OUTCOME
Student veterans and military-connected students will receive quality programs and services assisting their transition into the university.

OUTCOME SUPPORTS
- University: Goal 2
- Division: Goal 2

OUTCOME TYPE
- Performance Outcome

DATA COLLECTION METHODS
- Survey

METHODS AND MEASURES
The Veterans Resource Center (VRC) will utilize an end-of-year survey to measure the quality of the services received by student veterans and military-connected students. The survey will look at the following:
- Did students believe that the services assisted their transition into the university?
- Did the services support students academically?
- Did the services support students personally?
- Were students satisfied with the programs and services received?

Survey will be sent out to all military-connected students who are registered with the VRC during the spring semester for a period of 2-3 weeks

CRITERIA OF SUCCESS
Out of the survey participants:
- 80% of students believed the service(s) received assisted their transition.
- 80% of students believed the service(s) received supported their academics.
- 80% of students believed the service(s) received supported them personally.
- 80% of students believed the VRC staff is responsive to their needs in transitioning into the university.

DATA COLLECTION AND ANALYSIS
Of those surveyed:
- 76% (57 of 75) agreed or strongly agreed the services they received from the VRC assisted their transition into the university.
- 66.7% (50 of 75) agreed or strongly agreed the services they received supported their academics.
- 62.7% (47 of 75) agreed or strongly agreed the services they received supported their personal goals while in school.
- 90.7% (68 of 75) believed the VRC staff is responsive to their needs in transitioning into the university. Three of the four criteria of success fell below the 80% goal.
IMPROVEMENT ACTIONS

1. **Marketing Services to Family Members**
   “I am aware of the services offered by the VRC but am only a dependent of a veteran.”
   The VRC’s mission is to provide comprehensive services to all military-connected students, including family members. The VRC will do further research on the type of programs and services that will benefit family members and supporters. This will allow opportunities for students who do not usually use services (as family members or supporters) to feel welcomed and connected with the veteran community.

2. **Evaluate Needs of Student Community**
   “… did not need to use [the services].”
   The VRC will conduct focus groups and/or interview sessions with military-connected students to understand the transition needs of the students they serve. This will allow for the VRC staff to indicate whether more or less services need to be brought on, and how they can improve their services and reach to military-connected students in relation to persistence and retention.

3. **General Aggressive Marketing Strategies**
   “Provide a comprehensive detailed email or in person packet that outline [these services that includes a description of what some of them are].”
   A more aggressive outreach and marketing strategy to inform the military-connected students of the VRC’s programs, services, and resources is necessary. This will include electronic mail and printed materials offered to new and current students throughout the year. In addition, showing students the electronic webpage can provide them with detailed lists and descriptions of our programs and services.