



Veterans Services

SALT LAKE COMMUNITY COLLEGE

DIVISION OF STUDENT AFFAIRS PROGRAM REVIEW

**VETERANS SERVICES
SELF-STUDY 2022-2023**



INTRODUCTION

The program review's objective, as defined in the Program Review manual, is to present a comprehensive evaluation and awareness of individual departments within Student Services. The program review provides Veterans Services the opportunity to participate in a reflective process to describe and appraise specific functions and services. The Program Review provides recognition and insight to identify areas performing well and areas that need improvement and/or enhancement to better serve student veterans and support Salt Lake Community College's Mission.

1. Executive Summary

DEPARTMENT OVERVIEW AND SERVICES OFFERED

Veterans Services (VS) mission is to provide first-year and continuing students one-on-one in-person assistance. This process begins by first participating in VS mandatory *Benefits & Resources Orientation* which assists with applying for and obtaining their GI Bill® education benefits. VS also facilitates and successfully navigates students in reaching their academic goals each semester by placing the students' needs at the forefront by offering a wide range of SLCC (Salt Lake Community College) and UDVMA (Utah Department of Veterans and Military Affairs) VA (Veterans Affairs) benefits from semester to semester up to graduation.

We have tailored our VS-Center to cater to all educational GI Bill® education benefits needs and all SLCC's internal resources. We work hard to become GI Bill® benefits and VA policy and procedure subject-matter experts.

PURPOSE

Veterans Services purpose aligns with our commitment in supporting those who have served their country by assisting them in obtaining their education benefits in a timely manner, providing semester support, and offering educational tools and resources in a supportive environment to assist the Veteran student and dependents in their path towards graduation. With individualized service, student veterans feel more comfortable at SLCC (Salt Lake Community College) which creates a better persistence and graduation rate.

DEPARTMENT-LEVEL GOALS

Model **inclusivity** by cultivating an internal environment that is engaging and inclusive to all military members of various backgrounds and abilities.

Increase **enrollment** by immediately and personally reaching out to newly admitted student veterans and assist in obtaining their GI Bill funding for the upcoming semester, registration, and semester completion.



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Increase **retention** by observing and supporting student veterans who struggle during each semester. Our VS Peer Mentor personally contacts and assists each student and offers services to encourage grade increases and semester completion.

DEPARTMENT SUPPORT OF SLCC MISSION, VISION, VALUES AND GOALS

Mission: Supporting students in their chosen pathway by assisting in semester completion up to graduation. We assist with transfers to other higher educational institutions and provide career service assistance. Offer each student a higher delivery of support and care.

Vision: VS has created an environment that is inviting and inclusive. The success of our VS environment stems from VS vision working together in completing each semester up through to graduation with all student veterans/dependents. This vision helps strengthen students as they venture into the community.

Values: VS strives toward retention and graduation. Collaborating during the semester with each student creates personal value in an inclusive, learning and trusting environment. We assist student veterans in transferring to four-year higher education institutions and with employment direction.

ASSESSMENT OF STRENGTHS, AREAS FOR IMPROVEMENT, OPPORTUNITIES & CHALLENGES

STRENGTHS

- Student centered, connecting students to both VA and SLCC services
- Personal Contact is the First Contact with newly admitted student veterans and dependents
- GI Bill and VA knowledgeable
- Top 10 Community College / Veterans Services in the country
- All veteran student-centered services that are essential for educational success are housed within the VS office
- VetSuccess on Campus VA counselor housed within Veterans Services office full-time
- DRC located in-house to help ease student veterans' apprehensions who need specific accommodations

AREAS FOR IMPROVEMENT

- Hiring more VA Work Studies to assist in pre-semester phone calls to new students
- Internal 'paper-flow' procedures/processes for new student paperwork
- Peer Mentor work study hiring to assist the peer mentor with current student needs
- Appointment setting through MySuccess and Peer Mentor appointment link
- More group VA training seminars



DEMONSTRATION OF SLCC VALUES

- We respect and treat each student veteran equally, with compassion and sincerity
- VS cultivates a welcoming office environment by collaborating with all students' needs and removing barriers

