

Departmental Goals and Assessment Plans 2016 – 2017

Department Name: Veterans Services

Departmental Goals for 2016-2017(not all of these have to be assessed)

1. Begin limited outreach to Jordan and Miller campuses each month
 - a. We have changed duties for our outreach position and hired an employee to provide that outreach to various campuses. She will begin summer semester 2017 visiting the campuses and creating a rotation for the sites.
2. Work to increase participation at Veterans events
 - a. We have increased awareness of our events and this year we did have better attendance. We will continue to search for ways to provide that outreach.
3. Create an SCO Knowledge Guide-Common Questions and Answers
 - a. We have this done and will continue to add to this guide as needed
4. Promote our many services and sites available to the entire college population
 - a. We have been promoting our services and will continue to do this. Having our outreach specialist visiting the other campuses will improve this.

Project (Assessment) Title: 2016-2017 Interactive New Veteran/Dependent Orientation

Strategic Goal

To improve the dissemination of information to new veteran and dependent students who are either returning from military service or using VA educational benefits for the first time. The rules and regulations implemented by the VA can seem daunting to new students and the information we are required to provide is certainly overwhelming. The method in which this information is given is primarily auditory, which has been proven to be the least effective in retaining new information. Because our department is providing new students with a plethora of instruction I propose to reform the orientation to be presented in our office visually and kinesthetically via computer. The goal is to familiarize the student with tools and resources that will make their first experience using VA educational benefits a success ultimately leading to improved retention and graduation.

Methodology (Plan/Timeline/Method):

- Determine what information in current orientation can be presented and accessed through our veterans' webpage.
- Determine what information in current orientation can be presented and accessed through the student's MySLCC (i.e. Residency, Financial Aid, Degree Works, Bruinmail etc.)
- Create visual aids or links for information that is not currently on our webpage (i.e. Pay Rates, Withdraw Dates etc.)
- Determine order and flow of information to be presented audibly, visually, and kinesthetically.

Results/Findings

We determined the parts we could have the staff and veteran/dependent sit at the computer so we could show them how to use the system.

Degree Works
Residency
Submit request for evaluation
Submit request for certification
Bruinmail
VA E-Benefits

VA request for benefits forms

Actions Taken (Use of Results/Improvements)

Spring semester we began having the veterans log into their MySLCC account and we showed them the different parts of their MySLCC that they will use while at SLCC for the functions listed above. We also had them log into the VA websites and ensured they are set up for VA benefits and sites they will need.

Other Notes

We have taken the first steps of this project and will continue working on this project. After working through this first step, it was decided the staff would like to use iPads to have a more mobile system for the orientations, and also move to having more of our documents paperless. We have purchased the iPads and the staff are working on the next step to our process.