

**Salt Lake Community College – Veterans Services**

Program Review Action Plan – August 7<sup>th</sup>, 2023  
 Revisions with Dr. Perozzi, Shannon McWilliams, Curt Larsen – August 10<sup>th</sup>, 2023

**Definitions of Goals:**

Goal	Action	Timeline	Progress
Academic Advising  Academic Advisor Collaboration	Increased collaboration and communication with Academic Advising to ensure military students are registered for courses required for degree completion and assisting in verifying transferability to 4-year institutions.	Fall 2023 Meeting with Director of AA to plan and develop establish of VS and AA training.  Create a quick reference veterans’ card with the most asked questions and answers for all AA.  Spring 2024; pre-registration training to AA staff.	In Progress
Text Platform Setup	Investment into increasing Veterans Services marketing and use of technology allowing targeted mass texting to military student population.	Training on RingCentral texting platform. Received training on July 27 <sup>th</sup> , 2023, from Seini Pahulu and Megan Despain from the Contact Center.	July 31 <sup>st</sup> , 2023: Sent texts to 148 new admitted Fall 2023 student veterans and dependents. *Semesterly

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CPL – Credit for Prior Learning	<p>Research opportunities for military students JSP transcript to receive prior credit for skill-based proficiencies gained during active duty.</p> <p>Help establish placement testing for each competency learned while on active duty.</p>	<p>Fall 2023</p> <p>2024-2025 FY</p>	<p>On Going - Met with Valarie Summer 2022</p> <p>Currently Meeting with Andrea Tipton on</p>
Financial Aid Shopping Sheet	Collaborate with Financial Aid in the creation of an all-in-one College Financial Plan for both FAFSA and Veteran students	Presently working with FA director	In Progress
SLCC – FA College Financing Shopping Sheet. Benefits Orientation	Implement Veterans Services Benefits Orientation the SLCC-FA College Tuition - Shopping Sheet.	August 2023	In Progress – Have visited with FA Director
<p>ODMA Department Collaboration</p> <p>Student Demographics</p>	<p>Strengthening Department knowledge and connections</p> <p>Sharing veteran student demographics</p> <p>Collaborate and plan ODMA – Veterans Services event</p>	<p>Fall 2023 / Spring 2024 Semesters</p> <p>Spring 2024 Semester</p> <p>2024 – 2025 FY</p>	Not Started
Office of the Bursar Monthly Meeting	Train an additional SCO on Accounts Receivable with the cashiering office.	Fall 2023	Not Started
SLTC Scholarships	<p>Scholarship is tuition only.</p> <p>Collaborate with SLTC certificate program departments to provide/donate books and supplies.</p>	<p>Currently Operational</p> <p>2024 – 2025 FY</p>	<p>In Progress</p> <p>Not Started</p>
Offering Services	More dedication informing about the ACE (American Council on Education) program to obtain school supplies.	Currently Operational Dept. of Utah	In Progress

	Refer students to the Department of workforce Services – Veterans Services for supplies/books.	Workforce Services	
Goal	Action	Timeline	Progress
Thayne Center Departmental Relationship	<p>Invite the Thayne Center to Veterans Services staff meeting(s).</p> <p>Student veteran data VITAL Peer Mentor</p>	<p>Fall 2023 – Spring 2024</p> <p>Veteran student Pantry usage data More emphasis in Peer Mentor’s Intake interview focusing on the Thayne Center and the food pantry</p>	<p>Not Started</p> <p>Fall 2024 – Obtain data semesterly</p> <p>VITAL Peer Mentor (when hired)</p>
Center for Health & Counseling Departmental Relationship	<p>Invite Center for Health &amp; Counseling (CHC) to Veterans Services Staff meeting(s).</p> <p>The Center for Health &amp; Counseling (CHC) is reviewed with student veterans in the VITAL Peer Mentor Intake interview. More emphasis in the Peer Mentor’s Intake interview focusing on the services provided</p>	Fall 2023 – Spring 2024	<p>Train the new VITAL Peer Mentor (when hired)</p>
Career Services Completion Data	Provide student veteran graduation completion dates; certificate/degree majors to Career Services.	Fall 2023 Kevin Springer	Not Started