



UNIVERSITY of
HOUSTON
VETERAN SERVICES

OUR MISSION

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.

ACCOMPLISHING OUR MISSION

✓ Professional Staff

- Program Director, Celina Dugas
- Program Coordinator, Sandra Glass
- Program Coordinator, Vacant: Candidate Selected
- Veterans Administration (VA) *VetSuccess* on Campus (VSOC) Counselor, Ralph Harrison
- Secretary: Vacant

✓ 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



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





VETERANS SERVICES

UNIVERSITY of **HOUSTON**

DIVISION of STUDENT AFFAIRS and ENROLLMENT SERVICES

A LOOK AT OUR MILITARY-CONNECTED STUDENTS



STUDENT VETERANS



A Valuable Asset to Higher Education

FINANCIAL AID POST-9/11 GI BILL

100% OF TUITION AND FEES FOR ELIGIBLE VETERANS

PROVIDES VETERANS WITH A MONTHLY HOUSING ALLOWANCE AND ANNUAL STIPEND FOR BOOKS AND SUPPLIES.

As of May 2017, the Post-9/11 GI Bill has paid **\$75 BILLION** FOR VETERANS' TUITION, FEES, BOOK STIPENDS, AND HOUSING ALLOWANCE.

YELLOW RIBBON PROGRAM

provides matching funds for schools and programs that cost more than the in-state public tuition rate.



DIVERSITY

STUDENT VETERANS ARE MORE LIKELY TO:



- ✓ BE OLDER;
- ✓ BE MARRIED;
- ✓ HAVE CHILDREN;
- ✓ HAVE A DISABILITY;
- ✓ WORKING FULL OR PART-TIME;
- ✓ FIRST GENERATION STUDENT

TOP SKILLS AND ATTRIBUTES STRENGTHENED BY MILITARY SERVICE:

WORK ETHIC AND DISCIPLINE	87%
TEAMWORK	86%
LEADERSHIP AND MANAGEMENT SKILLS	82%
MENTAL TOUGHNESS	81%
ADAPTATION TO DIFFERENT CHALLENGES	78%
SELF-DISCIPLINE	77%
PROFESSIONALISM	78%

MOTIVATIONS TO PURSUE HIGHER EDUCATION:

CAREER OR JOB OPPORTUNITIES	86%
SELF-IMPROVEMENT AND PERSONAL GROWTH	71%
POTENTIAL FOR IMPROVING ECONOMIC STATUS	69%
PROFESSIONAL ADVANCEMENT	56%
LEVERAGE EARNED BENEFITS	51%
A DESIRE TO "HELP PEOPLE/SOCIETY"	43%
ENHANCE TECHNICAL SKILLS	31%

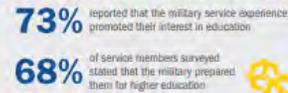


ACADEMIC PERFORMANCE

TOP MOTIVATIONS FOR MILITARY SERVICE



MILITARY INFLUENCE ON POST-SERVICE ASPIRATIONS:



STUDENT VETERANS HAVE HIGHER ACADEMIC PERFORMANCE (GPA) COMPARED TO TRADITIONAL STUDENTS:

3.34 AVERAGE STUDENT VETERAN GPA
2.94 AVERAGE TRADITIONAL STUDENT GPA

STUDENT VETERANS COMPLETE COLLEGE AT RATES SIMILAR TO THE NATIONAL AVERAGE AND HIGHER THAN OTHER ADULT LEARNERS:

Student veteran completion rate: 53.6%; National completion rate: 52.9%; Adult learners (first enrolled at 25 years or older): 39.2%

USING POST-9/11 GI BILL TO EARN HIGH-LEVEL DEGREES, CERTIFICATES:
10.3% Associate Degrees; 26.7% Bachelor Degrees; 43.0% Graduate Degrees; 20.0%

STUDENT VETERANS EARNING A DEGREE IN HIGH-DEMAND, HIGH-GROWTH FIELDS:
Business Degrees: 27.0%; STEM Degrees: 14.4%; Health Degrees: 10.4%



POST EDUCATION OUTCOMES

EARNINGS

IN GENERAL, THE HIGHER THE DEGREE THE HIGHER THE INCOME.

