#COOGVETS

COOGS
VETERAN
SERVICES

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VETERAN SERVICES

UH Veteran Services recognizes the importance of providing our unwavering **SUPPORT** and **ADVOCACY** to our Student Veterans, to help foster **SUCCESS** in their academic, personal, and career goals. UH Veteran Services will accomplish this mission through education, collaboration, and outreach, utilizing all available resources within and outside of the University of Houston.

OUR VISION

UH VS will provide student Veterans with the highest level of SUPPORT and DEDICATION, FOSTERING PERSONAL GROWTH and ACADEMIC SUCCESS through graduation and rewarding careers. In doing so, we will strive to be a BENCHMARK INSTITUTE and a LEADER in veteran support and advocacy.

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ACCOMPLISHING OUR MISSION

✓ **Professional Staff**

- Program Director, Celina Dugas

- FT Program Coordinator, Lawren Bradberry

- PT Secretary, Sandra Glass

- Veterans Administration (VA) *VetSuccess* on Campus (VSOC)

  Counselor, Ralph Harrison

✓ **VA Peer Counselors**

VA funded work-study positions

✓ **Student Veterans of America**

Our campus Veteran Student's Organization

✓ **Campus & Community Partners**

Dedication and selflessness of our campus and community partners

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VS & DSAES/UH STRATEGIC INITIATIVES

✓ **National Recognition**

Historically recognized "Military Friendly Institution"

✓ **Student Success & Engagement**

We eagerly avail ourselves to prospective students and support them throughout their academic careers.

✓ **Strategic Partnerships**

Partnerships with campus, city, county, state, and federal agencies provide unique programs

✓ **Competitive Resources**

Our strategic partnerships provide a rich resource base that support student success and civic engagement

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VETERANS
SERVICES

UNIVERSITY of **HOUSTON**

DIVISION of STUDENT AFFAIRS and ENROLLMENT SERVICES

Fall 2016

✓ Military Connected Students: 2193

✓ Average GPA: 2.991
  *Peoplesoft Query ADSVA_ROSTER_ENRLS_COMPREHENSI-12039251

Fall 2017

✓ Military Connected Students: 2994

✓ Average GPA: 3.010
  *Peoplesoft Query ADSVA_ROSTER_ENRLS_COMPREHENSI-12039251

✓ 37% increase since Fall 2016 (801)

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Veteran's Services Progress Card
Division of Student Affairs and Enrollment Services

		FY15	FY16	FY17
Operational Data				
Visits:	**Total Office Visits**	12,157	11,842	10401
	fall counts	4,554	5,123	4625
	spring counts	5,126	4,337	4576
	summer counts	2,477	2,382	1200
	Total Community Engagement	1,117	2,411	6395
	fall counts	1,117		2150
	spring counts		1,523	2639
	summer counts		888	1606
	Unique Student Engagement		1,046	2907
	fall counts		422	1197
	spring counts		624	1261
	summer counts			448
Programs:	**Total number of community engagement opportunities**		27	28
	internal programs		19	22
	outreach		8	6

Student Success Data (on unique students)				
based on unique:	**Persistence**			
	Fall to Fall Persistence		81.86%	
	Graduation Rate (FTIC)			
	Number of FTIC Students		48	
	4-year		1/1 = 100%	
	6-year		1/2 = 50.00%	
	GPA			
	Average GPA		2.87	

