

Support Services Review

2013 Veterans Affairs Mark Harden

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

CoThe primary service of the Austin Community College Office of Veterans Affairs is to facilitate the timely and accurate disbursement of educational funds to the veteran or eligible dependent of a veteran. Our objective is to ensure that students utilizing federal and state veteran educational assistance fully and completely understand ACC, state and federal policies and procedures that govern veteran educational entitlement. It is our goal to provide all the tools and information available to our veteran population to help them take maximum advantage of their educational benefit.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?

Strengths: Strong Internal operations- Communication and knowledge- Veteran support services.

Weaknesses: Internal office challenges i.e. slow certification processes, campus asset management (manager issue)- timely student notification of problems/issues with enrollment- confusing information to student stakeholders- lack of training- short staff

Opportunities: Mandate students see advising prior to registration- access to student services (online)- centralized operations (Highland Mall facility is a possibility)- increased staffing (budget issue)- outreach to stakeholders

Threats: lack of training- low budget- reduced communication (manager issue)

3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

Continue to enhance/steamline the certification process via internal training and evaluation processes. Work with IT technologies to broadcast information concerning enrollment issues to stakeholders quickly and efficiently. Continue to use existing assets (financial aid personnel) to fill gaps in campus without veteran services. Review target goals and outcomes prior to certification; conduct after action reviews immediately after certification.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Improvement	Measure	Baseline	Target	Current
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Support Services Review

Improve Veteran Affairs specialists training environments.	Training effectiveness is measured by incidence of certification error.	4% per 2200	2% per 2200	5% per 2200
Coordinated communication processes with IT and stakeholder.	Stakeholders will know immediately when there is an issue with their enrollment. The target is to remedy the enrollment situation before it becomes a financial problem. Currently approximately 200 student per certification period encounter financial difficulty due to lack of awareness of enrollment problems.	200	0	200
Provide baseline instruction on VA procedures to financial aid staff.	Because of a lack of Veteran Affairs specialist on each campus, trained financial aid staff can provide basic information to stakeholders.	60% trained	100% trained	60% trained

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

Improvements will contribute significantly to ACC's mission. The goal is to keep veteran students enrolled and progressing toward their academic and personal goals.

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