

UH VETERANS' SERVICES OFFICE

NEW VISION FOR THE FUTURE



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BUDGET REQUEST – FY 2012

THREE-YEAR TREND OF VSO USE

USE OF VSO COMPARISON

USE OF VSO – SPRING 2010

USE OF VSO – SUMMER 2010

USE OF VSO – FALL 2010

STUDENT FEES ADVISORY COMMITTEE (SFAC)

FY2012 PROGRAM QUESTIONNAIRE

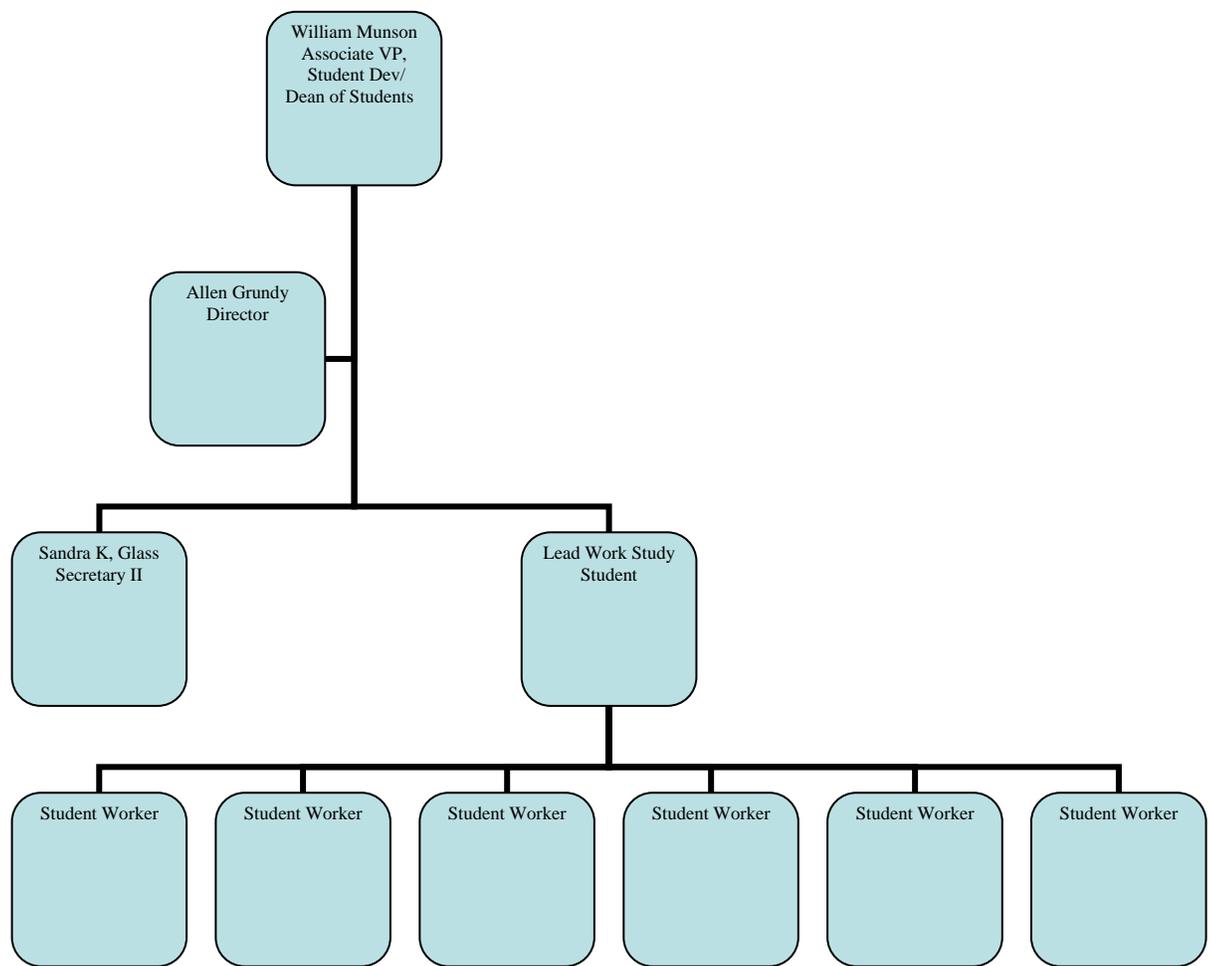
Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

I. EXECUTIVE SUMMARY

The University of Houston Veterans' Services Office (VSO) is a Comprehensive Educational Resource Center for veterans, spouses, and dependents enrolled in an approved academic program at the university. In addition to a Director, this model employs additional staff and student peer counselors to provide a greater amount of services for veterans within this central office. This Center requires significant amount of resources and the support of the university leaders, faculty, staff, student fees and community to support its funding to assist the university to recruit, retain, and graduate student veterans from all of the Armed Forces who are eligible for veterans' benefits under US Code 38. This Center initiates and coordinates with various units across campus to tap into existing support programs (e.g. veteran certification, financial aid, counseling & health center, housing, disability services etc.) The Veterans Administration (VA) work-study program at our Center assists with VA paperwork and distributes information about VA benefits to VA beneficiaries or potential beneficiaries on and off campus.

II. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc), note this on your chart. Student employees should be cited on the chart and identified as students.

VSO Organizational Chart



III. FY 2009 – 2010 UNIT OBJECTIVES

A. Objective One: To employ one full-time staff member for the VSO Office

This objective was not realized as of yet due to time and money constraints. However, this past March 2010 our office was audited by the state of Texas. It was verbally told to me with all the program and presentations we do, it is almost impossible to keep up this pace with only one full-time staff person, and it was suggested to hire another full-time person as Program Coordinator.

B. Objective Two: The VSO website will be upgraded to make it more interactive between potential student-veterans, Department of Military Affairs and other veteran organizations within the state of Texas.

This action has been completed. The VSO trained in CMS web design from our UH marketing department to be able to readily maintain our website at any given time. This is accomplished by Sandra K. Glass, our Secretary II.

C. Objective Three: Veterans' Services seeks to create new programs for the benefit of all UH students and their families.

Two new programs have been initiated. They are the Student College Experience Program in conjunction with the Department of Veterans Affairs and the Peer to Peer Mentoring Program in conjunction with U.S. Veterans Initiative of Houston.

D. Objective Four: Further develop "Boots to Books" program of recruiting veterans for higher education

This goal has now been revamped with a new name and program to what is now known as the "Veterans Returning Academic Assistance Program" (V-RAAP).

E. Objective Five: To Continue the Veterans Oral History Project

This program is continuing and now has in its catalogue 75 interviews thanks to the Jack Valenti School of Communication personnel who have continued to let us use their students and equipment.

F. Objective Six: To further the “Entrepreneurship and the 21st Century Veteran” Program

This program has hit new heights with its partnership with the UH Wolff Center for Entrepreneurship. This past April, we were awarded a congressional plaque from the 18th district by Congresswoman Sheila Jackson Lee for our program and guest speaker, George Foreman.

NEW GOALS/OBJECTIVES

GOAL March 2011- August 2012

Create a one-stop-shop emanating from the Veterans’ Services Office as a Model 4 facility described by the Student Affairs Advisory Committee and the Texas State Audit team.

Veterans Returning Academic Assistance Program goals are part of the strategy to recruit, retain, and graduate our student-veterans and their families. The VSO now has the capacity to know who our student-veterans are, with license and training from UH Institutional Research to track this data. We believe that success is more achievable than any other time during my 5-year tenure as the full-time employee for the VSO. We now have the tools in place.

Objective #1 Employ a full-time person as Program Coordinator within 30 days and acquire additional space for added support services.

Objective #2 Develop a strategic plan for marketing with UH admissions for a veteran target audience along with the Program Coordinator and send out letters to prospective students of interest within 45 days.

Objective #3 Coordinate with admissions and veteran certification to qualify prospective veterans for benefits within 60 days.

Objective #4 Introduce accepted student veterans to optional financial aid assistance and transfer credit testing options within 75 days.

Objective #5 Introduce accepted student-veteran to support services such as the CAPS, CSD, Student Success as needed within 90 days.

Objective #6 Introduce student-veterans to their VSO mentor group within 105 days

IV. MEANS UTILIZED TO EVALUATE ORGANIZATION SUCCESS.

Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exist, discuss the number of persons served by each of your programs and the satisfaction level of those served. Please provide the method for collecting these data.

The means through which VSO departmental objectives are evaluated includes student-veteran surveys for general operations, customer service and space requirements. This year our overall organizational satisfaction rate was 86.3. This is not bad for a department of our size and the limited staff and budget that we have. Much of the population data in the past has been collected by UH Institutional Research each semester. (Student data

chart included in appendices) Presently, we are now able to collect and track the data and status of our student-veterans. This has come into fruition from our part-time staff member, Sandra Glass, attending classes and getting certified under Institutional Research to be able to get into the database that is collected on our UH veteran population.