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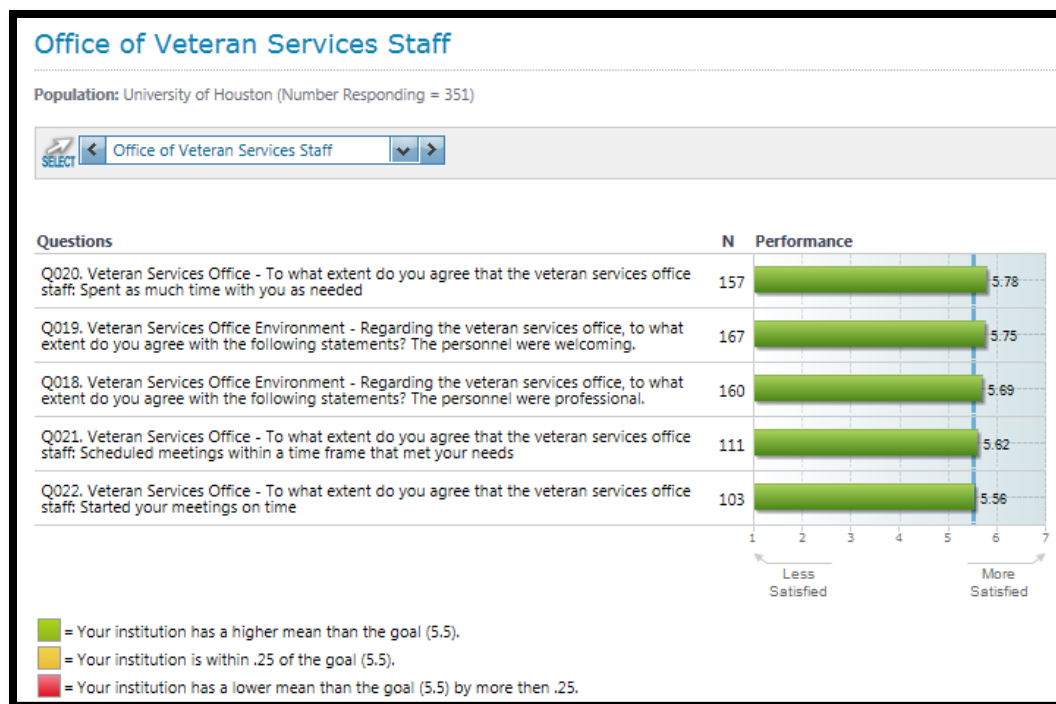**HOUSTON**
DIVISION of STUDENT AFFAIRS
and ENROLLMENT SERVICES