2. Background and Context

SIGNIFICANT INSTITUTIONAL OR EXTERNAL CHANGES THAT HAVE IMPACTED SERVICES

- The critical and positive change was SLCC's Admissions department constructed a new admissions application portal. VS asked Admissions to re-structure the 'Are You a Veteran' Yes/No on the application. Previously, all students could skip the question and continue with the application. Now 'all' students must answer the 'Are You a Veteran.' If the student selected 'yes,' skip-logic questions then appear, giving us more insight about the student veteran military benefits.
- The new admissions tool gives VS a view of student veterans who are using their GI Bill® benefits or not. We are now able to contact Non-GI Bill® benefit students, welcoming them to SLCC and inviting them to use all amenities VS has to offer.
- VS now has the benefit of pulling daily new application reports knowing when new or returning veteran students have applied. New students are contacted within two days to set up a *Benefits & Resource Assessment* (Mandatory) meeting.
- The new student semester starts, and semester retention has increased due to the new application portal allowing veteran services to connect with the new students before the semester begins. 'New student semester starts' is VS staff engaging with the newly admitted students to register and to complete their first semester successfully. This gives new student veterans a greater desire to register for their next semester. Student veterans that do not attend the *Benefits & Resources Assessment* are the students with tuition and housing complications each semester.

SIGNIFICANT DEPARTMENTAL CHANGES OVER THE LAST 5 YEARS

- New office remodel/expansion. This has created a positive atmosphere for both the students and staff. The new space is more open and inviting. Function and flow have increased along with confidentiality when visiting with veteran students.
- Relocated South City's VS office to the second floor.
- Easier to locate VS office
- New office is more inviting with windows and lighting
- VS converted from paper files to 100% digital files.
- Work more closely with other SLCC departments to assist students with other needs that take place in other departments.



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- A more structured and efficient communication process with student veterans as GI Bill® benefits are processed.

PROGRESS REPORT ON CURRENT DEPARTMENTAL GOALS

- Semester-to-semester retention and graduation is Veteran Services foremost and essential goal
- VS VITAL (Veterans Integration to Academic Leadership) Peer Mentor ongoing one-on-one outreach/contact with student veterans early in each semester offers support and confidence in completing each semester
- Largest graduating class in 2021-2022 commencement with 141 Veterans Services students graduating. VITAL Peer Mentor personal outreach is directly correlated to student veteran completion

3. Description of Program and Services

PRIMARY PURPOSE OF THE DEPARTMENT, AND HOW THAT CONNECTS TO THE STUDENTS

PROGRAM

Facilitate the successful navigation of student veterans, service members, and their dependents from registration to graduation. military-connected students by delivering programs and services designed to aid them in the pursuit of education goals and achievement of skills needed to lead productive and meaningful lives. offers veteran and military students and their family members assistance in using their Veteran Administration (VA) or military educational benefits.

Our staff is pleased to help students through the process of admissions, eligibility application, registration, and maximizing their benefits to pursue educational, professional, or vocational objectives.

Best practices for the military-affiliated community ensure a campus culture that is inclusive of all students, provide support, offer a quality education and academic support.

SCHOOL CERTIFYING OFFICIAL (SCO)

SCOs (School Certifying Officials) assists new student veterans with applying for and obtaining their GI Bill® educational benefits for each semester use. Answer all VA benefit questions and assist with VA dilemmas for students, dependents, and parents. Certify each student veteran's classes to insure they are approved by the Veterans Administration each semester. Support student veterans in class/degree changes and report all on-campus and off-campus courses to the Veterans Administration. Being detailed oriented on obtaining student veterans tuition, housing, and book stipend each semester is imperative.

SCOs are committed to increase academic retention and semester accomplishment for each student veteran and dependents by obtaining a sense of everyone's personal and educational direction. Offers academic/personal support tools to help student veterans and dependents achieve their educational goals.



