ASSESSABLE OUTCOME
Students will be able to identify 3 personal responsibilities regarding their educational benefits.

OUTCOME SUPPORTS
- University: Goal 1
- Division: Goal 2
- Department: _____________
- Other: ___________________

ASSESSMENT APPROACH
- Direct assessment
- Indirect assessment
- Both direct and indirect assessment

DATA COLLECTION TIMEFRAME
July 1, 2014 – June 30, 2015

OUTCOME TYPE
- Performance Outcome
- Student Learning Outcome

DATA COLLECTION METHODS
Survey

METHODOLOGY AND MEASURES
Online survey will be distributed to student veterans who utilized the Veterans Resource Center (VRC) services three times or more within the 2014-2015 academic year.

CRITERIA OF SUCCESS
70% of student veterans surveyed will be able to identify 3 personal responsibilities regarding their educational benefits.

DATA COLLECTION AND ANALYSIS
A total of 198 students for fall 2014 and 225 students for spring 2015 utilized the Veterans Resource Center services three times or more within the 2014-2015 academic year. Data collection in the form of a survey was collected between May 1 and June 25, 2015. A total of 19 surveys were completed (9% of qualified students). Of those surveyed, 26% (5 out of 19) successfully identified 3 personal responsibilities regarding their veterans’ educational benefits. In addition, 2 out of 19 (11%) successfully identified 2 personal responsibilities regarding their veterans’ educational benefits. Finally, 6 out of 19 (32%) successfully identified 1 personal responsibility regarding their veterans’ educational benefits. This fell below our projected 70% goal.

Regarding Student Veteran Benefits
- Identified 3 personal Responsibilities
- Identified 2 personal Responsibilities
- Identified 1 Personal Responsibilities

46%
38%
16%
IMPROVEMENT ACTIONS

Improvement actions include:

1. A clearer process for informing student veterans of their responsibilities for maintaining good standing with both the school and the Department of Veterans Affairs (VA). This will include mandatory counseling with a school certifying official prior to their initial certification of benefits.

2. The VRC will schedule regularly offered workshops to educate student veterans about our process for certification, which will include their responsibility within the process.

3. The VRC will also reevaluate our certification process to identify any areas that are unclear or confusing for students. This will be done involving direct feedback from students and staff.