Veteran Services Took Part in the Campus Wide Sky Factor Survey
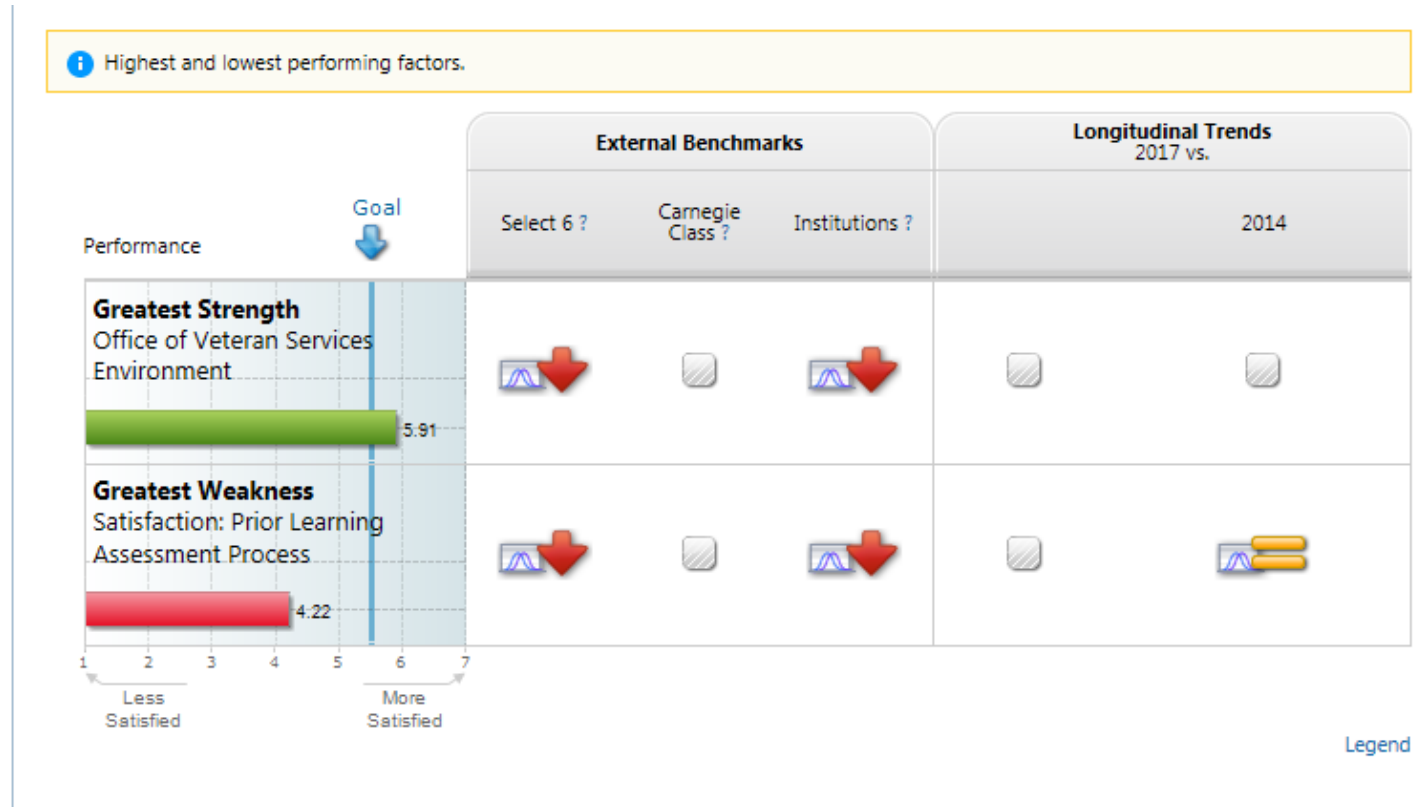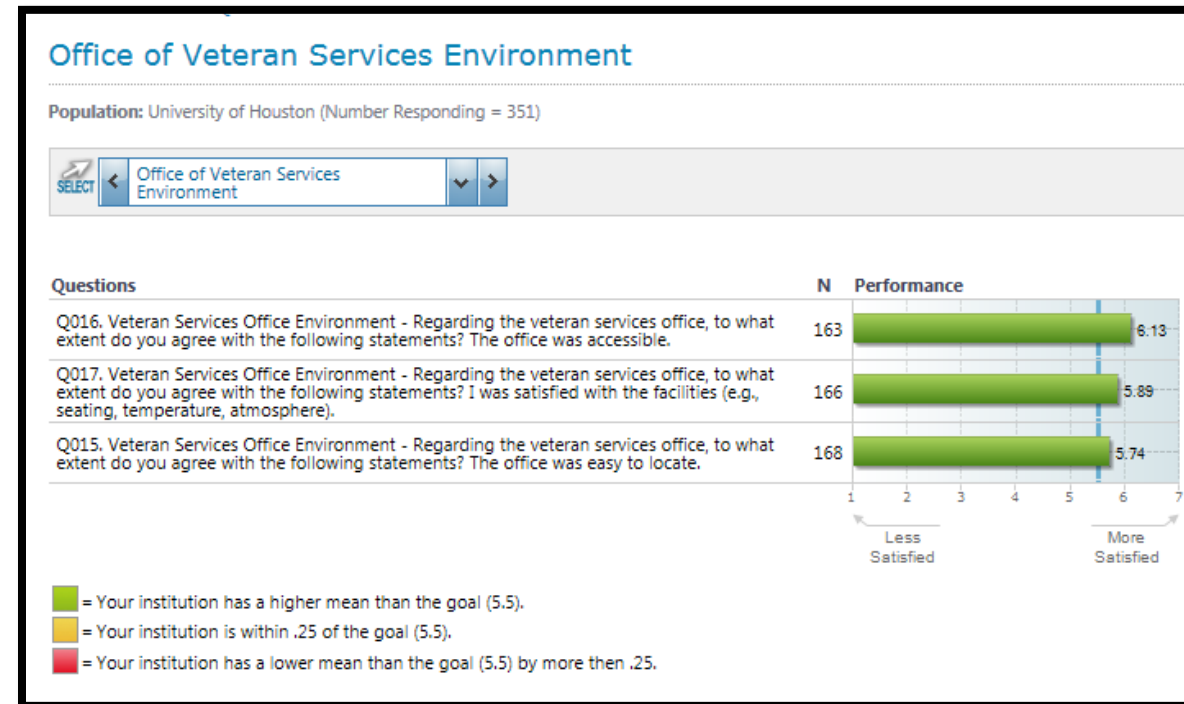
ASSESSMENT- VETERAN SERVICES