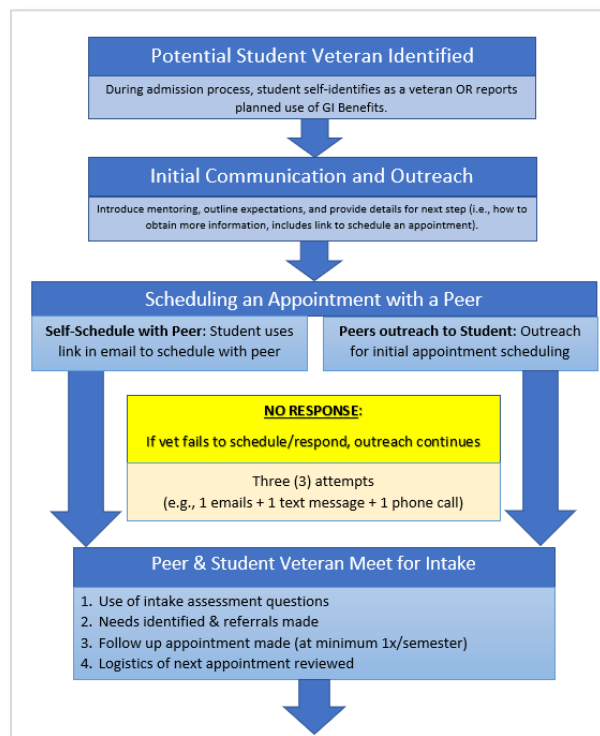
VITAL PEER MENTOR

The VITAL Peer Mentor program is dedicated to aiding student veterans in reaching their academic goals. Peer mentors will perform but may not be limited to the following duties: Serving as a resource to student veterans through outreach, training, consultative, and other professional activities of the VITAL team. The peer mentor will participate in outreach and training events on campus and in the community. As an important part of that effort the peer mentor will share his/her experiences as a student veteran.

The peer mentor will also meet with student veterans individually and will assess the needs experienced by the veteran, help the veteran to clarify his/her academic goals, and will provide the veteran with referrals to VA, campus, and community resources. As appropriate, the peer mentor will continue to meet with the student veteran to provide support and guidance. Offers academic/personal support tools to help student veterans and dependents achieve their educational goals.

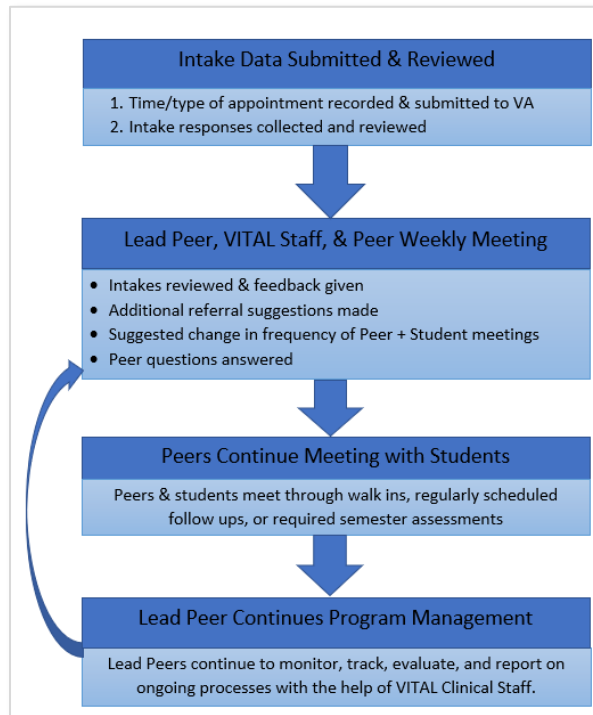
The peer mentor meets individually with each new student before the semester start offering (Veterans Services Benefits Resources Orientation), intake interview (discussing roadblocks that hinder semester completion, registration assistance); Mid-Term (if grade is 'C' or less – MySuccess Flags) and ongoing/continuing semesters until graduation. Outreach to returning and inquiring students to establish a semester start date. The peer mentor's focus is retention, semester to semester guidance and crisis intervention.

PEER MENTOR PROCESS





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VETSUCCESS ON CAMPUS (VSOC)

The VSOC operates under the Utah Department of Veterans and Military Affairs of Utah

Assists with needed counseling related to benefits, employment. Aids veterans and dependents in resolving problems interfering with the completion of the student's educational program. The VSOC ensures the student is utilizing the most effective programs for on campus benefits career/graduation goals. The desired outcome is to provide veterans with enhanced opportunities to achieve success in their academic endeavors, and to prepare for entering the labor market in viable and enduring careers.

