



# Co-curricular Assessment Report

Office/Department Name: Military Services

Year of CAR Completion: 2020-21

CAR Cycle: 2018-19 to 2020-21

## Co-curricular Assessment Report

### **Organization of Program Review Materials:**

- ◆ Component I: Response to Previous Co-curricular Assessment Report
- ◆ Component II: Review of Assessment Data
- ◆ Component III: Criteria for Co-curricular Assessment Report
- ◆ Component IV: Recommendations and Executive Summary
- ◆ Appendix A: Co-curricular Office/Department Summary Work Plan
- ◆ Appendix B: Assessment Council Review Form

NOTE: Please spell out any acronym the first time it is used.

NOTE: Whenever possible, link answers to supplemental documentation that you are providing.

## Component I

### Response to Previous Co-curricular Assessment Report

**Based on your previous CAR review, identify strengths, areas of improvement, opportunities, threats, and progress to date. *\*\*If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

Office/Department: Military Services

Strengths:

N/A

Weaknesses:

N/A

Opportunities:

N/A

Threats:

N/A

Progress to Date:

N/A

- **Note: This is the initial Co-curricular Assessment Report for the Military Services Department.**

## Component II

### Review of Previous Assessment Data

***\*\*If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

**1. What changes have been recommended that have had a positive effect on your outcomes? (Please be specific.)**

N/A

**2. What changes to your office/department were made based on findings from the previous CAR?**

N/A

## Component III

### Criteria for Co-curricular Assessment Report

#### Criterion 1.0 Mission, Values and Goals

**Mission:** Military Services supports veterans, active duty service members, and dependents using benefits with the resources, guidance, and direction needed to achieve academic and career goals by providing comprehensive enrollment and educational support services.

**Vision:** N/A

**Values:** N/A

#### Goals:

##### Goal 1

To continuously improve the quality of services provided by the Military Services Department

##### Goal 2

To increase the number of military students enrolled at the College

##### Goal 3

To provide at least two high-quality veteran-related events annually

##### Goal 4

To maintain best practices in accordance with House Bill (HB) 488 and the 8 Keys to Veterans' Success Program.

\* Goals should align with the current Stark State Strategic Plan.

**\*Note if any changes have been made to the mission, vision, values, and/or goals since the last CAR.**

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#### Criterion 2.0 Longitudinal Data

##### **1.) What longitudinal data has your Office/Department collected during this CAR term?**

During this assessment period, numerous methods of data collection and assessments were used to determine effectiveness of the Military Service Department. The Council for the Advancement of Standards (CAS) in Higher Education for Veterans Programs and the 8 Keys to Veterans' Success Program, as well as the guidelines in House Bill (HB) 488 were used to determine goals and best practices for the department and are reviewed annually. The department conducted several student satisfaction surveys during the assessment period. The Support Services Effectiveness Survey for College stakeholders was conducted twice

during this period as well. Data was also collected regarding the number of students enrolled and served through Military Services, feedback from events, participation in training and training evaluations, case study reports, and student impact statements. In addition, attendance and participation was tracked at each military-related function the department coordinated.

**2.) How is that data used to evaluate the Office/Department?**

Military Services uses HB 488, the 8 Keys to Veterans Success and the CAS Standards for Veteran Programs to maintain legal compliance and establish best practices for serving military-connected students. The results of each survey, evaluation feedback, and other observations and data are reviewed with the department, as well as Institutional Research (IR) to continually improve service to military-connected students, as well as faculty and staff teaching or assisting these students.

**Criterion 3.0 Assessment Measures Inventory**

**\*The matrix should contain all goals as they pertain to the CAR.**

Assessment Measures for Goals (Outcome measures from assessment report)	Is trend data available for the measure? (Yes or No)	Has a performance benchmark(s) been identified for the measure? (Yes or No)	Type of performance benchmark (Mark Internal, State-level [OACC, OBR, etc.], and/or National [Professional org., accrediting group, etc.] )
Goal 1: Number of students served	Yes	No	Internal
Goal 1: Services feedback survey	No	NA	Internal
Goal 1: Support Services Satisfaction Survey	Yes	Yes	Internal
Goal 1: CAS review	No	No	National
Goal 1: Career Services referrals	No	No	Internal