Our programs served the following:	Numbers
Entrepreneurship and the 21 st Century Veterans	320
UH Oral History Project	on-hold (Construction School of Communication)
PTSD Series	120
Welcome Back Resource Fair	175
UH Student Veteran Orientation	103
DAV Benefits Review	70
IRS Veterans Training Workshop	55

The method of collecting data for each program is through sign-in sheets.

V. FY2010 BUDGET CHANGES

Please discuss any budget changes from your last (FY2011) SFAC request, their impact on your programs and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead or behind their self-generated income projections. In addition, if your unit concluded FY2010 with Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

With UH being named one of 10 “Military Friendly” universities in the 2010 GI Jobs Magazine and the enormity of the new GI Bill, 25% more returning veterans are anticipated to go to higher education because of these amenities. Because of staffing and budget restraints, VSO was unable to get further staff for our concept of the one-stop-shop. This led the student affairs administrators to prepare for the increase of returning veterans by reclassifying the VSO full-time employee, Allen Grundy, from Program Manager to Director on May 1, 2009. The reclassification came with increase in salary and benefit expenses. There was no fund equity balance.

VI. FY2011-2012 OBJECTIVES

Please list your 2008-2009 objectives in priority order. Larger units may wish to group your response by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

- **Initiate the new program “Veterans Returning Academic Assistance” Program**
- **Hire another full-time benefits eligible employee as Program Coordinator**
- **Further develop a Model 4 Veterans Comprehensive Resource Center (According to the 2009 The Student Affairs Leadership Council: The Advisory Board Company)**
- **Increase enrollment of veterans, spouses and dependents by 30%
Devise and implement a marketing plan to increase UH veteran student population which in turn will increase revenue to UH with**

funds paid from the Post 9-11 GI Bill, with tuition and fees that are paid directly to UH by the federal government.

- **Increase alumni donations for general operation, program expenses, and scholarships for student veterans**
- **Develop 10% more paid programs, workshops and seminars for military families to generate revenue for VSO.**
- **Establish UH as the Flagship University for veterans and their families in the SW Region.**
- **Continue VSO Campus/Community College/military Base Mobile Tour**

VII OTHER SOURCES OF FUNDING

What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)?

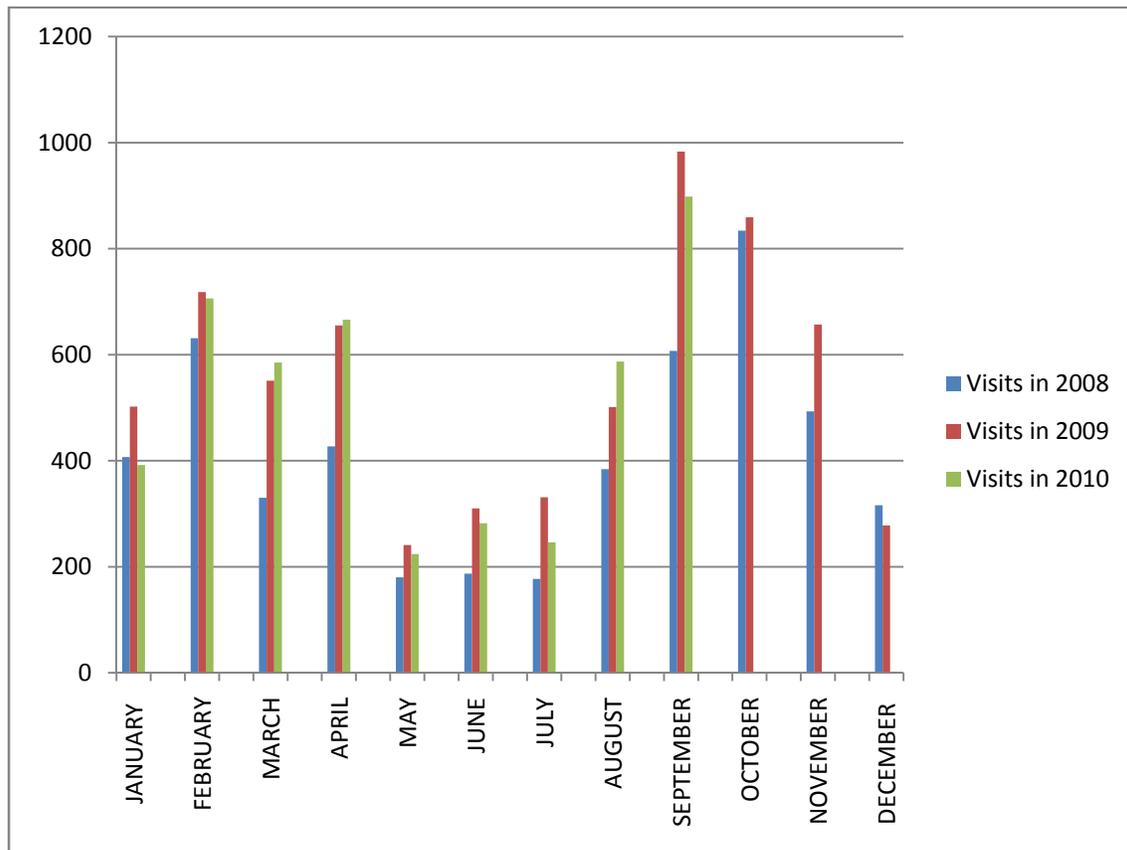
Presently, our office has put together a strategic fundraising plan in conjunction with the UH Development Department to attract veteran alumni for financial support of general operating, program, and scholarship funding. The VSO is continuously working towards increasing donations and has begun to charge for its annual programs/workshops and seminars for income. Even though we have applied for grants, we have not yet been a recipient of an award. We have and will continue to apply for grants.

