

KEAN UNIVERSITY
2013-2014 Academic Year Administrative Assessment Report
Office of Veteran Student Services

Mission Statement: The OVSS is committed to serving the veteran students of the armed forces of the United States and their dependents, the Kean community, and the surrounding community. The office will accomplish this mission by providing exceptional services where the student is always first.

Vision Statement: The OVSS vision is to be recognized as the primary authority providing quality and innovative services to the veteran population of the Kean community.

Goals and Objectives

A. 2013-2020 Strategic Plan Goal 2: To attract and retain more full-time, first-time undergraduate students, transfer and graduate students.

1) **Unit Objective A.1:** Expand the physical location and services of the Veteran Student Services office to better accommodate the needs of veterans and their dependents.

a) **Responsible Individuals:** The OVSS staff

b) **Measures:** A Qualtrics survey will be administered to all our veteran students to assess their satisfaction with the new office and the current services provided. The progress will be monitored through data collection of survey responses.

c) **Timeline with milestones:** The Qualtrics survey will be administered by February 1, 2014. Results will be analyzed by the OVSS staff by March 2014.

d) **Implementation plan for this objective:** The OVSS will relocate to CAS 208 where the veterans will obtain a waiting lobby and an extra space for the veteran's student workers. The OVSS staff will work to expand veteran's students' services by creating new programs and centralizing service.

e) **Data results:** 99% (appendix 4f) of the students agreed to somewhat agreed that moving the office to the new location benefited them, hence confirming that the objective was met. Additionally, 35% (appendix 2b) of the students visited the office. 35% called and 30% contacted the office by email.

From the survey, 98% (appendix 4a) of the students somewhat agreed to strongly agreed that they received the services they needed. This confirms the accomplishment of the objective where new programs were created and services centralized for the students.

98% (see appendix 4c) of the students agreed to somewhat agreed that the staff was knowledgeable about the services they offered. From the expansion of the office and staff education, the results show that the objective of providing better services to students was met.

- f) **Actions taken based on data collected:** The results of whether the students received the services they wanted was very satisfactory and the office plans to keep up the good work. The office will aim at increasing the number of students visiting the office whereby they might receive more services as opposed to phone calls or emails. This will be done by creating awareness of the importance of one-one meetings with the officer or the student workers.

2) **Unit Objective A.2** To establish a facility and policies that will accommodate disabled veterans.

- a) **Responsible Individual:** The OVSS staff, the Director for the Counseling Center and Disability Services, and the U.S Department of Veteran Affairs Vocational Rehabilitation Services Staff.
- b) **Measures:** A Qualtrics survey will be emailed to all Vocational Rehabilitation students.
- c) **Timeline with milestones:** By June, 2014, a satisfaction survey will be emailed to all Vocational Rehabilitation Veterans in order to gain insight on overall satisfaction and areas of improvement. Results will be analyzed by the OVSS staff by July 2014.
- d) **Implementation plan for this objective:** The OVSS staff, the Director for the Counseling Center and Disability Services, and the U.S Department of Veteran Affairs Vocational Rehabilitation Services Staff will implement policies within the veteran office as well as the campus community with respect to disabled veterans and their needs.
- e) **Data results:** Students that needed assistance were referred to the Director of the Disability Program. Programs were established which would cater to these students. Such assistance was for example if the students needed more time to take tests, or where they needed note taking assistance. From the survey, only 6% of the students visited the Kean Disability and Counseling center. These results are unreliable because the question was asked to all students, instead of the targeted Vocational Rehabilitation students.
- f) **Actions taken based on data collected:** Students will be encouraged to visit the Disability and the Counseling Center more often. Services offered by the two centers will be sent in e-mail blasts and information will be updated every so often in the website. Also, the next survey will be designed in a manner where the specific question about visiting Kean Counseling Center and will be answered only by the Vocational Rehabilitation students separately. This will ensure more accurate results.