VUB (VETERANS UPWARD BOUND) (VETERANS UPWARD BOUND MATH TUTORING)

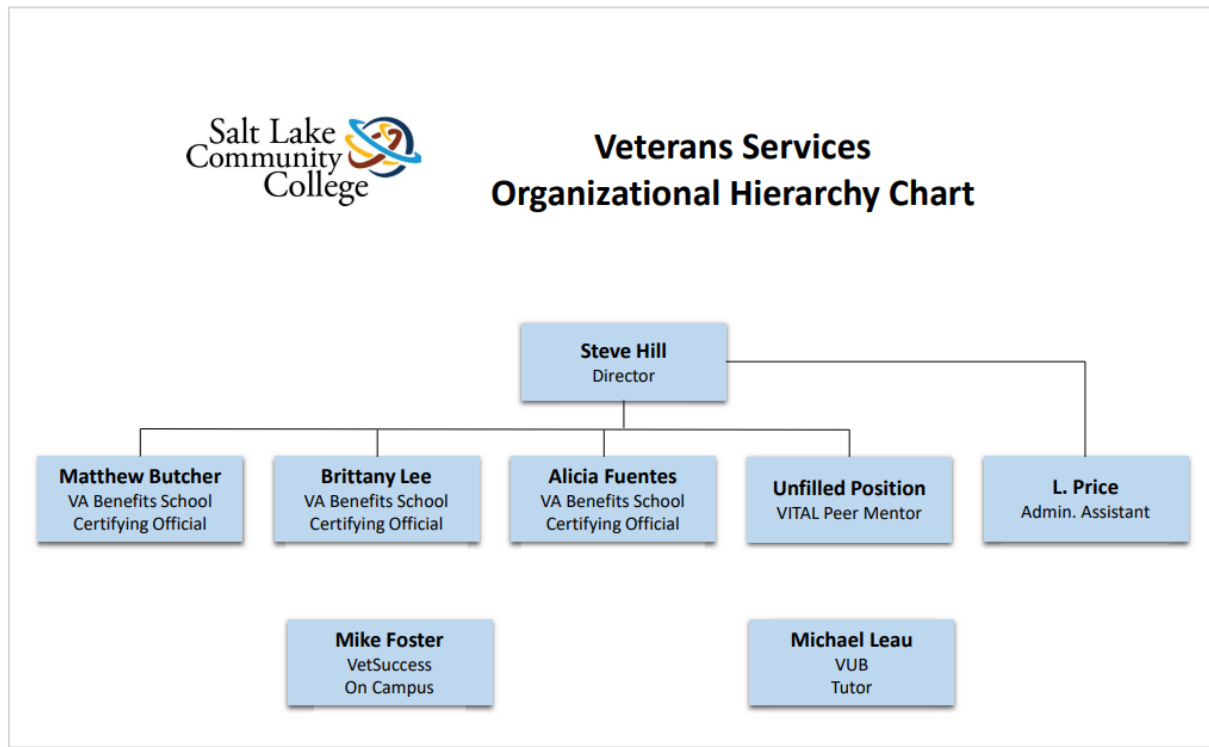
VUB is housed within Veteran services four days per week, eight hours per day to assist enrolled math students. Each student enrolled in math is contacted at the beginning of each semester to make introductions. Tutoring is available in person, Zoom or by phone for any questions or tutoring.

DRC (DISABILITY RESOURCE CENTER)

Student veterans have personal access to individualized accommodations with our in-house Veterans Accessibility Advisor (VAA). Student veterans have access to the VAA through the DRC testing lab or through the Veterans Services Center. The VAA works in correlation with VS Peer Mentor and VSOC to assure that the student(s) are receiving their individualized accommodations. [OBJ]



VETERANS SERVICES ORGANIZATIONAL CHART



CUSTOMERS/CLIENTELE SERVED BY PROGRAM OR SERVICE

- New admitted student veterans
- Continuing student veterans
- Military parents transferring their GI Bill® educational benefits to their dependent(s)
- Military spouses

DEPARTMENT CONTRIBUTIONS TO THE COLLEGE'S GOAL OF REDUCING EQUITY GAPS

All student veterans that apply have experienced the same military culture, from basic training through deployment. All military students return with experiences that the non-military student will never witness or experience.