VETERANS WITH BACHELOR'S DEGREES EARN ABOUT \$84,255

This is higher compared to their non-veteran counterparts who earn about \$67,232.

VETERANS WITH MORE THAN A BACHELOR'S DEGREE EARN ABOUT \$129,082

This is higher compared to their non-veteran counterparts who earn about \$99,734.

POST-9/11 VETERANS WITH A BACHELOR'S DEGREE EARN ABOUT **\$71,399**

Post-9/11 veterans with more than a Bachelor's degree earn about \$124,534.

UNEMPLOYMENT

IN GENERAL, THE HIGHER THE DEGREE THE LOWER THE UNEMPLOYMENT RATE.

VETERANS WITH A COLLEGE DEGREE HAVE A SIMILAR UNEMPLOYMENT RATE COMPARED TO THEIR NON-VETERAN COUNTERPARTS. (3.3% compared to 2.6%)

POST-9/11 VETERANS WITH A COLLEGE DEGREE HAVE A SIMILAR UNEMPLOYMENT RATE COMPARED TO THEIR NON-VETERAN COUNTERPARTS. (2.9% compared to 2.6%)

STUDENT VETERANS of AMERICA

IVME INSTITUTE FOR VETERANS AND MILITARY FAMILIES
SYRACUSE UNIVERSITY | Phyllis Chase & Co. | i

MILITARY-CONNECTED STUDENT COMMUNITY

Fall 2016

- ✓ Military Connected Students: 2193
- ✓ Average GPA: 2.991

Fall 2017

- ✓ Military Connected Students: 2994
- ✓ Average GPA: 3.010
- ✓ 37% increase since Fall 2016 (801)

Fall 2018

Military Connected Students: 2976
Average GPA: 3.071



*Peoplesoft Query ADSVA_ROSTER_ENRLS_COMPREHENSIVE-12039251

Assessment: Veteran Services 2018 External Review Key Findings

- Space is too small to allow for privacy when counseling student Veterans, for adequate study and meeting space, and for space to allow for the socialization that student Veterans need to maximize success.
- **The current staff and its organization is not conducive to expanding programming.** The VS's current full-time staffing is a director, program coordinator, and a part-time office associate. The director and program coordinator's backgrounds are in social work; couple these backgrounds with the need to ensure that a large force of student workers is properly trained in order to accurately advise student veterans in the area of educational benefits creates a natural slant toward the 30% that need additional assistance. **This reduces the director's ability to develop and implement a strategic plan that will move VS to the next level.**
- Although VS receives glowing comments from on-campus partners, only one could adequately articulate what VS does and how they interact with them. **The on-campus partners' lack of knowledge is a combination of factors, including lack of veteran cultural competency, lack of communication between student affairs offices, lack of VS director's time to strategically plan.**

External Review: Findings



- Another area of concern is the director's ability to access data in a timely manner and the data that is captured on the UH military-connected students. Although the director can "see" data on military-connected students the process seems very bureaucratic. In addition, as the assessment team discovered, certain data, vital to the development of a strategic plan that serves all military-connected students, is not available.
- Funding is always an issue, the UH VS is no exception. **Current funding is inadequate to serve the large military-connected student cohort.** We understand that funding has been increased to allow for an additional full-time employee.
- Lack of participation by directors and faculty in the external review process, CAS and on-campus, is concerning. This absence of participation is due to the **lack of cultural competency by faculty and staff.**

Assessment: Veteran Services



RECOMMENDED

- The staff should be re-organized in such a manner that the director can focus on the strategic plan, cultural competency, and other aspects of moving the Center to the next level.
- Development of a strategic plan that covers 3 to 5 years, revisit each year.
- Develop a military cultural competency program for faculty and staff.
- Increase the probability of more **secure funding** through development of collaborations with academic departments in the acquisition of grants, the UH Foundation, and other partnerships.
- A re-assessment in one year using a self-assessment based on this document and the new strategic plan.

