

Veterans Services  
Program Review Plan of Action  
Date February 2015

Goal	ST- LT	Action	Timeline	Progress
<i>Develop a procedures manual</i>	ST	<ul style="list-style-type: none"> <li>-Staff will be assigned to draft procedures for each of their areas</li> <li>-Assigned procedures due for review</li> <li>1<sup>st</sup> Procedures review &amp; revised</li> <li>-Finalized procedures will be posted to the I Drive</li> <li>-Create systematic review sessions and update procedure with staff</li> </ul>	<ul style="list-style-type: none"> <li>-April-June 2015</li> <li>-July- Aug 2015</li> <li>-Sept 2015</li> <li>-Nov 2015</li> <li>-on-going</li> </ul>	-4-1-15. staff is working on their sections based on what they do on a day to day
<i>Hire a FT Specialist for off site campuses</i>	ST	<ul style="list-style-type: none"> <li>-Request money from IBP</li> <li>-Write &amp; post job description</li> <li>-Upon approval post job, screen, interview &amp; hire</li> <li>-Hire start date</li> <li>-Create orientation and training schedule</li> </ul>	<ul style="list-style-type: none"> <li>-Dec 2014</li> <li>-Dec 2014</li> <li>-June 2015</li> <li>-July 2015</li> <li>-July-Aug 2015</li> </ul>	<p>Done. Position approved</p> <p>6-8-15 we begin our screening process. Goal is 7-1-15 start date.</p>
<i>Hold staff meetings for work studies and college staff</i>	ST	<ul style="list-style-type: none"> <li>-Determine how often to have meetings and assign staff member to schedule and plan meetings</li> <li>-Determine how best to coordinate schedules, information and training</li> <li>-Begin holding monthly staff meetings</li> <li>-Evaluate effectiveness and adjust as needed</li> </ul>	<ul style="list-style-type: none"> <li>-March 2015</li> <li>-March 2015</li> <li>-April 2015</li> <li>-on-going</li> </ul>	<p>3-15 We have determined to have a full staff meeting a month. One of our part time college employees is responsible for planning and coordinating meetings. We have held one in April and one in May.</p> <p>We held one staff meeting for college staff.</p>
<i>Attend various Stu SVS staff meetings to be current on changes</i>	ST	<ul style="list-style-type: none"> <li>- Determine Student Service departments we need to have current info on, departments we need to work closer with</li> <li>-Assign college staff members to attend, represent Veterans Services, and report back to full staff</li> </ul>	<ul style="list-style-type: none"> <li>-March 2015</li> <li>-April 2015</li> </ul>	<p>4-15 We determined which departments we felt we needed to work closer with. Staff are currently attending, Academic Advising, Learning Support, SAT Multi Cultural Committees, South City Staff meetings. We are deciding if we need to attend other staff meetings also.</p>
<i>Create distraction free time</i>	ST	<ul style="list-style-type: none"> <li>-Determine how to best create and split the time</li> <li>-Designate and begin the time for each staff member</li> <li>-Let the rest of the staff know the schedule</li> <li>-Evaluate the effectiveness of the distraction free time</li> </ul>	<ul style="list-style-type: none"> <li>-May 2015</li> <li>-June 2015</li> <li>-June 2015</li> <li>-October 2015</li> </ul>	<p>5-15 We have looked at the needs of the office for processing time. We are trying one method to see if it works.</p>

