ASSESSABLE OUTCOME
Students will be able to identify two services or resources offered in the Veterans Resource Center that supports veteran success.

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

METHODS AND MEASURES
Online survey will be distributed to student veterans who utilized 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 effectively identify two services and/or resources offered through the Veterans Resource Center.

DATA COLLECTION AND ANALYSIS
A total of 198 students for fall 2014 and 225 students for Spring 2015 utilized 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, 89% (17 out of 19) successfully identified 2 services or resources offered by our department. This was higher than our projected 70% goal.

IMPROVEMENT ACTIONS
Improvement actions include the following strategies:
1. A more aggressive marketing strategy to inform student veterans of the VRC’s services and resources. This will include both electronic and printed materials offered to students as new, incoming students and throughout the year.
2. Increasing total attendance/participation numbers at our Welcome & Information sessions for new, incoming students. 
3. Expansion of student leadership roles for the VRC’s outreach, engagement and retention efforts.