Veteran Service Staff

Veteran Service Environment
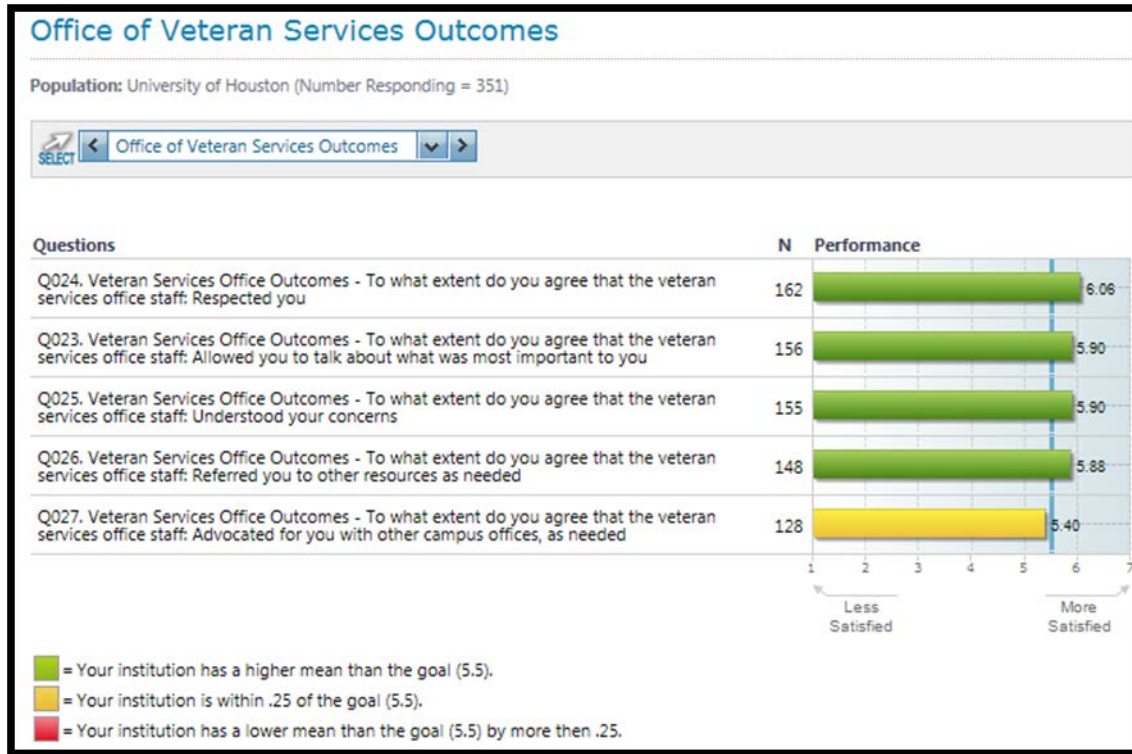