DATA AND PROGRESS

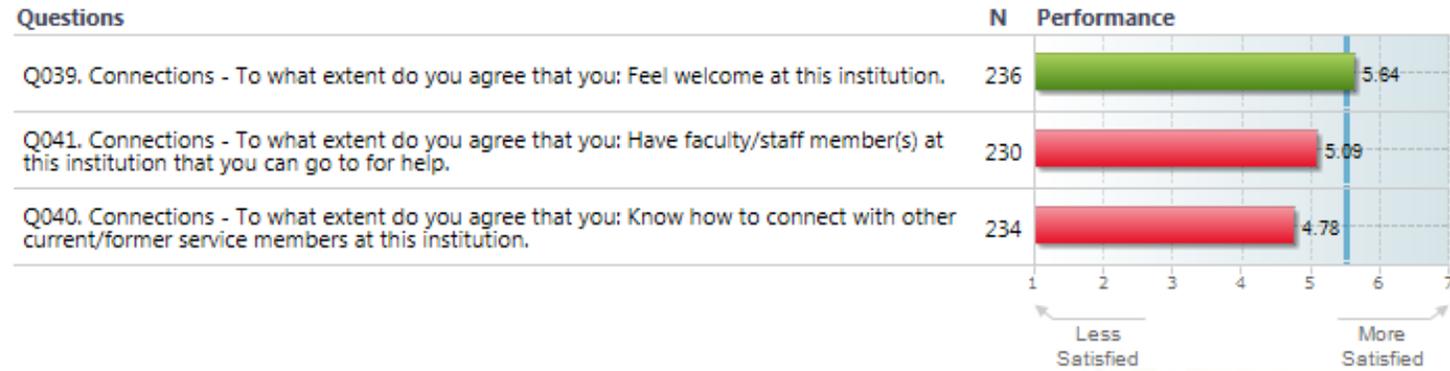
Veteran's Services Progress Card					
Division of Student Affairs and Enrollment Services					
		FY15	FY16	FY17	FY18
Operational Data					
Visits:	Total Office Visits	12,157	11,842	10,401	10,742
	fall counts	4,554	5,123	4,625	3,937
	spring counts	5,126	4,337	4,576	3,780
	summer counts	2,477	2,382	1,200	2,955
	Total Community Engagement	1,117	2,411	6,395	5,694
	fall counts	1,117		2,150	2,772
	spring counts		1,523	2,639	2,280
	summer counts		888	1,606	642
	Unique Student Engagement		1,046	2,907	1,236
	fall counts		422	1,197	605
	spring counts		624	1,261	426
	summer counts			448	205
Programs:	Total number of community engagement opportunities		27	28	32
	internal programs		19	22	29
	outreach		8	6	3
Student Success Data (on unique students)					
based on unique:	Persistence				
	Fall to Fall Persistence		81.86%	80.86%	
	Graduation Rate (FTIC)				
	Number of FTIC Students		48	27	
	4-year		1/1 = 100%	9/17=52.9%	
	6-year		1/2 = 50.00%	0/2=0%	
	GPA				
	Average GPA		2.87	2.85	

ASSESSMENT- VETERAN SERVICES

Satisfaction: Connections

Population: University of Houston (Number Responding = 351)