B. **Unit Goal B 1:** Assist veteran students with the transition from military service to academic life.

1) **Unit Objective B.1** To provide a mentorship program for veteran students who have experienced combat, and to match returning veterans with a mentor that will understand and sympathize with their present state by March 2014.

- a) **Responsible Individuals:** The OVSS staff will develop the mentorship program for the veteran students.
- b) **Measures:** All participants will receive an application and a program survey to identify the strengths and weaknesses of the program.
- c) **Timeline with milestones:** By June 2014, the data collected will be assessed.

- d) **Implementation plan for this objective:** The mentorship program will consist of mentors who have been recruited by faculty, Kean Veteran Alumni, etc. Based on the results of the data collected, any strengths and weaknesses will be addressed for the upcoming academic year.
 - e) **Data results:** Only 3 students enrolled into the program. In interviews these students were positive and indicated they found the program beneficial for their academic, personal, and social growth.
 - f) **Actions taken based on data collected:** The office aims to improve this number. This will be by vigorously creating awareness of the program and its benefits. In conjunction with the counseling center, an email blast will be sent to the students encouraging them to enroll into the program. Students who have beginning the program will be encouraged to talk to their peers and also will be offered a chance to be mentors.
- 2) **Unit Objective B.2** To assist the veterans in navigating the academic system by providing advisement programs, financial aid and social information.
- a) **Responsible Individuals:** The OVSS Staff, the Financial Aid Staff, Student Accounting Staff, and the Military and Veterans Club staff.
 - b) **Measures:** A Qualtrics survey will be emailed to all of our Veteran Students to assess their satisfaction with those offices. After the data is collected OVSS staff will meet with Financial Aid, Student Accounting, and all college representatives to discuss the survey results and plan workshops for veterans based on survey results.
 - c) **Timeline with milestones:** By June 15, 2014 the survey will be administered. By June 30, 2014 the data collected will be assessed and used to measure the overall satisfaction and areas for improvement.
 - d) **Implementation plan for this objective:** A series of seminars will be provided by the offices of Financial Aid, Student Accounting, and the Veteran's Club. The purpose of these seminars is to help veteran students to properly navigate the Kean University Academic system.
 - e) **Data results:** From the survey, 91% (appendix 4h,i) of the students agreed to somewhat agreed to have received meaningful advisement, information and services from the FAID and student accounting.
 - f) **Actions taken based on data collected:** The results were very encouraging and the FAID and accounting offices will continue to offer advice and any meaningful information to the students. More target oriented surveys will be conducted in future asking specific questions about the recipient offices. This will help identify areas to improve on.

C. 2013-2020 Strategic Plan Goal 4: *To utilize our diversity and global perspective to further promote a learning environment that is equitable, inclusive and socially just.*

- 1) **Unit Objective C.1:** To organize a "veteran awareness week" program for students within Kean University to alert the campus community as well as the surrounding community of the needs and strengths that the veteran community offers.
- a) **Responsible Individuals:** The OVSS staff, the Director of the Counseling Center and Disability Services, and the Advisory Committee.
 - b) **Measures:** For each activity, a satisfaction survey will be provided. During the entire week, we will offer seminars and for each one a survey will be provided to all attendees to assess the program and their level of awareness of veterans' unique challenges.
 - c) **Timeline with milestones:** By spring 2014 an awareness week program will be designed. By November 2014, the program will be implemented. By December 2014, a survey to assess program success will be disseminated and evaluated.
 - d) **Implementation plan for this objective:** A series of workshops will be held throughout the fall 2014 semester informing the Kean community about the challenges that veterans and their families face while in transition from military to civilian life.
 - e) **Data results:** The education week has been scheduled for fall 2014 (November). A program has been prepared for the education week. Activities planned include a movie presentation, Veterans Day Ceremony, a lunch to honor the veterans and an informative panel discussion,
 - f) **Actions taken based on data collected: veteran days:** N/A

Appendix

See attached pdf document