recognition as being one of the top schools for military and veteran-friendly education by continuously striving to engage further with students, attend frequent training as new legislation is enacted, remain compliant with VA policy implementations, recruit and retain students, and dedicate ourselves to serving every military affiliated student with individualized service and commitment.

The following is an outline of the Department of Military and Veteran Affairs' goals, measures, and results in order to maintain accountability and transparency.

## Goal 1: Provide Premier Service

### Define Goal:

Provide premier service to all veterans, service members and dependents to ensure each are supported through the entire enrollment processes.

### Intended Outcomes / Objectives:

- Military affiliated students to receive support from the Department of Military and Veteran Affairs in navigating the enrollment process.
- Students may utilize the department as a point of convergence for assistance pertaining to student account balance, financial aid, course selection or Veteran Education benefits inquiry.
- The objective for this goal is to provide outstanding customer service to service-members, veterans and dependents for the duration of the academic careers.

## Goal 2: Military Friendly Environment

### Define Goal:

Develop awareness and recognition programming/activities that ensure the students served feel welcome and are understood by the community, on and off-campus.

### Intended Outcomes / Objectives:

- The intended outcome is to ensure the veteran population is supported by the University as a whole.
- Sustain and create programs, activities, and events which support this unique population and create a larger campus presence.

- Host events which foster community support in order to develop awareness of military affiliated student's on campus.

### Goal 3: Veteran's Center

#### Define Goal:

Increase the number of students utilizing the Center by increasing enrollment and utilization of benefits.

#### Intended Outcomes / Objectives:

- To support the Student Veteran Organization with events and campaigns
- To host more campus and community events in the Eagle's Wing Veteran Center
- To track students who are currently enrolled and military affiliated

### Assessment Tool 1

**Goal/ Outcome/ Objective:** Goal 1

**Type of Tool:** Survey

Tracking Spreadsheet

Other

**Frequency of Assessment:** Each Semester

#### Rationale:

Survey, semi-annually, TOA: Minimum acceptable response rate of 60%. Rationale: Gathering information from students may help identify areas of performance that can be addressed prior to the next term. (Survey Questions Linked)

Attached Files

[Questions on MVA Survey.docx](#)

### Assessment Tool 2

**Goal/ Outcome/ Objective:** Goal 2

**Type of Tool:** Checklist

Needs Assessment

Survey

**Frequency of Assessment:** Annually

#### Rationale:

Needs Assessment/Checklist/Survey, annually, TOA: Performance Currently. Rationale: Depending on survey results of Objective 1., programming offered may be modified to continue fostering a welcoming environment for the military affiliated population on campus. (Survey Questions Linked)

Attached Files

[Questions on MVA Survey.docx](#)

### Assessment Tool 3

**Goal/ Outcome/ Objective:** Goal 3

**Type of Tool:** Annual Unit Report

Graduation Rate

Retention Rate

Tracking Spreadsheet

Other

**Frequency of Assessment:** Each Semester

#### Rationale:

- Checklist, annually, TOA: Performance Currently. Rationale: Supporting the student organization could lead to increased enrollment.
- Checklist, annually, TOA: Target rate of at least three events held annually in the Center. Rationale: Increasing campus events could lead to increased enrollment.
- Tracking spreadsheet, annually, TOA: Performance Currently. Rationale: To establish a baseline of how many currently enrolled students are military affiliated as well as how many are finishing each term and graduating. This may help with increasing enrollment and utilization of benefits. (Will link spreadsheet when completed)

### Result - Goal 1

**Goal/Objective/Outcome Number: Goal 1****Results:**

Survey results will be included in FY20 since it has yet to be administered to students.

**Attachments:****Results - Goal 2****Goal/Objective/Outcome Number: Goal 2****Results:**

Survey results will be included in FY20 since it has yet to be administered to students.

**Attachments:****Results - Goal 3****Goal/Objective/Outcome Number: Goal 3****Results:****Attachments:****Continuing Improvement for 2020****Goal/Objective/Outcome Number: Goal 1, 2, 3****Program Changes and Actions due to Results:**

- We are conducting monthly meetings as a Department to discuss enrollment processing and create new processes in order to ensure efficacy and efficiency.
- Attend a higher number of college fairs and military installations to improve recruitment presence within the state.
- Attend state and federal conferences to foster an educated and fully trained environment.
- Conduct monthly surveys to begin tracking satisfaction analytics.

**Link to Assessment:****Link to 'Tech Tomorrow' Strategic Plan: Adult Learners**

High Impact Practices

Economic Development