Oregon Tech Student Services Assessment Plan for 2022-24

Department:	Veteran Student Services
Director:	Don Stockton
Department Mission Statement:	Established in 1947 as a public university with the mission to help WWII veterans successfully transition back to civilian life through technical education, we're proud of our military support history and deeply value our service members and their families. Today, Oregon Tech continues its legacy of military support and strives to provide not only a top-notch education for our active-duty service members, veterans and dependents, but works tirelessly to make their transition to and through the university experience as supportive and efficient as possible. From processing VA educational benefits to connecting military-affiliated students with broader campus and community resources, we're here to help. Your success is our mission!
Department Vision Statement:	To ensure the ongoing success of Oregon Tech Veteran Services as a leading institution in providing outstanding support for military-connected students.
Department 2 Year goals:	1. Support improvements in military-connected student success through improved understanding of education benefits access. (SA SP G.1)
	2. Improve the overall atmosphere of inclusion among military connected students. (SA SP G.2)
	3. Design, collect, and analyze data sets to improve/implement programs aimed at the success of military-connected students. (SA SP G.3)
	4. Assess the effectiveness of current program space to ensure adequate accommodation for current and future students. (SA SP G.4)
	5. Research and implement strategic plans for recruitment of military-connected student enrollment.

Goal 1: Support improvements in military-connected student success through improved understanding of education benefits access.				
Action Item	**Action Plan**	**Objective**	**Timeline**	**Met?**
Research, Build, and Implement Military-Connected Student Orientation	Evaluate enrollment certification requests and follow-on information requests, pre and post implementation.	Increased number of early enrollment certification requests and reduction in RFIs between 22-23 and 23-24	June 2024	
Establish and implement measurable enrollment request process competency criteria	Distribution of Qualtrics post-orientation evaluation surveys	Measurable increases in student enrollment certification process competency.	June 2024	
Goal 2: Improve the overall atmosphere of inclusion among military connected students.				
Action Item	**Action Plan**	**Objective**	**Timeline**	**Met?**
Narrow the civilian/military divide at Oregon Tech	Schedule and provide military and veteran culture and transition training	Improved dialogue and integration of military connected students in the classroom and withing campus organizations.	June 2024	
Narrow the civilian/military divide in the community	Schedule annual or semiannual events that focus on improving dialogue between the civilian and military community	Increased attendance to scheduled events year on year.	June 2024	
Goal 3: Design, collect, and analyze data sets to improve/implement programs aimed at the success of military-connected students.				
Action Item	**Action Plan**	**Objective**	**Timeline**	**Met?**
Collect and analyze satisfaction data related to academics for military connected students	Distribute Qualtrics satisfaction surveys at regular intervals	Measurable (5-10%) increases in reported satisfaction with Oregon	June 2024	

Action Item	Action Plan	Objective	Timeline	Met?
		Tech academic programs year on year		
Collect and analyze satisfaction data related to Student Affairs programs for military connected students	Distribute Qualtrics satisfaction surveys at regular intervals	Measurable (5-10%) increases in reported satisfaction with Oregon Tech Student Affairs programs year on year	June 2024	
Establish updated budgets that provide sustainable use of funds	Evaluate the efficacy of national conference travel selection, event services, office equipment updates/improvements	Improved efficiency of use of available budget; maintenance or reduction of needed funding with no impact on programming	June 2024	

Goal 4: Assess the effectiveness of current program space to ensure adequate accommodation for current and future students.

Action Item	Action Plan	Objective	Timeline	Met?
Track Veteran Resource Center (VRC) utilization	Implement data collection system	Track highest traffic dates, times, and populations that most frequently utilize the VRC.	June 2023	
Identify new program space	Select accommodation that can provide for foreseeable growth and eliminate need for future expansion.	Move the Student Veterans Program and Veteran Student Services to new main offices.	August 2023	

Goal 5: Research and implement strategic plans for recruitment of military-connected student enrollment.

Action Item	Action Plan	Objective	Timeline	Met?
Increase military connected enrollment across all Oregon Tech programs and campuses	Provide a road map of military installations and occupation specialties most suited to maximize recruitment efforts	Increase military connected student enrollment by previous reductions since 2021, ~10%	June 2024	