Determine reports needed and improve Veterans Services reports	LT	<ul style="list-style-type: none"> <li>-Determine types of reports needed and how often need to run.</li> <li>-Identify unique fields used to report veterans data</li> <li>-Working with Institutional marketing, develop reports and reporting requirements</li> <li>-Identify any reports that need to be introduced and approved through the Banner team</li> </ul>	<ul style="list-style-type: none"> <li>-June-July 2015</li> <li>-June 2015</li> <li>-July 2015</li> <li>Oct 2015</li> </ul>	6-2-15 Began looking at the reports we currently have and also what our needs are.
Increase collaboration across institution by creating a Veterans Advisory Committee; include faculty and academic administrators when planning major programs/events	LT	<ul style="list-style-type: none"> <li>-Brainstorm strategies w/ staff</li> <li>-Research schools having an advisory committee, what they do and effectiveness of such committee</li> <li>-Meet with key faculty and administrators for input and advice; explore interest in an advisory committee</li> <li>-Create a directory of key stakeholders to involve when planning events; approach targeted departments for next year's programming</li> <li>-Stand up the Veterans Advisory Committee Fall 2015</li> <li>-Evaluate collaboration efforts used in Fall semester</li> <li>-Make changes as needed and continue Spring 2016</li> <li>-Evaluate program effectiveness and make changes and plans to continue next full year</li> <li>-Evaluate effectiveness and adjust as needed</li> </ul>	<ul style="list-style-type: none"> <li>-March 2015</li> <li>-April-May 2015</li> <li>-June 2015</li> <li>-July-Aug 2015</li> <li>-Aug 2015</li> <li>Dec 2015</li> <li>Jan 2016</li> <li>May 2016</li> <li>-on-going</li> </ul>	<p>3-15 We have talked about an advisory committee. We have had positive responses to the creation of the committee and will move forward.</p> <p>5-10-15 I have researched a few other schools that have been holding this type of committee and it has been successful. We will move forward contacting departments to have a representative part of the committee.</p>
Determine best practices for serving Veterans needs at sites with no Veterans Center	LT	<ul style="list-style-type: none"> <li>-Determine needs for veterans at satellite campuses</li> <li>-Determine best ways to provide those needs</li> <li>-Implement new services methods and services at satellite campuses</li> </ul>	<ul style="list-style-type: none"> <li>-July 2015</li> <li>-Aug 2015</li> <li>-Nov 2015</li> </ul>	
Have an Academic Advisor assigned to work with Veterans	LT/ST	<ul style="list-style-type: none"> <li>-Determine possibilities for providing academic support for Veterans in the Veterans Center</li> <li>- Short term: -Work with Academic Advising Director to find an advisor for now</li> <li>- Long term: Continue to submit a request for an advisor to be permanently assigned to VS through IBP to fill the long term goal of a full time advisor</li> </ul>	<ul style="list-style-type: none"> <li>-Feb 2015</li> <li>-April 2015</li> <li>-May 2015</li> </ul>	<ul style="list-style-type: none"> <li>-We looked at LT and ST goals to meet this goal.</li> <li>-Requested during the IBP process for funding but did not receive it for 2015-16 year. Will continue to request.</li> <li>-ST Met with Director of Advising and she agreed to have an Academic Advisor assigned to our Veterans and agreed to have them in the center one day a week.</li> <li>-May 2015 Advisor started as Veterans Advisor in Veterans Center and through Academic Advising</li> </ul>

<i>Hire a FT Coordinator for South Region</i>	LT	<ul style="list-style-type: none"> <li>-Request money from IBP</li> <li>-Write &amp; post job description</li> <li>-Upon approval post job, screen, interview &amp; hire</li> <li>-Hire start date</li> <li>-Create orientation and training schedule</li> </ul>	<ul style="list-style-type: none"> <li>-Dec 2014</li> <li>-Dec 2014</li> <li>-June 2015</li> <li>-July 2015</li> <li>-July-Aug 2015</li> </ul>	<p>Done.</p> <ul style="list-style-type: none"> <li>-Position not approved by IBP. Will continue to request position.</li> </ul>
<i>Replace old furniture in Veterans Center with up to date functional equipment including new computers, etc</i>	ST	<ul style="list-style-type: none"> <li>-Request money from IBP</li> <li>-Determine what needs replaced and order of priority</li> <li>-Work with Susan Valentine, determine layout and furniture suggested to order</li> <li>-Order equipment and furniture</li> </ul>	<ul style="list-style-type: none"> <li>-Dec 2014</li> </ul>	<p>Done</p> <ul style="list-style-type: none"> <li>-Received money from VP Servicing to purchase 15 new computers and a printer. Ordered them and IT installed them.</li> <li>-Received money in IBP process for furniture replacement.</li> <li>-Worked with Susan and received their floor plan suggestions, sent it to bid and submitted the required PO's.</li> </ul>
<i>Move Veterans Services support at South City and move to a larger safer location</i>	LT	<ul style="list-style-type: none"> <li>-Work with Director of North Region to locate space to move the office</li> <li>-Determine if two offices would be available to create a smaller Center</li> <li>-Determine the set up of the office and furniture needed for center</li> <li>-determine staffing to provide additional staff to support the Coordinator and provide constant support</li> </ul>	<ul style="list-style-type: none"> <li>-Dec 2014</li> <li>Dec 2014</li> <li>-May 2014</li> <li>-June 2014</li> </ul>	<ul style="list-style-type: none"> <li>-Met with Director of North Region. A major remodel is being planned. She agreed to give two rooms for a small suite for a Veterans Center at South.</li> <li>-Met with contractors to determine what we want and the layout.</li> <li>-We will move one of our part time employees to South to provide continued support.</li> </ul>

Short-term (up to 6 months to complete)

Long-term (one year or more to complete)

Progress toward these goals should be reported on within six months of Program Review and then every year as part of your annual assessment and highlights reports.