Goal 1: Case studies	Yes	NA	NA
Goal 1: Student testimonials	Yes	NA	NA
Goal 2: Unduplicated headcount per year	Yes	Yes	Internal
Goal 2: Recruitment/outreach activities	Yes	Yes	Internal
Goal 3: Event feedback	Yes	NA	Internal
Goal 3: Number of participants/attendees	Yes	Yes	Internal
Goal 3: Feedback from participating agencies	Yes	NA	Internal
Goal 4: Number of training participants	Yes	Yes	Internal
Goal 4: HB 488 and 8 Keys checklist/summary	Yes	Yes	National

## Criterion 4.0: Assessment Results Report

<b>Office/Department Name: Military Services</b>
<b>Individual Completing Report: Lisa Gilliland</b>
<b>Individual(s) Reviewing Report: Kathy Bernstein, Peter Trumpower</b>
<b>Date: 5/31/21</b>

### Purpose:

The report is a summary compilation of key assessment methods, findings, review processes, actions, and improvements related to the academic, student service, or learning goals of the Office/Department.

A follow-up assessment report on the implementation of the assessment plan will be due at the end of the following academic year. Offices/Departments meeting effective assessment standards will be required to submit an assessment report on a three-year cycle.

### Instructions:

Enter the outcome measure in the space provided. Please note that for each goal it is expected that a mix of quantitative and qualitative as well as direct and indirect measures are employed.

Provide a brief summary of baseline data collected by the Office/Department and how that data has been used during the current CAR cycle.

Provide a brief summary of *key findings*, either as bulleted points or in short paragraph form.

Provide a brief summary on the review committee/review process (for example, Findings are reviewed by the Director and staff on a per term basis and recommendations are forward to the VP for further review).

Provide a brief summary of any proposed actions for the next term/CAR cycle. Please note that not all findings result in actions.

Provide a brief summary of any improvements from the previous CAR cycle (this does not apply to new measures the first year).

### Goal 1: To continuously improve the quality of services provided by the Military Services Department

**Outcome Measure 1:** Number of students served

Terms of Assessment: Fall  Spring  Annual

**Findings:** The Military Services office is a “one-stop” office of support providing assistance to military-connected students with the college admissions process, the process of using military-connected benefits, initial advising, and financial aid, as well as community referrals. Staff members work closely with the College’s School Certifying Official (in Financial Aid/Registration), Admissions, the Business Office, the Academic Divisions, and other relevant departments to serve veterans, active duty service members, Ohio



National Guard members, Reservists, as well as dependents using military benefits. There are numerous military benefits including the following (some, but not all benefits, may be used concurrently):

- VA education benefits
  - Post 9/11 benefits (Chapter 33)
  - Montgomery GI Bill (Chapter 30)
  - Montgomery GI Selected Reserve (Chapter 1606)
  - Dependent and Survivor Education benefits (Chapter 35)
  - Veterans Retraining Assistance Program - VRAP (Chapter 1607)
  - Fry Scholarship (Chapter 33)
  - VA Vocational Rehabilitation (Chapter 31)
  - Transfer of Entitlement (Chapter 33)
- Federal Tuition Assistance (FTA)
- Ohio National Guard scholarship (ONG)
- War Orphan Scholarship
- My Career Advancement Account Scholarship (MyCAA)

As the transition from the military to civilian world, and especially the college environment, may be challenging, Military Services staff is trained to provide assistance in a variety of areas. Many students request assistance with the entire academic process. Staff may assist a student with the admissions process, provide career guidance, and assist with advising, but may also help with connecting student to resources outside of the college environment. This could include providing information or referrals for counseling, financial assistance and planning, counseling, emergency funding, and/or VA health services. In addition, Military Services provides ongoing assistance and guidance throughout a veteran or service member’s education. The department provides regular email updates regarding benefits changes, check-in’s, assistance with advocacy, and updates regarding relevant activities or events.

As a result of the extensive services provided, students are frequently served multiple times in order to successfully complete each step, prepare to start and navigate the college experience, and complete the process to have benefits in place. In addition, as the departmental mission is to provide comprehensive education services, students are continually assisted throughout their education journey as needed.

