

Veterans Services addendum/footnotes to Site Visit Reviewer's Final Report

p. 3 "... a student assessment conducted in spring 2013 revealed that while 50% of respondents states that their overall satisfaction with SLCC Veterans Services was "good," the other 50% indicates that there was room for improvement.

Students rated their overall satisfaction with Veterans Services as 50% good, 17.3% average; 11.54% below average; 13.11% poor, 7.69% never used

p. 6 "Review current procedures and training for transcript evaluators on VA prior-credit policies to ensure consistency."

SLCC's Transfer Evaluation Office is current on VA prior-credit policies and provides consistent evaluation of transcripts.

p. 9 "...the grade management system allow faculty to submit "E" grades without entering attendance data..."

To clarify, SLCC's grade management system requires Last Date of Attendance for "E" grades but not for "W" grades.

p. 10 "Periodically verify email addresses and crate an email list serve for bulk email delivery>'

SLCC policy requires that all departmental communication with students be conducted through the college's email system; email addresses are generated when students are admitted and are verified through the college's system.

p. 10 "Seek permanent funding for staff payroll."

Except for one position, all Veterans Services staff are funded with permanent base dollars (Ed and General); only one staff position is funding by the Vice President of Students Services. Student employees are funded with work-study or On Campus Student Employment funds.

p. 12 "After initial certification each term, use Banner Workflows to notify certifying officials of changes in student enrollment, attendance, tuition/fees, or financial awards. "

Veterans Services already get automatic notification of these changes through a Banner process that is sent to VS and Billing services to review each day when changes are made.

p. 13 "Research adjustment/overpayment cases more carefully to minimize errors."

p. 14 "Fewer errors, changes, overpayments, and VA debts."

Adjustments for overpayments are not errors but required reconciliations and accepted business practice to accommodate changes in flight hours and credits after the fact.