SELECT < Satisfaction: Connections >

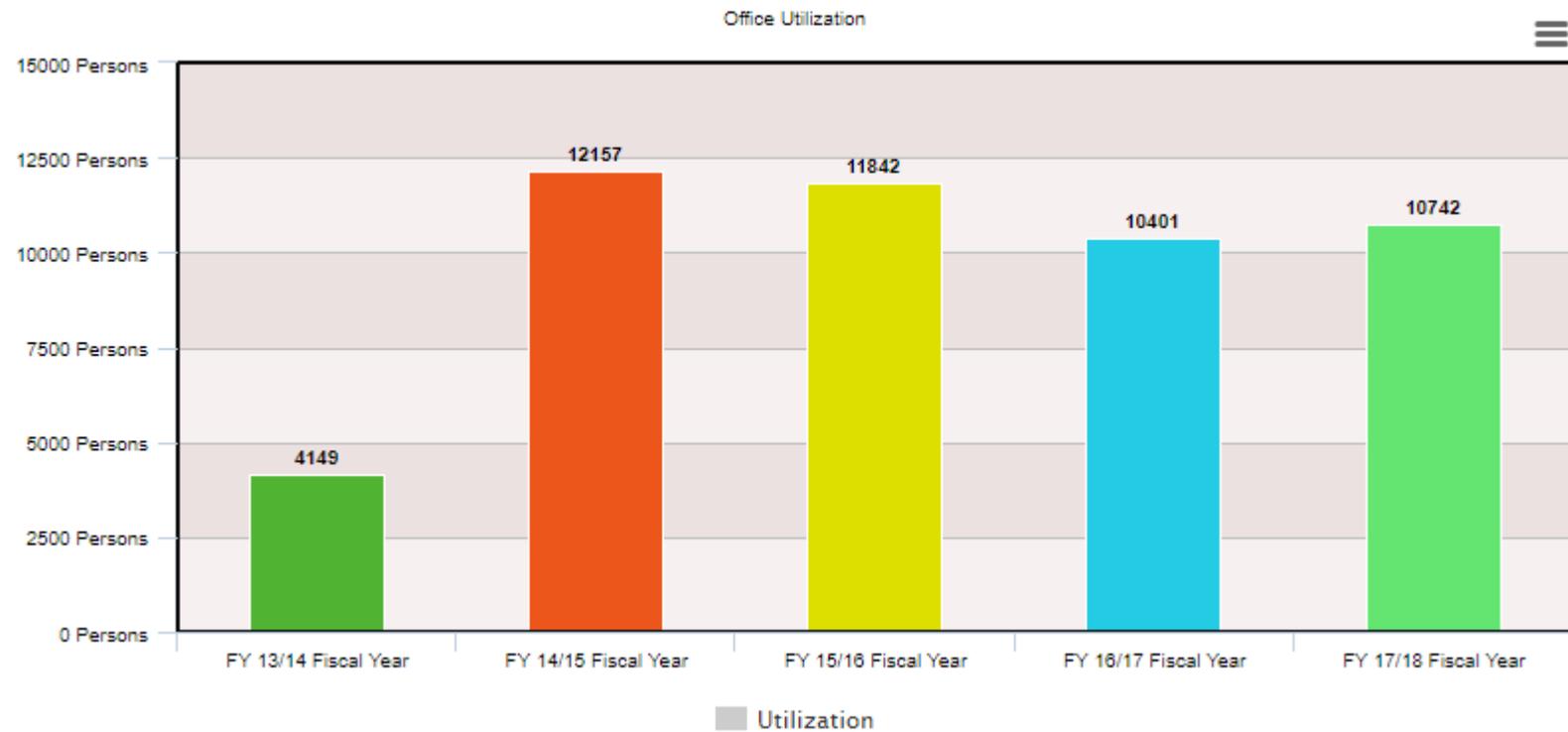


- = Your institution has a higher mean than the goal (5.5).
- = Your institution is within .25 of the goal (5.5).
- = Your institution has a lower mean than the goal (5.5) by more than .25.