VS knows that the student veteran population can succeed in the right environment with the right support.



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Understanding their GI Bill benefits, the student veteran understands the equity gaps are minor and the mind-set of many student veterans going to college are understanding of each other knowing they all have encountered similar experiences throughout their service.

Graduation by Gender and Ethnicity:

2021-2022 Graduation Rate by Gender and Ethnicity

Gender	COUNT	Percent of Total
Female	50	36.23%
Male	88	63.77%
Graduation Rate - Breakdown by Ethnicity May 2021 - 2022		
American Indian / Alaskan Native	2	1.45%
Asian	6	4.35%
Black or African American	5	3.63%
Hispanic or Latino	2	1.45%
More Than One	11	7.97%
Native Hawaiian or Pacific Islander	1	0.72%
Prefer Not To Say	4	2.89%
White	107	77.54%
TOTAL	138	100.00%

DOCUMENTATION OF PROCESSES AND DESCRIPTION OF DELIVERABLES

1. **Dual Certifications.** We use the practice of submitting initial enrollment certification with \$0.00 in the tuition and fees fields. After the drop-add period, the tuition and fees are certified by amending the term to add the tuition and fees amount. This is called **dual certification**. If the amended (tuition and fees only) certification is submitted within the time limits explained above, this will meet the two (2) certification requirements.



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2. **Enrollment Changes.** If a student makes changes to their enrollment during the drop-add period or within the first 30 days (about four and a half weeks) of the term, the school should follow current guidance to report changes to VA. The submission of a change to an enrollment period if reported after the drop-add period will suffice as the second certification and meet the two (2) certification requirement when received within established the time limit.
3. **Unchanged Certifications.** If the school has no changes to make to the enrollment or tuition and fees for a term, a second enrollment certification is still mandated. In VA-ONCE, this should be done by amending the enrollment, making no changes, and submitting the term. Comments or remarks should be avoided (unless necessary) on these “unchanged” amendments to allow the greatest likelihood of automation by VA. Schools which have not chosen to use VA-ONCE must still submit a second certification, marked “no changes” in remarks.
4. **Retroactive Certifications.** When schools submit enrollment certifications for already completed terms, the two (2) certification requirements remain. An amended certification should be submitted the next day to maximize automation, as described for “unchanged” certifications above.

KEEP UP TO DATE ON CURRENT VA RULES AND BENEFITS

- Provide e-mail address to VA Education Liaison Representative (ELR)
- Read and maintain VA bulletins provided by your ELR
- Attend VA training opportunities

MAINTAIN RECORDS OF VA STUDENTS AND MAKE ALL RECORDS AVAILABLE FOR INSPECTION

- Retain a file of VA papers submitted (digitally stored) and records of academic progress, program pursuit, and other essential education information.
- Maintain records for at least three years following the student’s last date of attendance.
- Ensure that records are kept in a safe place and that the privacy of VA students is protected.

A SCHOOL’S FILE FOR A VA STUDENT SHOULD CONTAIN:

- Copies of all VA paperwork
- The school’s transcript, grade reports, drop slips, registration slips (for those courses dropped during drop/add), tuition and fee charges, transcripts from previous schools with evaluations of same, student’s school application, records of disciplinary action, program outline, a curriculum guide or graduation evaluation form, and any other pertinent forms.

ADDITIONAL RESPONSIBILITIES REQUIRED OF A YELLOW RIBBON SCHOOL

- Certify in accordance with the school’s Yellow Ribbon agreement
- Maintain these additional records



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- Track the number of students enrolled under Yellow Ribbon
- Track the annual amount of tuition and fees
- Develop and document a process for the first come-first served enrollment of students into the Yellow Ribbon Program

4. Review of Resources

HUMAN RESOURCES SUPPORTING PROGRAMS AND SERVICES

- Crisis Intervention
- Referrals to SLCC and VA departments
- Health Care
- Counseling
- Housing
- Meals

FINANCIAL RESOURCES SUPPORTING PROGRAMS AND SERVICES

Veterans Services receives funding sources from Salt Lake Community Colleges 'Education and General funds(E&G), UDVMA (Utah Department of Veterans and Military Affairs grant to supplement a part time position or other needed services to enhance student completion.

