

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: *Military & Veteran Services* **Unit Contact Name:** *Stephanie Claxton/Scott Schulz* **Date:** *7/19/23*

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PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made.

Selected Goal

Copy/Paste or enter the goal(s) from your unit plan that you wish to highlight and summarize.

At both campus sites, actively participate in on and off-campus as well as external Admissions Office and Graduate & Continuing Ed Office related events to assist with enrollment and retention efforts.

Desired Outcomes/Objectives

Copy/Paste or enter the desired outcomes and objectives connected to your selected goal that you will be reporting on.

Improve military affiliated student recruitment and retention able to show consistent and increased attendance annually increasing military affiliated students by 3 every year over graduated student losses.

Improve engagement with prospective student populations at College Fairs, Open Houses and by individual appointments.

Related Targets/Measures

Copy/Paste or enter the target desired outcomes and objectives connected to your selected goal that you will be reporting on.

A. Attend or Participate in all college Open House and Decision Day events as well as New Student Orientations for new and transfer students at both Potsdam and Watertown campuses.

B. Manage and share Excel roster of military affiliated students with other internal offices (Onestop)

C. Track contacts at events by potential students and conduct follow-up to ensure students are aware of and apply for appropriate benefits prior to the start of term in order to better and more accurately communicate with prospective students

D. Collaborate with SUNY Potsdam academic departments to improve communication with military affiliated potential students on and around Fort Drum

Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

Note: This unit only has one position directly tied to it, the coordinator. That position has been vacant and was just filled this week. The departure of the previous coordinator, the recent vacancy, and some difficulty finding certain relevant documentation all combined to present some challenges completing this section as well as those below.

- A. There were two Open houses in the fall (10/22/22 and 11/5/22). Military & Veterans services were represented at both events, although not by the coordinator who was unavailable. There were two Decision Days in the spring (3/25/23 and 4/22/23). The coordinator of Military and Veteran's Services was at both of these events. The Potsdam orientation events were also attended by the coordinator.
- B. In October 2022, a Microsoft Teams page was created called "Vetbur" which is a shared team between the scholarship coordinator, director of student accounts, the assistant director of student accounts, and the coordinator of military and veterans services. Additionally, a Teams page called "Student Award Payment Tracking" is shared with one stop, student accounts, financial aid and the military and veterans services coordinator.
- C. Thorough review of the Teams pages referenced in bullet B, in addition to a third team labeled "Veterans" as well as Helios3 cannot locate evidence of any tracking information system.
- D. Similar to the concern in bullet C, confirmation of collaboration with departments and/or a plan to do so is not available within the Helios3 and Teams pages

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

- A. In both the fall and the spring, the target of 100% participation were met, although the fall events did not have the coordinator available. Given the recent departure of the coordinator and the hiring of a new coordinator with a slightly different role, it is likely that the events will be staffed differently. Specifically, information regarding military and veterans services will likely be disseminated by other advisors/staff who will be attending the events who are trained to answer the basic questions.
- B. The goal of shared pages has been met and the shared Teams pages seem to be meeting the needs of the offices, although additional feedback will be collected as there have been staffing changes in this department.
- C. In May 2023, the coordinator of military and veteran services departed the institution. From May to July, there was no one on campus designated to serve in this capacity given the need for intense and extensive training prior to absorbing these duties. Given this hurdle, what has been brought to light is the need for better administrative oversight, improved documentation and cross training. Specifically, the position's reporting structure will

be evaluated to ensure that it's housed in the area that can best support the coordinator as well as the students. The supervisor of this position will have access and be trained to use to the proper systems both on and off campus so that students can be served by more than one person in the future. Further, a procedures manual will be developed by the coordinator in conjunction with the supervisor to ensure that the challenges outlined in this report can be appropriately handled in the future should we experience another staff change.

- D. Our new coordinator of military and veterans services is housed on the JCC campus as he is serving both campuses. While no documentation has been located to confirm/measure that communication has been improved, we expect to see a stronger presence given our new coordinator's physical location.

SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY

Please use this space to share an example from this past year when you used assessment and data to plan and/or take action. Be sure to include any available information relating to the results and impact. Your example for this section does not need to be directly tied to your previously submitted administrative unit assessment plan.

In the transition between coordinators, a couple of key inefficiencies have come to light. Specifically, it was noted that there is only one report available for our coordinator to run which is solely focused on student grades. Since being identified, we have begun requesting new reports that can be run to assist with this role. Specific needs that have been identified include a report to identify students who are coded as receiving benefits in Banner, a report to be able to identify when a student receiving benefits has a schedule change, and a report of students who are affiliated who have graduated. All these data points are needed to maintain compliance with federal requirements and as far as can be identified, do not currently exist. This is a vulnerability that was likely addressed by significant manual workload in the past.