

Veteran & Military Services

Academic Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

Prepared on:8/19/2019 11:43:14 AM	By:dee.lindsey@mga.edu
For which department or area are you reporting?	Veteran & Military Services
What is the name and MGA email address of the person responsible for this report?	Dee Lindsey dee.lindsey@mga.edu

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The Office of Veteran and Military Services works to ensure that military-connected students are empowered and knowledgeable about educational benefits earned and work with and educates the campus community to ensure this population is supported in a seamless transition from service to student.
What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. This office will work to ensure one class is scheduled for the Robins Residence Center each spring and fall semester.2. This office will work with the Admissions Office to schedule one military new student orientation.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Veteran & Military Services will assist with identifying and selecting classes to be offered on Robins AFB. Twenty students will register for one or both of the courses currently offered at Robins AFB.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of participants/students
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%.
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	0
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Meeting this objective continues to be a priority with Robins AFB. Increased advertising may be beneficial and worth exploring.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Veteran & Military Services will successfully submit the DoD MOU fall 2018. The institution's 8 findings and the corresponding responses will be accepted by the DoD with no further actions needed.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Successful and timely submission by the DoD's established deadline
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% on time submission
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	The job/tasking of submitting the DoD MOU was successfully accomplished 8/19/2018 and acknowledgement sent to President Blake January 29, 2019.
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Meeting this objective allowed the University to be in continued compliance with the DoD. Without this compliance, active duty military would be unable to submit tuition assistance which is the military's fund source.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Veteran & Military Services will offer an online certification orientation for guides and standards will be conducted in fall and spring for students using VA education benefits. Students' class schedules will be certified which will reduce the number of dropped schedules while increasing the number of credit hours for the institution.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measurement of this objective consisted of verifying the existence of the online certification orientation.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was a 50% decrease in dropped class schedules.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	0
Objective 3: Did your department meet this objective?	The department did not meet this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	While the objective wasn't met, the online certification orientation is much needed and the objective will be shared with the Office of the Registrar.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Veteran & Military Services will attend and actively participate in the monthly Right Start briefing for all newcomers to Robins AFB.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measurement obtained by the number of students/participants either active duty or family members who will apply to the institution.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Five students/participants
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100% achievement
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	It seems clear that an on-base presence is beneficial. The office will continue its presence at Right Start briefings for Robins AFB newcomers.

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none">1. The Office of Veteran & Military Services will participate in a spring Open House on Robins AFB and receive 10 contact cards.2. The Office of Veteran & Military Services will submit the DoD MOU renewal fall 2019. The MOU expires 9/11/2019 and will renew for five years after a successful submission.3. The Office of Veteran & Military Services will collaborate with the Office of the Registrar on a certification video for students using VA education benefits.4. The Office of Veteran & Military Services will attend 50% of the scheduled new student orientation sessions. This presence will foster an earlier connection with military and veteran students and allow for a much more seamless process of getting certified for the current semester.5. The Office of Veteran & Military Services will hire one VA work study student. This will allow for faster service in checking certification status for currently enrolled students and answering VA education benefit questions.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The Office of Veteran & Military Services serves a critical role in getting and keeping prospective, new and existing students on the right track.</p>

Form run:

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