Another funding benefit that Veterans Services receives is the 'Veterans Administration Fee' also titled 'Reporting Fee' which is paid directly to SLCC Veterans Services from the Veterans Administration. Approximately \$16.00 is paid to SLCC/Veterans Services per student per year for certifying each student's enrollments for the FY (Fiscal Year) (Fiscal (Fiscal Year). Year). These funds are placed in a specific Account/Index and can only be used for projects related to student veteran success.

RECENT REPORTING FEE PROJECTS

- Installation of a new thirty-foot flagpole at the Realm for Veterans Day ceremonies
- SLCC Veteran Services t-shirts for new incoming students and staff
- WAVES (Western Association of Veterans Education Specialists) educational conference for all Veteran Services staff members

FUTURE REPORTING FEE PROJECTS

- Veteran Services brochures
- Restocking of SLCC Veteran Services t-shirts



TECHNOLOGY RESOURCES

VA Once certifying platform which is being discontinued on February 24, 2023. A new certifying platform *Enrollment Management* will be introduced. Training is currently on-going for the new system.

VetsSuccess On Campus (Dr. Mike Foster) has direct access to the Department of Veterans Affairs database and can **retrieve Veterans Affairs data immediately**. This saves student veterans long wait times when needing to call the VA for assistance. This service immediately alleviates tuition problems and allows the student veteran to register more quickly.

ArmyIgnitED (Army Ignited) Course enrollment, Degree Management, Grades for Tuition Assistance (TA) military students. Allows visibility of financial-management and regulatory compliance of enrollment processes.

AREAS FOR IMPROVEMENT IN EFFICIENCY OR COST EFFECTIVENESS OF SERVICES

Cost-effective texting platform. SLCC has a texting platform set up, but the costs to send two texts to 225 – 350 students every few weeks did not seem to be a cost-effective feature.

ANALYSIS OF RESOURCE NEEDS FOR FUTURE OPERATIONS (NEXT FIVE YEARS)

- Work Studies that can assist with outreach to different offices/locations and can assist at the front desk to help walk-in students.
- VA Work-study hourly pay is \$7.50 (Tax Free). This hourly rate cannot compete with the \$15.00 per hour minimum wage.
- Possible part-time in-house (Veterans Services) Academic Advisor to assist student veterans with their courses each semester.
- Working with Ashley Sokia, Academic Advisor Director in obtaining an academic advisor to be housed in VS 2 days per week, 4 hours each day was OK'd by her. Now that she has left SLCC employment, this future endeavor will need to be readdressed with the new academic advisor director. VS has witnessed that academic advisors who do not understand the VA policy on classes register student veterans into courses that the VA will not pay for, leaving the student veteran with a tuition bill after the drop date. Having an in-house academic advisor will help lessen this problem.
- Salt Lake Technical College (SLTC) promotional material, staffing at Westpointe
- Veteran's services remodel provided us much needed space (with the exception of storage). Our conference room is being used as storage. Storage is not available within the Student Services building.
- Employee work chairs are an older model creating a less comfortable workspace
- VA Grant funding does not allow for furniture purchases
- RingCentral phone system has limited texting features



5. Relationship with Other Functional Units in SLCC

ASPECTS OF DEPARTMENT WORK THAT CONTRIBUTES TO SYSTEM-WIDE SERVICES

Veterans Services has enhanced its relationships with other SLCC departments within the last four years. Our relationships continue to grow through educating other departments by presenting a 15-minute overview of our services and what student veterans need within the classroom environment.

COLLABORATION WITH OTHER DEPARTMENTS TO ADVANCE SLCC STRATEGIC GOALS

Veterans Services participates in monthly Cares Team calls learning about veteran students who need further assistance to complete the semester.

