

# **The Center for Academic Success: Veteran's Services Assessment Report 2012-2013 Academic Year**

## **Mission Statement:**

Kean University Veteran Student Services program is committed to serving veteran and their dependents by providing complete comprehensive information regarding the academic process and federal state benefits to assure that they receive appropriate advice in order to obtain their educational benefits.

The office will accomplish the mission by working closely with the Kean Council Center, Office of Disabilities, Financial Aid Office, Student Accounting office, Academic Advisement, and the Military and Veteran Club to assure that the veterans and their dependents receive the academic, cultural, social, and emotional support they need.

## **Vision Statement:**

The Office of Veteran Student Services' vision is to be recognized as the primary authority providing quality and innovative services to the veterans of the Kean University Community, their families, and their dependents.

## **Goals and Objectives:**

<b>Goal 1: To Expand and strengthen our services for Veterans, their families and their dependents. (KU MO 1, KU MO 2, KU MO 3 – Strategic Plan Goals 2 &amp; 4)</b>		
<b>Objective</b>	<b>Data Results</b>	<b>Actions Taken Based on Data Collected</b>
<b>1.1:</b> To provide a survival book package to all newly enrolled veteran students which gives them academic and non-academic information, available services, campus guidelines, and up-to-date veteran related policies for the 2012-2013 academic year by the end of November 2012.	The survival book package was developed.	The survival book was provided to newly enroll veteran students. The book is a good source of academic and non-academic information on campus life and veteran policies.
<b>1.2:</b> To launch a marketing campaign to increase awareness to service members in all military branches, such as the Marine Corps, the Army, the Navy, the National Guard and the Air Force, highlighting available academic programs and services offered by Kean University by February 2013.	Information package was mailed to different military branches. The Office of Veteran Student Services hosted the quarterly meeting at Kean University and all branches were invited to attend this meeting.	Officers invited came to the quarterly meeting, and received campus tours.
<b>1.3:</b> To establish a financial aid counselor, who will specifically address the financial needs and aid available for veterans and their dependents, at Kean by the end of May 2013.	A financial aid counselor is available at the financial aid office.	The financial aid counselor provides in depth financial aid information available to them and their dependents.
<b>1.4:</b> To ensure all of the student veterans are aware of the financial aid and services available to them and their dependents.	A financial aid counselor is available at the financial aid office.	As students visit the office of veteran students office, they are asked whether they are aware of the counselor

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<b>Goal 2: To provide services each semester in order to obtain academic, cultural, and social growth, as well as federal policies for Veterans, families, and their dependents.</b> <i>(KU MO 1, KU MO 2, KU MO 3 – Strategic Plan Goals 2 &amp;4)</i>		
<b>Objective</b>	<b>Data Results</b>	<b>Actions Taken Based on Data Collected</b>
<b>2.1:</b> To provide a veteran student orientation within two weeks of the start of each semester (except summer & winter sessions) in order to raise awareness of academic and non-academic information and to keep abreast of any new federal educational benefits	Orientation was done for the Spring 2013 semester and planned for the Fall semester.	Enrolled students underwent an orientation process that made them aware of the available federal educational benefits and services. This is planned for the Fall semester too.
<b>2.2:</b> To provide an annual job service targeted specifically to graduating and senior veterans and resume workshop in spring 2013.	Job fair flyers and emails were sent via email to the veteran students' population. A resume seminar has been planned to take place in July.	Information on five job fairs hosted by different colleges were sent via email to the entire veteran students population. A resume seminar has been planned to take place in July and flyers have been developed and emailed to students.

<b>Goal 3: To utilize the Veteran web services to simplify the delivery of services towards our veterans and their dependent family.</b> <i>(KU MO 1, KU MO 3 – Strategic Plan Goals 2, 4 &amp; 9)</i>		
<b>Objective</b>	<b>Data Results</b>	<b>Actions Taken Based on Data Collected</b>
<b>3.1:</b> To complete the development of a comprehensive Veteran's Services webpage by the end of December 2012 to assist Veterans and their dependent family's access to relevant information pertaining to Veteran policies as well as Kean University services.	The webpage has been created. <a href="http://cas.kean.edu/veterans/">http://cas.kean.edu/veterans/</a>	The webpage was created and the link sent to all veteran students population
<b>3.2:</b> To create e-forms where veterans can electronically access, download, and submit all forms available at the Office of Veteran Services by April 2013.	E-forms have been developed.	Veteran students and their dependents can access forms at the Office of Veteran Services website and download them.