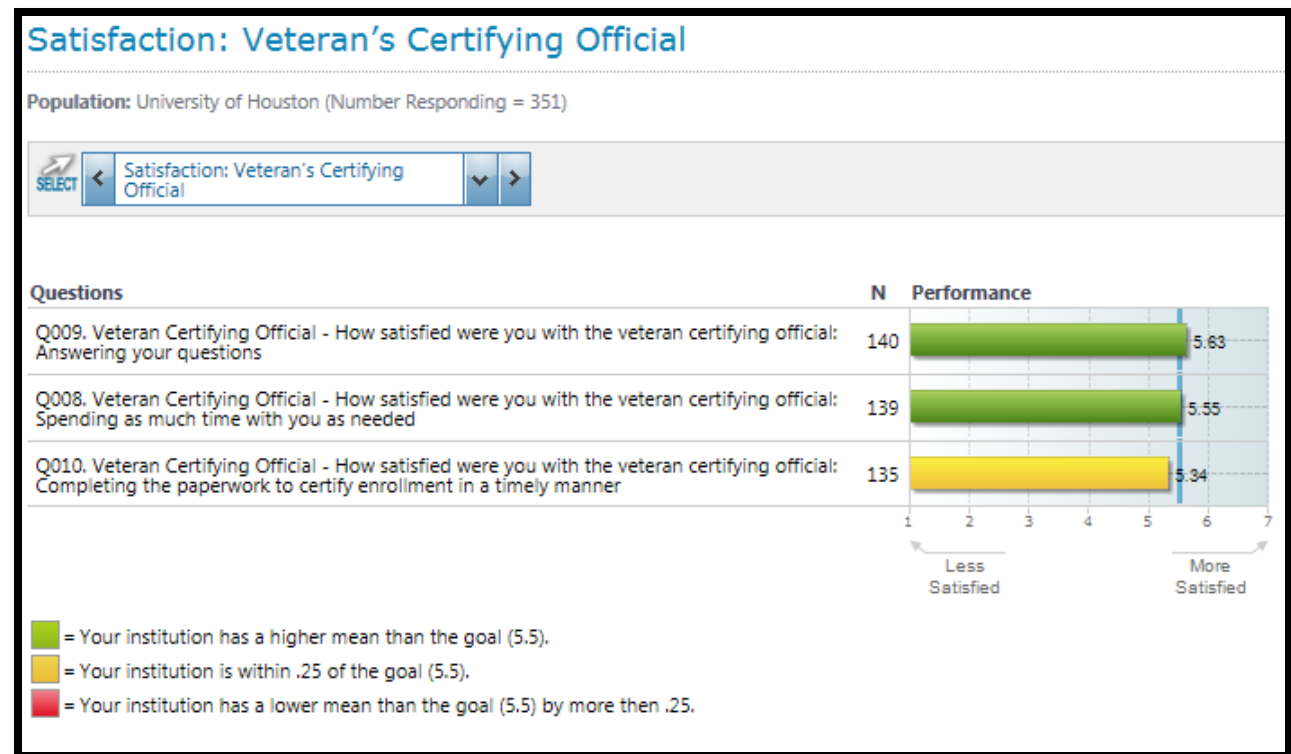
ASSESSMENT-VETERAN SERVICES
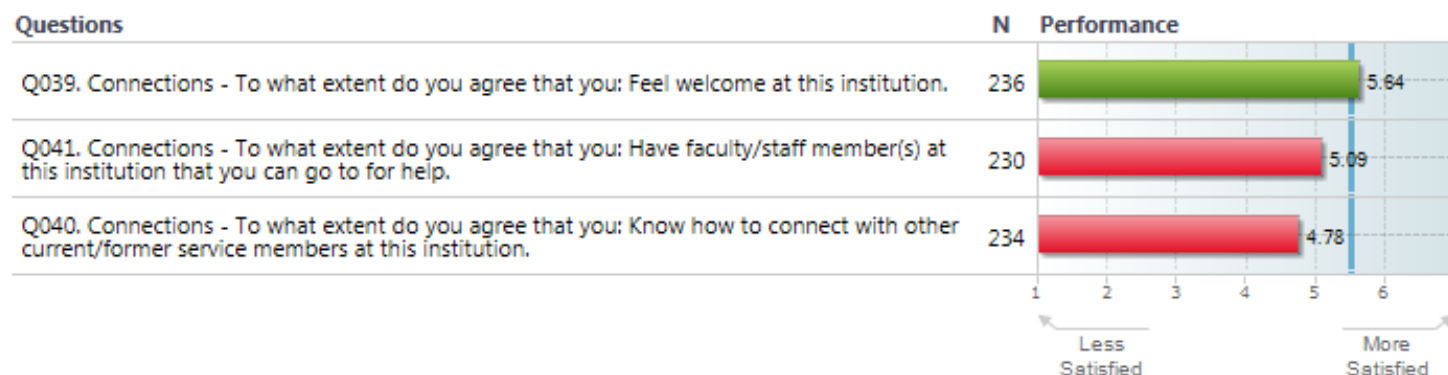
Office Outcomes