- Using MySuccess by implementing notes so all departments can understand and assist with each student veteran that needs diverse types of support
- Our Peer Mentor is in constant contact with other departments when a student issue/situation arises. This collaboration helps bridge departments knowing we can rely on each other to assist the success of each student in need
- The DRC/Testing Services has two entrances for the student veteran: main DRC - Testing Services Assistive Technology Lab and within Veterans Services. This gives the student veteran more confidence to meet with our DRC Veteran's Accessibility Advisor

ORGANIZATIONAL OBSTACLES TO IMPLEMENTING DEPARTMENTAL INITIATIVES

- Academic Advisors understanding of veteran student's class selection, drops, withdrawals
- Wait time for an academic advisor to contact students to assist in class choice for quicker registration

6. Peer and Best Practice Comparisons

COMPARISON OF PROGRAMS AND SERVICES WITH THOSE AT PEER INSTITUTIONS AND NATIONAL BEST PRACTICES

All GI Bill® educational benefits practices and procedures must be identical when requesting benefits. All programs (degrees-certificates) must be approved by the VA. The comparison of programs would correlate with internal processes to assist students.

- Peer Mentor – VITAL
- VetSuccess on Campus Counselor



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- Math, English, chemistry, engineering tutors
- VS currently has a math and engineer tutor
- DRC – Veterans Accessibility Advisor
- SLCC VS is one of the few VS Centers that have in-house DRC/Accessibility Advisor on staff

7. Impact on Students

DESCRIPTION OF DEPARTMENTAL IMPACT ON STUDENTS

Veteran students who wish to utilize their GI Bill® educational benefits at SLCC must visit VS to apply for or re-activate their tuition/housing/book stipend benefits. VS staff's comprehensive military chapter benefit knowledge leaves a positive impact with each student and how timely and accurate their educational funds are being utilized.

IMPACTFUL AREAS

- VA military benefit knowledge and expertise
- Accuracy in processing each individual veteran student's tuition, housing, and book stipend
- Complete certifications in a timely manner when requested by each student
- Welcoming office environment
- In-house services and amenities to assist all student veterans with specific needs

INCORPORATION OF AN EQUITY AND INCLUSIVITY LENS INTO SERVICES PROVIDED TO STUDENTS

VS as a staff are trained professionals who are impartial and fair to all our student veterans and provide equal access to all available services. All student veterans must obtain the same GI Bill benefits (different chapters being accounted for) placing each student on the same equity and inclusive 'lens' as every student veteran that we assist.

8. EQUITY AND JUSTICE FRAMEWORK

SUMMARY OF HOW DEPARTMENTAL PROGRAMMING IS GROUNDED IN EQUITY & JUSTICE



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Veterans Services understands that justice, equity, diversity, and inclusion are central values within Veterans Services and through SLCC's educational community.

- All benefits are applied and requested for each student veteran (with the help of SLCC's VS). No matter the chapter or type of benefit applied for, degrees or certificates chosen, each certification for each student is equitably processed. Our department's goal is to have 100% COE's (Certificate of Eligibility) for each student before the semester starts.
- Student veterans have 'earned' their GI Bill® educational benefits through their service in the military. Veterans Services staff respect each individual student's service and show respect and equality through commendable service during their time at SLCC.

PROGRESS ON HIRING STAFF COMMITTED TO EQUITY & JUSTICE

We believe in a workplace that fosters equity, inclusivity permitting fair opportunities for all interested both external and internal persons to apply. Also, we invite an SLCC employee that is employed outside the department of VS to assist with the hiring process to help ensure equity, inclusivity, and integrity for each applicant. All postings are 'external' allowing for all interested to apply.

JUSTICE-ORIENTED DEPARTMENT OUTCOMES

VS strives to help all veteran students succeed on campus. If we do not provide specific support in house, we find outside resources to their needs. We support veteran students whether they are using their GI Bill® educational benefits, qualify for a PELL grant, or are simply paying out of pocket. If a student expresses difficulty in covering the admissions application fee, for example, VS has set funds aside to cover that cost for a new student and support them through the financial aid process.

EFFORTS TO REINFORCE MULTILINGUALISM WITHIN THE DEPARTMENT

VS encourages employees to take language courses. For instance, some employees participated in a student affairs specific Spanish course offered Summer of 2022.