Military Services staff members submit monthly reports of students served and relevant work activities. Military Services also maintains a schedule for outreach and “follow up” to assist with retention and success throughout each semester. These numbers are included in the numbers served category.

Military Services staff are cross-trained with Disability Support Services staff members with a designated coordinator. While tracking occurred of student services, numbers were not tracked separately for Military Services appointments until Spring 2020.

<b>Service to students</b>		
<b>Fall 2018 - Spring 2021</b>		
<b>Term</b>	<b>Students served by appointment</b>	<b>Emails</b>
Fall 2018	2164*	6963*
Spring 2019	1987*	6348*
Summer 2019	560*	1725*
Fall 2019	1735*	7668*
Spring 2020	727	9365*

Summer 2020	319	3724*
Fall 2020	901	13877*
Spring 2021	662 (through April 2021)	10099*
<p>* Denotes students served in both Military Services and Disability Support Services. Numbers were not tracked separately for student appointments until Spring 2020. These include in-person, phone, or zoom appointments. Emails were not tracked separately during this assessment period. These include emails to students (or on behalf of students served in both Military Services and Disability Support Services.</p>		

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** At the beginning of spring 2020, staff began tracking and submitting separate numbers for students served in Military Services. Emails to students (or on behalf of students) are not tracked separately as this would be take a significant amount of time away from serving students in both departments.

**Outcome Measure 2:** Services feedback survey

Terms of Assessment: Fall \_\_\_\_\_ Spring \_\_\_\_\_ Annual  X

**Findings:**

Military Services conducted student satisfaction surveys in Spring 2019 and Spring 2021. A survey was also planned for Spring 2020, however, due to the onset of COVID and the resulting critical and time sensitive priorities, the survey was not conducted at that time.

The survey for **spring 2021** was sent directly to students registered with Military Services via email and conducted electronically. Forty students responded. The survey consisted of questions related to overall satisfaction with Military Services and an opportunity to provide feedback. Of the respondents, 84.6% attended main campus, while 15.4% attended the Akron Perkins campus. Overall, the survey indicated that students were satisfied with services and availability of staffing provided by the department and feel welcomed and accepted at Stark State College.

Military Services (MS) Satisfaction Survey	Spring 2021		A/B Total
	Strongly Agree (A)	Agree (B)	
Survey Questions			
The MS staff is friendly and helpful.	92.3%	5.1%	97.4%
I have a quality relationship with at least one person in the MS office.	74.4%	12.8%	87.2%
MS Staff is available for appointments or walk-ins.	84.6%	7.7%	92.3%
I meet with a Military Services counselor for advising and/or help with my benefits.	84.6%	5.1%	89.7%
As a veteran, I feel welcomed and accepted on campus.	84.6%	5.1%	89.7%

The survey for **spring 2019** was conducted via hard copy paper and pencil in the Military Services office. There was a folder in which the surveys were located and placed upon completion. At that time, the

survey questions were more specific to the veteran’s lounge and relevant needs as a general satisfaction survey had been completed just prior to this assessment period.

<b>1. How often do you use the current Veteran's Lounge in B104?</b>	<b>Respondents</b>
Often	7
Occasional Use	2
Rarely	1
<b>2. What factor is most important to you in the Veteran's Lounge?</b>	
Social gathering space with other veterans.	1
Quiet, study area.	5
Combination of social and study space	3
<b>Other - please explain</b>	5
- The staff are very knowledgeable	
- The coffee	
- The coffee	
- The people working here are very knowledgeable	
<b>3. How satisfied are you with the current Veteran's Lounge?</b>	
Very Satisfied	7
Satisfied	1
<b>5. Given the current lounge space and one additional office (B104G), how would you prefer to see this space used to most successfully benefit our veteran students?</b>	N/A
- More room would be nice.	
- Tables are useful for giving space to work on homework & study. I really appreciate the Keurig & microwave.	
- One room only workspace another as social space.	
- I did not know there was two Veteran's Lounges.	
- Just a nice quiet place to do work, maybe some nice snacks.	
- I love the idea of a quiet study area. If not full time, maybe even part-time quiet area or rotating between the computer room & the office room.	
- More computers and maybe supplies in a basket for some to use. Definitely snacks.	
- I like it the way it is.	