VIII SERVICES OVERLAP

Please describe any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

N/A

Three-Year Trend of Student-Veterans' Use of the Veterans' Services Office



NOTE: This chart is for the October 2010 SFAC Report. Therefore, October through December 2010 data are not included.

USE OF UH VETERANS' SERVICES OFFICE

(COMPARISON)

<i>Total Number of Visits to the VSO</i>				
	2008 Visits	2009 Visits	2010 Visits	'09-'10 Variance
VISITS DURING JANUARY	407	502	392	-21.91%
VISITS DURING FEBRUARY	631	718	706	-1.67%
VISITS DURING MARCH	330	551	585	6.17%
VISITS DURING APRIL	427	655	666	1.68%
VISITS DURING MAY	180	241	224	-7.05%
VISITS DURING JUNE	187	310	282	-9.03%
VISITS DURING JULY	177	331	246	-25.68%
VISITS DURING AUGUST	384	501	587	17.17%
VISITS DURING SEPTEMBER	607	983	898	-8.65%
VISITS DURING OCTOBER	834	859	N/A	
VISITS DURING NOVEMBER	493	657	N/A	
VISITS DURING DECEMBER	316	278	N/A	

USE OF UH VETERANS' SERVICES OFFICE

SPRING 2010

DATE	NO. OF VISITS		AVERAGE DAILY VISITS THIS WEEK	AVERAGE WEEKLY VISITS THIS MONTH
VISITS DURING WEEK ENDING JANUARY				
2	0	Activity is low because school commenced on the 19th of January	0	103
9	0		0	
16	1		0	
23	191		48	
30	200		40	
VISITS DURING WEEK ENDING FEBRUARY				
6	180		36	177
13	176		35	
20	179		36	
27	171		34	
VISITS DURING WEEK ENDING MARCH				
6	158		32	127
13	172		34	
20	6	Spring Break	1	
27	161		32	
31	88		29	
VISITS DURING WEEK ENDING APRIL				
3	44		22	151
10	152		30	
17	147		29	
24	166		33	
30	157		31	
VISITS DURING WEEK ENDING MAY				
8	102		20	56
15	55		11	
22	36		7	
29	31	Activity is low because school officially closed on the 14th of	6	
31	Holiday			

USE OF UH VETERANS' SERVICES OFFICE

SUMMER 2010

			AVERAGE DAILY	AVERAGE WEEKLY
DATE	NO. OF VISITS		VISITS THIS WEEK	VISITS THIS MONTH
VISITS DURING WEEK ENDING JUNE				
5	51		13	
12	60		12	
19	62		12	
26	56		11	
30	53		13	64
VISITS DURING WEEK ENDING JULY				
3	13		7	
10	54		14	
17	61		12	
24	54		11	
31	64		13	59
VISITS DURING WEEK ENDING AUGUST				
7	77		15	
14	72		14	
21	56		11	
28	271		54	
31	111		22	133

USE OF UH VETERANS' SERVICES OFFICE

FALL 2010

VISITS DURING WEEK ENDING AUGUST			AVERAGE DAILY	AVERAGE WEEKLY
DATE	NO. OF VISITS		VISITS THIS WEEK	VISITS THIS MONTH
VISITS DURING WEEK ENDING SEPTEMBER				
4	119		46	
11	169		42	
18	218		44	
25	211		42	
30	181		39	214
VISITS DURING WEEK ENDING OCTOBER				
2				
9				
16				
23				
30				
VISITS DURING WEEK ENDING NOVEMBER				
6				
13				
20				
27				
30				
VISITS DURING WEEK ENDING DECEMBER				
4				
11				
18				