Recommendations:
“Increase Efforts:
Personnel, Fiscal,
Time”

Top Priority		
Factors	Recommendations	Rationale For Recommendations
 <ul style="list-style-type: none"> 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

RETURN ON INVESTMENT



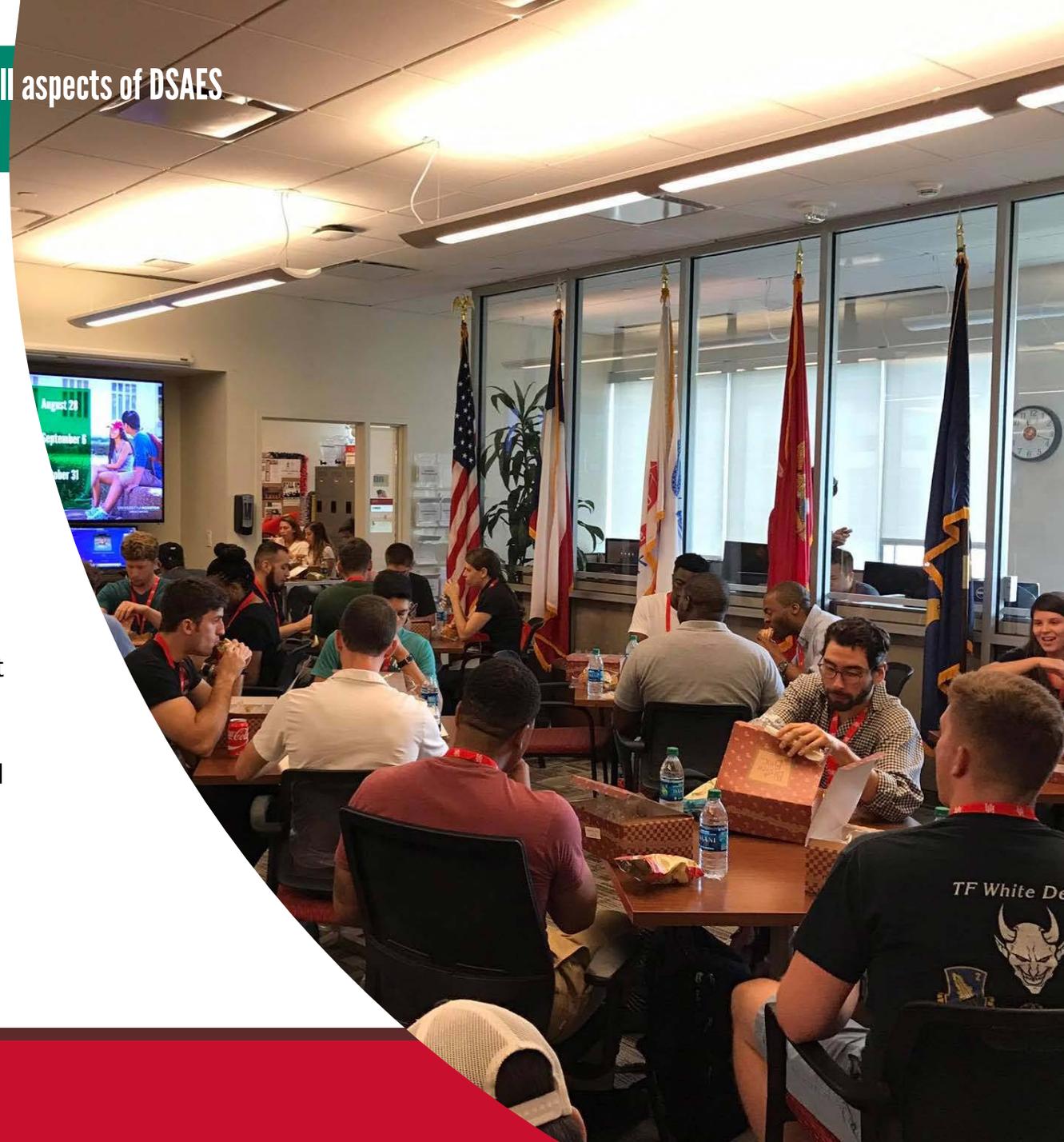
FY13/14 Usage: 4149 → FY 14/15 Usage: 12157 → FY 15/16 Usage: 11842 → FY 16/17 Usage: 10401 → FY 17/18 10742