*Note: B104G, the office referenced, was re-assigned to the Opportunities for Ohioans with Disabilities representative and was not able to be used for additional Military Services space.*

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** A satisfaction survey had been completed prior to this assessment period. Feedback from that survey was compiled and reviewed with staff to improve service. As a result of this survey and through the generosity of the Northern Ohio Golf Charities Foundation and Wells Fargo grants, staff ensured that there were supplies always available (and updated) including the three computers, one printer, paper, staplers, and pens/pencils. Staff members also began supplying a variety of snacks informally (these were not funded through the grant or Military Service budget).

**Outcome Measure 3:** Support Services Satisfaction Survey

Terms of Assessment: Fall \_\_\_\_\_ Spring  X  Annual \_\_\_\_\_

**Findings:**

The Support Services Satisfaction Survey is conducted every two years and is completed by College stakeholder groups, including current students, alumni, employers, employees, and the community. The survey was completed in Spring 2019 as the **initial** survey of the Military Services Department since its inception. Results at that time indicated that stakeholders who had worked with Military Services were satisfied with the overall assistance, knowledge and professionalism, and communication from Military Services Department.

Results for the 2021 survey continue to indicate that stakeholders who worked with the Military Services Department are satisfied with the overall assistance and communication they receive.

Military Services	2019		2021	
	Score	Grade	Score	Grade
Meets personally with you	3.82	A	3.71	A-
Speaks by phone with you	3.84	A	3.83	A
Provides help when needed	3.81	A	3.90	A
Exhibits solid understanding of issues	3.78	A	3.86	A
Provides accurate, helpful information	3.76	A	3.87	A
Shows courtesy and respect	3.85	A	3.91	A
Demonstrates appropriate level of confidentiality	3.84	A	3.89	A
Responds in timely manner	3.8	A	3.85	A

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services and the Dean of Student Success, the Director of Institutional Research, Planning, and Assessment, as well as office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** The initial survey for the department was completed Spring 2019. Survey ratings from Spring 2019 and Spring 2021 were all A ratings. Military Services staff strives to maintain the highest level of quality and service possible.

**Outcome Measure 4:** CAS review

Terms of Assessment: Fall \_\_\_\_\_ Spring \_\_\_\_\_ Annual  X

**Findings:** The Council for the Advancement of Standards in Higher Education (CAS) Self-Assessment Guide (SAG) provides guidelines and tools to evaluate program strength and areas for improvement. The Veterans and Military Programs and Services CAS guide was used to establish and direct operations and best practices in serving military-connected students for the department.

The CAS Self-Assessment Guide contains twelve categories or criteria (called “Parts”) to evaluate in this process.

*Part 1: Mission*

*Part 2: Program*

*Part 3: Organization and Leadership*

*Part 4: Human Resources*

*Part 5: Ethics*

*Part 6: Law, Policy, and Governance*

*Part 7: Diversity, Equity, and Access*

*Part 8: Internal and External Relations*

*Part 9: Financial Resources*

*Part 10: Technology*

*Part 11: Facilities and Equipment*

*Part 12: Assessment*

In an ongoing review of the standards, Military Services staff discussed and rated the specific questions in each part. It was determined the department meets each of the overall twelve criteria. Discussion was also held regarding current strengths in these areas, as well as areas to improve.

The Military Services Department has a defined mission, goals and outcomes, and has staffing to perform the necessary functions of the department. The departments procedures and instructions were developed prior to the assessment period, but continue to be improved (and amended when necessary). During this assessment period, departmental procedures were placed in a One Note notebook for relevant department review and instructional assistance if needed. All staff members have had the necessary training (and ongoing training), are committed to the departmental mission, and model professional and ethical behavior in serving a diverse population of students.

As Military Services staff members must remain compliant with the laws, regulations and policies related to military-connected students and benefits, professional development is a critical component of the department. Staff members must attend ongoing mandatory training and share material with other staff. As each staff member understands the importance and works diligently to remain compliant, this area met and exceeded the CAS standards.

It was noted that “support for unique veterans and military student needs” is partly met, but could be improved. While spouses and children are served in the department, there are no additional services, scholarships, or supports to meet their unique needs beyond the typical student resources.

