

2019-2020: Military and Veteran Affairs

Definition of Unit:

Providing Department:

Military and Veterans Affairs

Department/Unit Contact:

Military & Veteran Affairs/Mary Benedict

Mission/Vision 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

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 ~~seniors~~ service members, veterans and dependents for the duration of the academic careers.

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment Tool 1

Frequency of Assessment:

Each Semester

Rationale:

Survey, semiannually, TOA: Minimum acceptable response rate of 60%. Rationale:

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.

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment Tool 2

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)

RELATED ITEM LEVEL 2

Results- Goal 2

Results:

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

Attachments:

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
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