

Veteran & Military Services

Academic Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

Prepared on:8/1/2018 8:45:22 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 & Military Services works to ensure that military-connected students are empowered and knowledgeable about educational benefits earned and works with and educates the campus community to ensure this population is supported in a seamless transition from service to student.
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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. The Office of Veteran & Military Services will provide military-connected students with an option to complete a military specific online orientation.2. The Office of Veteran & Military Services will provide Green Zone Training to at least 25 faculty and staff each year.3. The Office of Veteran & Military Services will maintain a resource center for military- connected students.
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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 FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

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 provide military-connected students with an option to complete a military specific online orientation.
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
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	15 students would attend the military orientation
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 attendees
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?	Less than 5 students indicated interest in a military specific orientation. Perhaps a military session during orientation might be more appropriate.

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 provide Green Zone Training to at least 25 faculty and staff each year.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of participants
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	50% participation
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)	3.50%
Objective 2: Did your department meet this objective?	The department did not meet 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?	Attendance has decreased from the first initial offering. A collaboration with Human Resources might prove to be beneficial in reaching new faculty and/or staff.

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 maintain a resource center for military- connected students.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The resource center is centrally located for military connected students who are able to discuss benefits, pick up brochures etc. The location allows students to take care of admissions, certification documents, etc. Relocating the Macon office to WR will meet the needs of prospective & new students who are affiliated with Robins AFB and those who are not.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	10% usage by active duty military and veteran students
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)	5 participants
Objective 3: Did your department meet this objective?	The department met 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?	Military connected students want a location to get questions answered & obtain resources. Next year, increased publicity will be key to continued success.

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.	n/a
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	n/a
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	n/a
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)	n/a
Objective 4: Did your department meet this objective?	The department did not meet 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?	n/a

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 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.2. 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.3. 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.4. The Office of Veteran & Military Services will attend and actively participate in the monthly Right Start Briefing for all newcomers to Robins AFB. Five new students, either active duty or family members, will apply to the institution.
<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 and Military Services strives to provide timely and accurate information to military connected students. There is so much work to be done but it is so gratifying when that student moves from interest to application to graduation. This office is a necessity in order to assist our current and former military members and their families.</p>

Form run:

Tuesday, February 12, 2019