While Diversity, Equity, and Inclusion has always been a focus of the department, during this assessment period, significant training and forums have been held across the college to increase awareness, knowledge, and sensitivity. Military Services staff members have all attended these trainings and continue to contribute to the College’s mission to prevent discrimination and promote inclusivity, as well as proactively provide equity for members of under-represented groups. In this area, the department meets and exceeds the CAS standards.

**Review Committee/Review Process:** The findings were reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** During this assessment period, the One Note notebook with procedures was developed and shared with relevant staff and supervision. This will continually be updated and amended to reflect changes in laws and processes.

**Outcome Measure 5:** Career Services Referrals

Terms of Assessment: Fall \_\_\_\_\_ Spring \_\_\_\_\_ Annual  X

**Findings:**

Military Services staff works collaboratively with Career Services to serve military-connected students. Many veterans that have enrolled in classes have already decided what program to pursue and do not request Career Services assistance. Also, as graduation approaches, many student veterans have already started pursuing employment (or are already competitively employed). When possible, however, Military Service staff share available Career Services assistance regarding resume writing, interview skills, Handshake, and career fairs. Military Services staff informally refer and encourage students to use the resources available, but an official referral form/process was not developed during this assessment period and will not be tracked in future assessments.

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term.

**Documented Improvements:** There are not any documented improvements due to lack of an official referral process during this assessment cycle.

**Outcome Measure 6:** Case Studies

Terms of Assessment: Fall  X  Spring  X  Annual \_\_\_\_\_

**Findings:** During this assessment period, three case studies were completed to assess the overall impact of assistance provided by Military Services. After reviewing the Personal Growth and Responsibility Rubric, it was determined that some of the categories were not relevant to military-connected students. Military Services staff modified the rubric to develop the **Assessment of Knowledge of Education Process/Resources and VA Education Benefits** to ensure that it was more relevant to needs and services provided. *See Appendix B – Assessment of Knowledge of Education Process/Resources and VA Education Benefits Rubric*

The following measures were evaluated for each case study over a period of multiple semesters and numerous student appointments:

- Preparedness
- Ability to Navigate Education Process
- Understands VA Education Benefits/Process
- Knowledge of College Resources
- Knowledge of External (Community) Resources
- Work/Life/Education Balance

Through the case studies, it was commonly found that the students came to Military Services with some level of preparedness, but that assistance was still needed in various areas to promote success. As the education system is much different than the military environment, it was also commonly found that assistance was needed to navigate the education process, as well as use military benefits in college. In addition, assistance was commonly needed in the areas of knowledge of college and community resources and work/life/education balance. With the provided assistance and support from the department, improvement was noted in each area for all students evaluated in the case studies. The students were motivated, receptive to provided assistance and information, and showed improvement in each category throughout the time period which overall significantly impacted the educational journey for each of the students evaluated in the case studies.

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** The Personal Growth and Responsibility rubric was initially reviewed, but modified to more accurately reflect needs and services provided to military-connected students. The revised version will continue to be used to complete and evaluate case studies for the assessment process.

#### **Outcome Measure 7: Student Testimonials**

Terms of Assessment: Fall \_\_\_\_\_ Spring \_\_\_\_\_ Annual  X

**Findings:** Military Services staff members receive verbal and written feedback regularly from students served in the department. Frequently, students are very appreciative of the “one-stop” services provided in the Military Services Office and report that the assistance made a significant difference throughout the course of their educational journey. A sampling of this feedback is listed below:

*“Stark State College Military Services always puts the student first! They helped me and many other students make sure our unique needs became their priority. The advisors make every attempt to build a personal relationship with each veteran who walks the halls of the school. They also understand the personal sacrifices that were made to get each veteran where he or she is today. SSC Military Services helped me succeed in achieving my degree and multiple certifications, as well as working on a second degree, and they deserve commendation.”*

- Dan R.

*“As an individual who has struggled to transition properly with other campuses, Military Services offers me a place to enjoy myself with like-minded individuals and the ability to succeed in my academics.”*

- Jose D.

*“From help with scheduling classes to general advising, Military Services is my first line of defense. Part of my success here at Stark State College is due to the support I receive from Military Services.”*

- Matt B.