Veteran's Certifying Official

Satisfaction: Connections

Population: University of Houston (Number Responding = 351)

SELECT	◄	Satisfaction: Connections	▼ ►

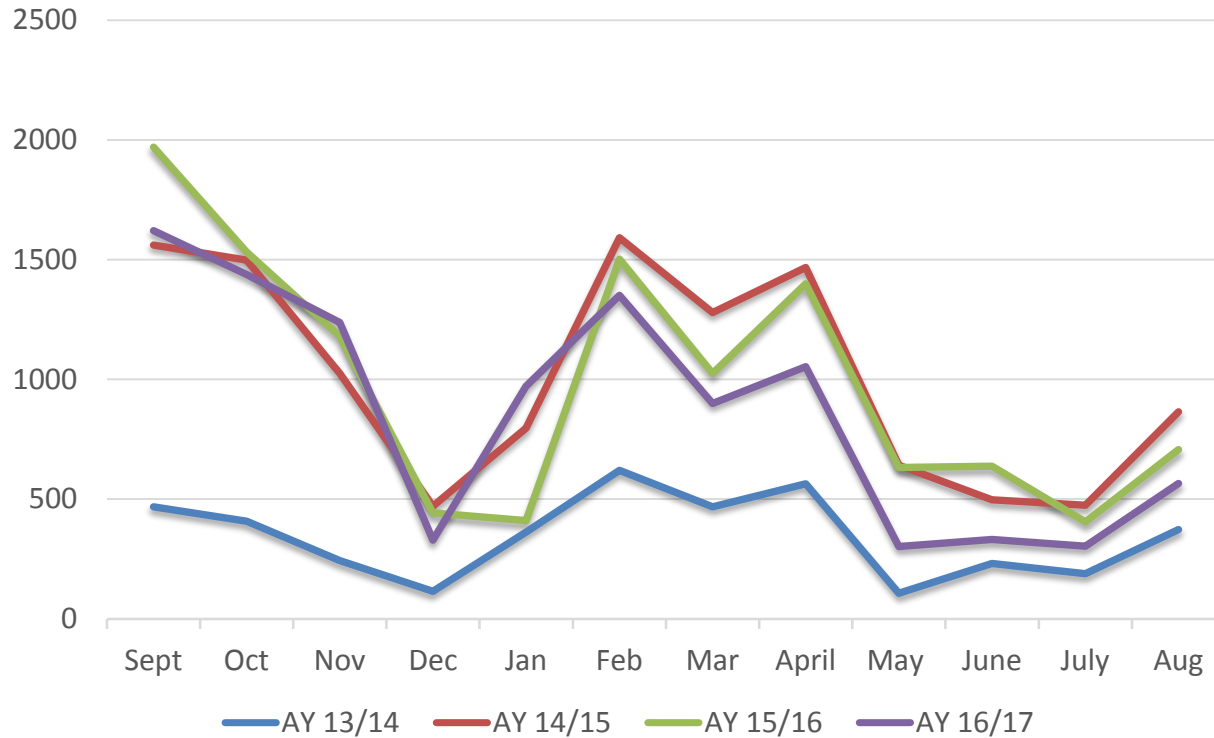| Questions	N	Performance
Q039. Connections - To what extent do you agree that you: Feel welcome at this institution.	236	5.64
Q041. Connections - To what extent do you agree that you: Have faculty/staff member(s) at this institution that you can go to for help.	230	5.09
Q040. Connections - To what extent do you agree that you: Know how to connect with other current/former service members at this institution.	234	4.78

Less Satisfied — More Satisfied

= Your institution has a higher mean than the goal (5.5).

= Your institution is within .25 of the goal (5.5).

= Your institution has a lower mean than the goal (5.5) by more then .25.

Top Priority

Factors	Recommendations	Rationale For Recommendations
• **Satisfaction: Connections** • **Satisfaction: Prior Learning Assessment Process** • **Learning: Outcomes from Experience**	Increase efforts (e.g. personnel, fiscal, time, focus) in these areas	Performance on these factors is below goal value and improvement of these factors should impact Overall Program Evaluation.