***Veteran Services' Office Utilization – 158% increase compared to 2013/2014**

GOAL 1: Customer Service: Provide top-notch customer services encompassing all aspects of DSAES Customer Service Standard. (UH Value: Accountability)

DEPARTMENT GOAL #1: ACHIEVED

- Training has been implemented on an ongoing basis to ensure that student staff are trained in the under the principles of DSAES. Staff Trainings were held in Aug 2017, in anticipation of the start of the Fall Semester and in December in Anticipation of the Spring Semester. We continue to train staff in the Customer Service Standard and have implemented training into quarterly retreats for Staff.
- Customer Service Satisfaction surveys have been sent out to student post contact with VS. Customer Service Surveys are sent out on a regular basis post events. VS has struggled to get higher rates of participation in after event surveys. We continue to brain storm and invent new ways to get better participation.
- As a start, VS has created a new data base to track student data. With this system, VS has included an opportunity for Students and visitors to discreetly leave comments and ratings of their service while at Veteran Services.



Assessment: Customer Service

Current Customer Satisfaction Survey Showed:

76% of respondents rated Student Worker Staff's Customer Service Skills: Courtesy, Attentiveness, Patience, Problem Solving, and Active Listening Skills as Good or Excellent.



Goal 2: Increase Awareness of Veteran Services Programming via Social Media Campaigns (UH VALUE: Innovation)

DEPARTMENT GOAL #2: SUCCESS



Hire the Right People!

A graphic for social media promotion. It features three sections: Facebook, Twitter, and Instagram. The background shows a couple sitting on a bench outdoors.

Subscribe to our FB Page!
Check out Events & information!

Follow us on Twitter!
Know what's going on around campus!

Each Wednesday, we will do a
#CoogVets spotlight!