EFFORTS TO MEET THE NEEDS OF LOW-INCOME STUDENTS WITH FOOD AND HOUSING INSECURITY

When student veterans meet with their VS Peer Mentor, they are screened for specific needs relating to food insecurities and housing. This is a voluntary disclosure, and the student can choose not to provide this information. When the student does volunteer this information, the following opportunities are provided:

FOOD INSECURITY

- When a student veteran discloses food insecurities, the student is immediately provided information on local food pantries; SLCC Bruin Pantries, Bruin Bites Food Court and the VA pantry



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located at the George E. Whalen VA Medical Center – along with other local food pantries and soup kitchens.

- SLCC VS VITAL Peer Mentor also can offer information and access to forms to apply for SNAP (Supplemental Nutrition Assistance Program) benefits and WIC (Women, Infants, and Children) (Women, Infants, and Children) (Women, Infants, and Children) (Utah Special Supplemental Nutrition Program for Women, Infants, and Children) where applicable.

HOUSING INSECURITY

- SLCC VS VITAL Peer Mentor can offer information on *HUD-VASH** housing options for those military students on fixed incomes such as VA disability or retirement.
- Connections to the local Utah VA mental health and housing support teams for transitional housing for veterans in crisis. This includes residential housing for those in recovery from addiction and those with severe mental health issues or impairment that otherwise prevents them from finding secure housing independently.
- HUD-VASH is a collaborative program which pairs HUD's Housing Choice Voucher (HCV) rental assistance with VA case management and supportive services for homeless Veterans. These services are designed to help homeless Veterans and their families find and sustain permanent housing and access the health care, mental health treatment, substance use counseling, and other supports necessary to help them in their recovery process and with their ability to maintain housing in the community.

9. Summary Analysis and Conclusions

Veterans Services provides the trained and skilled staff to offer the service that students veterans expect. Stress and worry are relieved when they are guided through va.gov and apply for and obtain their GI Bill® Education Benefits. Once their GI Bill® Education Benefits arrive and the student has registered and began classes, the journey to successfully complete the semester begins.

The VITAL Peer Mentor duties and responsibilities for each attending student starts. With hundreds of attending student veterans and dependents, keeping track of each student through the semester is a massive responsibility.

Reviewing all departmental areas from this self-study, it is incredible to see the transformation of the VS department which has transformed student veteran's educational needs to a more streamlined, proficient process to successfully serve the military student.

ANALYSIS AND REFLECTION ON CHALLENGES AND AREAS FOR IMPROVEMENT



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- One main concept was conducting a survey for student veterans. This would help provide a sense of awareness, to better connect with student veterans and offer best practices that would come into consideration from student surveys
- Promote more professional development among staff members
- The importance of housing an academic advisor within VS for 2 / 4-hour days to assist with registering for the 'proper' VA approved courses
- Develop more collaboration with outlying SLCC departments by inviting them to staff meetings to become acquainted with their department and how we can bridge our processes for better student success

ACTION STEPS TO MAKE IMPROVEMENTS

- As an entire staff, create assessments and surveys to send to student veterans. We could amend processes or procedures to better serve veteran students.
- Start meetings with the Interim Academic Advisor Director regarding an in-house advisor and save time by not waiting for the hiring of director.
- Discuss with staff what department(s) would be essential for VS to invite to staff meetings that work in correlation to help advance SLCC strategic goals with VS students.

FUTURE DEPARTMENTAL GOALS AND PLAN OF ACHIEVEMENT

- **GOAL:** To successfully have all SLTC certificates approved by the Department of Veterans Affairs
 - **PLAN:** The Utah Department of Veterans and Military Affairs has a new SAA (State Approving Agency) director. Introduce SLCC VS and SLTC programs/certificates. Invite him to tour Westpointe to see firsthand what SLTC has to offer.
 - Set up meetings with the new Credit for Prior Learning Interim Director to insure SLCC's catalog does not promote CBE (Competency Based Education) for VA certificate approval.

ADVANCEMENT OF SLCC'S MISSION, VISION, VALUES AND GOALS

VS advances SLCC's mission, vision, and goals by working in an environment that supports student veterans every day. Students notice and respect the values of trust and integrity, and staff members can make education exciting and appealing while assisting the student veteran.