Impact   Performance

Recommendations: "Increase Efforts: Personnel, Fiscal, Time"

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RETURN ON INVESTMENT

FY13/14 Usage: 4149 → FY 14/15 Usage: 12157 → FY 15/16 Usage: 11842 → FY 16/17 Usage: 10401

*Veteran Services' Office Utilization – 151% increase compared to 2013/2014

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UNIT SUCCESS- VETERAN ORIENTATION TEAM

DEPARTMENT GOAL #1: SUCCESS

- Support Student Success and engagement by implementing and Orientation Team to provide early engagement of our Military-Connected Students. (1)
  - Our Student-Led, Student Organized Military-Connected Focused Orientation saw 855 new and transfer students through Veteran Services.
  - 328% increase over our previous year. (200 Pilot-Program)
  - 86.67% Rated the Orientations Events Very good or Excellent
  - 93% Rated O-Team Staff as being Extremely Friendly
  - 93% Rated O-Team Staff as being Extremely Helpful or Quiet Helpful

EXPAND COLLABORATION WITH UNIVERSITY AND COMMUNITY PARTNERS

DEPARTMENT GOAL #2: SUCCESS

Hosted 2 Major Veteran Conferences

- Women Veterans Empowerment Expo: (150)
- Veteran's Entrepreneur Summit: (186)

Hosted Large Scale Career & Resource Fair with Career Services

- Hosted 40 Employers seeking to hire Veterans
- Hosted 30 Veteran Service Organizations

Conducted A Veteran Service Road

- Visited 9 out of 13 College Deans and Staff
- Created Valuable Connections needed for student success

Veterans Advisory Board

- Staff Appointments Made
- Faculty Appointments Made
- Student Appointee Identified
- 1st Meeting Anticipated Nov 2017

DEPARTMENT GOAL #3: SUCCESS

Streamline Programming:
Offer a Variety of Programming to assist with Successful Transition

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"Moving In"

Weeks of Welcome Events
Mil-Vet Orientation
Peer Mentoring Program
Peer Leadership programming

"Moving Through"

Peer Tutoring Program
Peer Mentor Program
Veteran Success on Campus
Vet Center Readjustment Counseling
Advocacy Program
Peer Appreciation Programming
Veteran Issue Awareness Programming/Education

"Moving Out"

Military and Veteran Cording Ceremony
Military and Veteran Career and Resource Fair
Employer Networking Luncheon
Corporate Mentor Programming

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KEY PROGRAMS & SERVICES

Computer Lab

Printing Services

Study Area

Meeting Space

We provide a **CASUAL, FAMILIAR, AND COMFORTABLE SPACE** for students to study, relax, and network with their peers fostering camaraderie and student engagement.

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KEY PROGRAMS & SERVICES

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SPECIAL PROGRAMMING : 9/11 Memorial
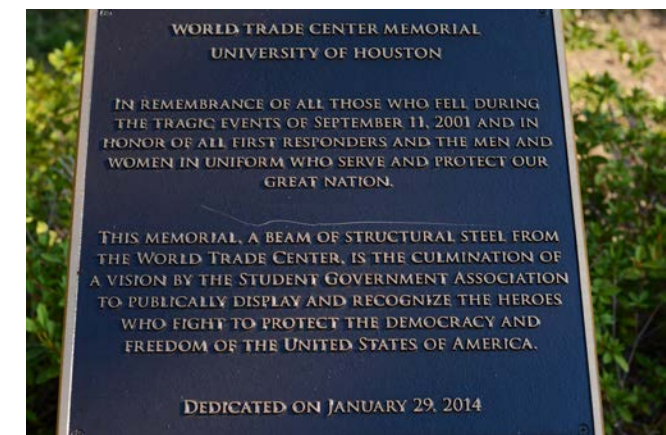
Department Goal #4: Increase Engagement by 10%: Success

Fall 2016	Attendance/ Engagement
Fall Mixer	90
9/11 Event	93
Veterans Day Appreciation	200
VS Tutoring: Math & Science	300
Veteran Support/Advocacy	1197
Vet Success On Campus	134
Finals Week	33
Graduation Cording	103
Total	**2150**

Spring 2017	Attendance/ Engagement
National Leadership Conference	20
Spring Mixer	35
Orientation/Tabling	211
VS Tutoring: Math & Science	245
Veteran Support/Advocacy	1261
Vet Success On Campus	160
Women's Veterans Expo	150
Veteran Networking Luncheon	60
Spring Veterans Job Fair	128
Graduation Cording	130
Student Appreciation Week	22
Out of the Darkness Walk	82
Service Birthday Celebrations	62
Leadership Retreats	
VS College Road Show	48
Total	**2639**