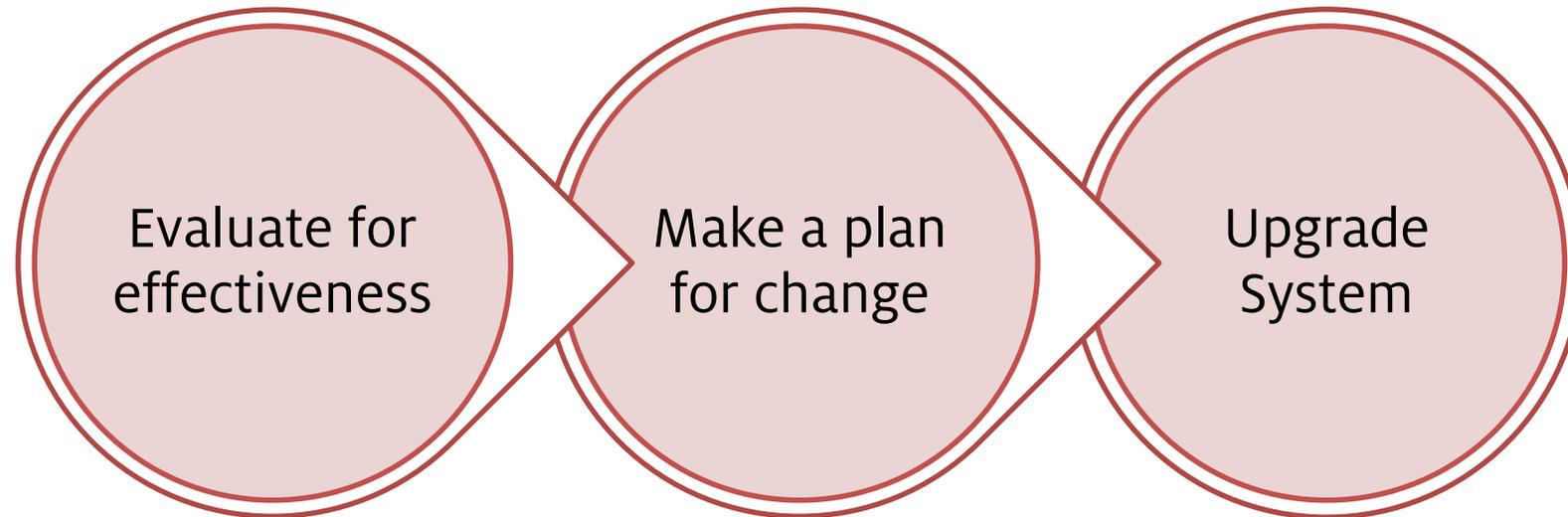
UH Veteran Services

@UHVetServices

@UHVetServices

Use of Technology: Maximize the use of technology to simplify assessment efforts. (UH Value: Innovation)

DEPARTMENTAL GOAL #3: SUCCESS



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.

KEY PROGRAMS & SERVICES

WELCOME BACK SPRING MIXER

WHEN: Thursday, Jan. 19th, 2017
 TIME: 6pm - 8pm
 WHERE: Calhoun's Rooftop

COME AND MEET FELLOW STUDENT VETERANS!
 FREE FOOD & FREE DRINKS!
 DOOR PRIZES AND MUCH MORE!

Out of the DARKNESS

EVENT DAY | ACTIVE DUTY
 + 12 VETERANS
 DIE FROM SUICIDE



SERVICE

WHEN WOMEN COME MARCHING HOME
 A DOCUMENTARY BY BARBARA ROCK & PATRICIA LEE STOTTER
 WEDNESDAY, MARCH 25, 2015
 FILM SCREENING | PANEL DISCUSSION
 11:00 - 11:55A | 12:00P - 12:50P
 Student Center South | Downtown Room (Rm 261)

Warriors To Workforce

FRIDAY JUNE 5
 0900-1430
 Special Guest Performance

FREE GUITAR LESSONS

p.m.
 m. N113

THE INVISIBLE WAR

ACADEMY AWARD NOMINEE
 BEST DOCUMENTARY FEATURE

April 16, 2015
 11 a.m. Discussion: 12 p.m.

Center South
 Rm 262

VETERANS DAY CELEBRATION

FRIDAY, NOV 11, 2016
 11AM - 2PM

Stop by for great food, fun, and prizes presented by Central Market, UH Veteran Services, and the Student Veterans of America at the University of Houston. We welcome the Cougar Military and Veteran Community to submit photos of your service to [social@uh.edu](#) for digital display throughout the day in our office.



UNIVERSITY OF HOUSTON



SPECIAL PROGRAMMING : 9/11 Memorial

REMEMBERING 9/11

Take a moment on this day to remember and honor the thousands of innocent men, women, and children murdered by terrorists in the horrific attacks of September 11, 2001. Thank our local first responders for their dedication to protecting our community. Remember the many Americans who have served and are currently serving in our nation's military—many of whom enlisted as a response to the 9/11 attacks.

SEPTEMBER 11, 2018 | SCHEDULE OF EVENTS

8:00 am – 8:00 pm | Photo Timeline Exhibit | Student Center South

The 9/11 photo timeline exhibition will be displayed in the Student Center South theater hallway. Photos depict the events of September 11, 2001 at the towers, the pentagon, and other locations.

9:11 am – 10:00 am | Ceremony | Student Center Theater Entrance

Through the efforts of UH's Student Government Association (SGA) and Division of Student Affairs, the University obtained an actual steel beam from the fallen World Trade from the New York and New Jersey Port Authority. The 3,888 pound piece of twisted steel measures 69.5 inches long and 39.5 inches wide. The ceremony is an opportunity to pay tribute to those who lost their lives on that fateful day and honor the fallen.

