

Student Services Annual Department Report
Department: Vet Services

Humboldt State University

Enrollment Management and Student Affairs

Dean of Students

Student Access Services

Vet Services

Student Access Services Mission Statement

Mission Statement

Student Access Services is a multi-departmental unit that provides services and resources to protected student populations and the HSU community to promote academic success and personal achievement. To meet the unique and varied needs of those we serve, the Student Disability Resource Center, Veterans Enrollment Transition Services, and the Testing Center are all committed to ensuring fair and reasonable access, providing a comprehensive structure of support, and creating a campus environment that encourages inclusivity and independence. Collectively, we value program efficiency, teamwork, and Universal Design.

Related Items

 **1: Guide and Advise**

Description of Goal

To guide and advise veterans and eligible dependents on maximizing access to and the use of VA benefits and financial resources.

 **1a: Timely, accurate, useful information and services**

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The VETS office staff will provide VA students timely, accurate, and useful information regarding all VA educational benefits, tuition assistance, and financial resources.

Measurement Strategy: Survey, Existing Data

Assessment Method

Quantify number of Vets & dependents advised via sign in sheets and Envoy

Results of Assessment

We saw roughly 300 military affiliated students on a walk in basis between August 2015 and April 2015. In May we purchased a mini IPAD

and launched Envoy, an automated sign in program, to collect information. Attached is the data collected when we launched in May.

 visitor data

Conclusions

VETS continues to be staffed by VA worksudy and 1 full-time staff member. We have 3 phone lines, office email and appointment schedule. These are all used to provide information to prospective and current students about our services and programs.

1b.: Website update

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The VETS Office will improve communications and personal connections through website updates and revisions.

Measurement Strategy: Observation, Other

Assessment Method

The VETS website is in it's final stages. We are checking links and content. We have meetings scheduled to begin work on functionality for Chat sessions and to bring over MyVETS.

Results of Assessment

The final site should be ready to move to HSU server at the beginning of August.

Conclusions

The VETS site will aid in disseminating information and allow Student staff to refer current students, parents and prospective students to the site.

2: Transition Support

Description of Goal

To support veteran students as they transition from military to civilian life.

2a.: Retention and Graduation Rates

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Student Veteran and dependent persistence, retention and graduation rates will be commensurate or above HSU traditional students.

Measurement Strategy: Existing Data

Assessment Method

IR will provide the graduation and retention rates.

 Veterans Retention and Graduation rates

Results of Assessment

Veterans retention and graduation rates for upper division transfers is slightly lower than their traditional counterparts. However, the lower division transfer student veterans are consistent with traditional students retention and graduation rates.

Conclusions

The goal to increase graduation rates for upper and lower division traditional transfer students applies to veterans as well. Even with limited access to academic support from VETS and as a URM population they are doing well academically.

2b.: Transition to Student life

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Military affiliated students who participate in the Transition Outdoor Wilderness Program will successfully transition to student life.

Measurement Strategy: Survey, Other

Assessment Method

Survey will be distributed at the conclusion of the programs in August. Participant feedback will be gathered as a group during closing of the program.

Results of Assessment

The June program which was predominately veterans packed into the Marble Mountains and kayaked the Trinity River. The group which is continuing students and new students embraced the objectives of the program: leadership, team building, camaraderie and skill building. We invited the Director of SAS and the Military and Veterans Affairs Director from the Chancellor's office to join us on the River to experience the group dynamics and logistics of the program.

Conclusions

Our transition program is powerful and effective in assisting veterans to relearn and reapply the tools they learn in the military to civilian life. Camaraderie and support systems are reinforced and transition to student life is shorter and the students adaptive. These groups help bridge the gap of isolation and loneliness for our student veterans and dependents when moving to Humboldt County while introducing them to the beauty of our environment. This program continues to evolve by inviting veteran support persons and family members to participate.

Creating a sense of belonging is and will continue to be a focus of the program.

2b.: VETOPS

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

The VETS office will pilot an orientation for incoming veterans and dependents.

Measurement Strategy: Other

Assessment Method

The Orientation provides a Questionnaire at the end for students to provide feedback. Attached are the comments we've received so far.

 Veterans Orientation Participant comments

Results of Assessment

The VETS Orientation (name change) went live in June. We populated the course with continuing and new students who self reported as a Veteran, Reservist, National Guard, and dependents via LDAP and manual enrollment. To date 828 were enrolled via LDAP and 497 manual enrollments. A hold without restrictions was placed to notify students of VETS Orientation.

Conclusions

The Orientation is providing valuable information and assistance with identifying students as Military affiliated.

3: Inclusive and responsive environment

Description of Goal

. To create a campus environment that is inclusive of and responsive to the needs of veterans.

3a.: Inclusive Learning Environment

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Veterans and Dependents will report that the HSU Campus learning environment is safe and inclusive.

Measurement Strategy: Survey

Assessment Method

Survey will be distributed annually.

Results of Assessment

Surveys were made available by hard copy paper on the front desk all year. No one completed a survey. Therefore there isn't any data to assess. However, it's reasonable to assume that the lack of space for social activity and community lends to the continued feeling of lack of support by the institution and recognition of this population as a URM and in general a demographic.

Individually, veterans and family members struggle with their own issues around safety and participating in classroom discussions and group projects.

Conclusions

There continues to be a lack of resources and attention to the needs and recognition of this community.

VETS Mission Statement

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Assist and nurture the integration of each individual student's military experiences, leadership skills & diversity to enhance their academic experience and join our student life by promoting the understanding of social, economic and environmental issues. Each student will continue to contribute to society and ultimately their professional lives.

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Staffing and Budget Snapshot

Investments

-  15-16 D470 VETS ADV funding
-  15-16 D470 VETS HM500 TU006 funding
-  15-16 D470 VETS staff

Related Items

There are no related items.

End of Year Summary

Summary and Conclusions

VETS continues to provide well defined programming and services to our military affiliated students. We continue to use technology to effectively collect and disseminate information to our population.

We have challenges with our location and recognition of the population as a URM. Further, education is still needed to provide an understanding of this population

and to truly be inclusive by recognizing their diversity.

The Transition program aids in retention and graduation and mental health for participants. This program is paramount to VETS success in reaching out and providing a solid foundation to students.

Next Steps and Plans for Improvement

We will launch our website and expand our Transition Program. We need additional space to allow community and support for this population.

Related Items

There are no related items.