Summer 2017	
Orientations and Tabling	644
Veteran Entrepreneur Summit	186
Leadership Mentor Retreat	22
VS Tutoring	120
Vet Success on Campus	78
Veteran Support Advocacy	448
Welcome Breakfast	108
Total	**1606**

TOTAL ENGAGEMENT	% Increase
6395	64%
Cost Per Student	$4.89

FY 2015: 2067   FY 2016: 3898

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Developing our Student Leaders

➢ Student-Led Tutor Program reported over 665 contact hours of tutoring in Math, Science, and Writing.

➢ 21,000 hours of worked by Student Workers in the Peer Role and $152, 250 paid by VA for Student Worker wages.

➢

➢ 48 Students attended Leadership Conferences/ Luncheons

Semester	Number of Student Staff	Hours Worked/per semester	Dollars Paid per Semester by VA
Fall	23	9200	$66,700
Spring	22	8800	$63,800
Summer	15	3000	$21,750
		21000	$152,250

STUDENT LEADERSHIP

- Develop Strong Leaders
  - Student Led Programs
  - Initiated Nov 9th "Student Veteran Day in City of Houston"
  - UH Student Veterans Featured in National Campaigns- Raytheon, SVA, George Bush Institute

- National and Local Recognition
  - Top Business Plan- Grant Winner 2017
  - Selected to Present Nationally on Veterans Topics
  - Former Student- Work Study Named to National Veterans Service Org Board of Directors.

#WeAreSVA

VETERAN SERVICES

Unit Challenges & Needs

- Continued Growth
- Inadequate Staffing.
- Budget
- Funded One Time Year to Year, Uncertainty in Budget
- Space is filled to Capacity
- Need Bigger Space to meet the growing needs of population.

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- **Additional One -Time Request Total of $38,530**

  - Addition of One Full-Time Program Coordinator

    - Salary for January-August of 2018

- Growth and development of existing programs and services

  - Division of programs to ensure high quality of work.

- Meet High Demand for Services among Military- Connected Population

- Support VS Key Strategic Initiatives

- Focus on Customer Service Standard

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FY 2019 BASE AUGMENTATION REQUEST

FUNDING REQUEST TO ADD ADDITIONAL FULL TIME STAFF

- Base Augmentation Request 2019 Total: $57,530
- Add One Full Time Staff Program Coordinator
  - Salary: $39,832
  - Fringe: $13,941.20
  - Professional Development: $500.00
  - Admin Fee: $3256.39
    - **$57,530 Total**
- Growth and development of existing programs and services

  - Division of programs to ensure high quality of work.

- Meet High Demand for Services among Military Connected Population

- Support VS Key Strategic Initiatives

FY 19 ONE-TIME REQUEST

FUNDING REQUEST TO CONTINUE THE GREAT WORK WE ARE DOING

- Continued One-Time for VS Core Programming
  - $29,500 Programming Costs
  - 6% Admin Fee $1770.00
    - Total $31, 270.00

MOVING FORWARD

FY 18-19 VS Department Goals

Goal 1: Provide top-notch customer service encompassing all aspects of DSAES Customer Service Standard. DSAES Value: Accountability

   a) Ensure that all regular and full time staff receive training in DSAES customer service standard principles.
   b) Assess customer service on a regular basis to ensure that student's needs are being met.
      Implement a process to receive feedback from customers to include students, faculty and staff.

Goal 2: Increase Awareness of Veteran Services Programming via social media campaigns, incentives for participation, and meaningful collaboration with student veteran's organization. DSAES Value: Collaboration
   a) Provide adequate marketing campaigns for all VS programming to ensure maximum attendance.
   b) Increase Engagement by 10%

Goal 3: Maximize the Use of Technology to simplify assessment efforts. DSAES Value: Innovation

   a) Utilize in office tools and other tools available to VS to improve and simplify assessment efforts to ensure on-time and accurate assessment efforts.

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THANK YOU