UNIVERSITY of HOUSTON
VETERAN SERVICES



Spring/ Summer 2018

Welcome Back Breakfast	108
Women in Combat	18
Women in Industry	20
Deloitte Warriors to work	50
Fox News Veterans Day of Service	112
Student Worker Appreciation Week	125
External on Campus Training	40
Out of the Darkness	75
Finals Week	125
Veterans Advisory Board	15
Mil- Vet Orientations and Resource Fairs	783
VS Advocacy	631
VA Veteran Success of Campus	225
Student Veterans Academic Intervention: 4 tutors	600
Military Cording	130
Student Leadership	66
Total	3123

TOTAL ENGAGEMENT	% decrease
5694	11%
Cost Per Student	\$5.18

Fall 2017- HURRICANE HARVEY

Welcome Back Mixer	83
Campus Prowl	214
9/11 Remembrance	52
Veterans Day Celebration	388
Fresh Check Day	89
Student Leadership	66
Student Veterans Academic Intervention: 4 tutors	640
VA Veteran Success on Campus	330
VS Advocacy	605
Military Cording	104
Total: 2571	

FY 2015: 2067 FY 2016: 3898 FY17 3695



RETURN ON INVESTMENT: LEADERSHIP DEVELOPMENT

Developing our Student Leaders

- Student-Led Tutor Program reported over 1240 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.
-
- 132 attendees to Leadership Conferences/ Luncheons/ Leadership Opportunities.

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 “Student Veteran Day in City of Houston”
- UH Student Veterans Featured in National Campaigns- Raytheon, SVA, George Bush Institute

- National and Local Recognition

- Selected to Present Nationally on Veterans Topics
- Former Student- Work Study Named to National Veterans Service Org Board of Directors.



FUNDING REQUEST – 2019 Additional One -Time

- **Additional One -Time Request Total of \$5,300**

- ✓ Develop and Pilot a Veterans Awareness Program to Bolster the military cultural Competence for UH Staff and Faculty in order to develop a welcoming and supportive environment for the approximate 3000 military connected students who attend UH
- ✓ VS is currently assessing which model will work the best for our campus. VS is looking at two options or a combination of both programs for our campus.

✓ UH Ally/ Green Zone Training	\$5000
✓ 6 % Admin Fee	\$300
Total:	\$5300



FY 20 ONE-TIME REQUEST

FUNDING REQUEST TO CONTINUE THE WORK WE ARE DOING

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



FY 20 One-time Request

- UH Veteran Ally Green Zone Faculty and Staff Training Program

UH Veteran Services is requesting One Time Request to develop and pilot a veteran awareness program to bolster the military cultural competence for UH staff and faculty in order to develop a welcoming and supportive environment for the approximate 3000 military connected students that study at UH.

UH Veteran Ally/ Green Zone Training	\$5,000
6% Admin Fee:	\$300
Total:	\$5,300



MOVING FORWARD

Unit Challenges

- ✓ 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.



MOVING FORWARD

FY 19-20 VS Department Goals

Goal 1 Increase Military Cultural Competency among Faculty and Staff. Plan, develop and Implement a Military Cultural Competency Training for Staff and Faculty to improve the cultural competence across campus.

Action Steps:

- VS will learn the current level of Military Cultural Awareness prior to implementing the Military Cultural Competency Course.
- Research current programs used at Benchmark Institution.

Goal 2 Improve Certification Processes for Military-Connected Students: Working with Student Business Services, Ensure that benefit eligible military connected students are placed in a student group to prevent being dropped from Classes. This will ensure improved transition.

Action Steps:

- VS will review the current process for Certification and payment of classes in order to prevent the dropping of classes for those military connected students that are pending Federal or State payments.
- Working with the office of the registrar, VS will assist in helping to streamline current processes to ensure timely certification and payment to our military connected students.

Goal 3 Department Staff Re-organization:

Review Current Department Organization and develop and reorganization strategy to assist Veteran Services to work more efficiently to provide services to our military population.

Action Steps:

- Review Current Staffing and job descriptions as recommended by External Review Team and hire necessary staff to take VS to the Next Level.
- Fill Additional Program coordinator Position
- Review empty positions to determine feasibility in job description and update as determined



THANK YOU