*Stark State College has afforded me the opportunity to improve the lives of my wife and children. I especially thank the Military Services Office for helping me achieve my goals and better our future.”*

- Josh B

*“I cannot thank you enough for helping me. Thank you again for scheduling and helping me get it covered! It helps so much having a place to go to for help and support.”*

- Amanda R

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each year. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** Military Services staff review any provided feedback or constructive criticism and use information to improve overall service and processes in the department when possible.

**Goal 2: To increase the number of military students enrolled at the College**

**Outcome Measure 1:** Unduplicated headcount per year

Terms of Assessment: Fall   X   Spring   X   Annual   X  

**Findings: Unduplicated headcount Fall 2018 – Spring 2021**

<b>Military-connected students Enrollment with unduplicated headcount</b>	
<b>Fall 2018 - Spring 2021</b>	
<b>Term</b>	<b>Enrollment</b>
Fall 2018	284
Spring 2019	266
<b>Unduplicated headcount</b>	<b>383</b>
Summer 2019	136
Fall 2019	311
Spring 2020	284*
<b>Unduplicated headcount</b>	<b>449</b>
Summer 2020	148
Fall 2020	323
Spring 2021	335
<b>Unduplicated headcount</b>	<b>605</b>

\* Denotes onset of COVID

Note: It is also important to note that service to military-connected students overlaps semesters even if they are not enrolled for the specific term. Due to the lengthy processes for benefits, Military Services may still be assisting students, but they may not be enrolled for the specific term.

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** Military Services has maintained a database of students served since its inception and requests an enrollment report from the Help Desk every semester after the 14<sup>th</sup> day. This reports only reflects students enrolled and registered with Military Services.

Military Services worked with Registration, Enrollment Management, and Information Technology (IT) to better track each type of military benefit in Banner (SGASTDN) for each student. The codes were



developed, entered in Banner, and can now be tracked per semester. Unfortunately, students using multiple benefits cannot be tracked in Banner for the same semester.

In Spring of 2019, Military Services also requested assistance with improving military-connected student identification and tracking. Executive Director of Admissions and Enrollment Strategies, JP Cooney, provided a report of self-identified veterans from the Stark State College admissions application and the Customer Relationship Management (CRM) system. The Military Services database, Help Desk report, and CRM reports are all cross-checked and verified. Military Services began reaching out to any students on the CRM report that were not already registered with Military Services to ensure they were aware of available services. The CRM report has helped to more accurately identify military-connected students on campus as not all students are using military benefits and are not always aware of available services.

**Outcome Measure 2:** Recruitment/outreach activities

Terms of Assessment: Fall   X   Spring   X   Annual   X  

**Findings:** Military Services staff proactively established an outreach plan for each semester, but also welcomes invitations to participate in veteran-related service (resource)/recruitment fairs. Military Services staff works collaboratively with the Admissions Department to provide relevant information to prospective students and determine staffing, attendance, and participation at those events. Hobsons communication was also developed specifically for veterans interested in attending Stark State, as well as those who had already applied to the college. Due to COVID, most outreach opportunities were limited or canceled, however, there were still some online or virtual outreach opportunities throughout the 2020 academic year. *See Appendix C - Military Services Recruitment and Outreach Fall 2018 – Spring 2021*

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** Military Services met multiple times with Admissions/Enrollment Management to determine the most effective approach for veteran outreach/recruitment and brainstorm recruitment strategies to increase veteran enrollment. Military Services will continue to collaborate with Admissions/Enrollment Management and Marketing, as well as other relevant departments, to assist with recruitment activities. Military Services staff is also invited and participates in all college open houses both in-person and virtually.

**Goal 3: To provide at least two high-quality veteran-related events annually**

**Outcome Measure 1:** Event feedback

Terms of Assessment: Fall   X   Spring        Annual       

**Findings:** After the Military Services Department was created in 2014, the department was tasked with assuming the responsibility of coordinating the Veteran’s Day event, with the assistance of the Military Services and Veterans Advisory Committee. The committee’s focus with this annual event is to provide a meaningful celebration and honor the service of Stark State faculty, staff, and student veterans. Typically, there is a formal program including a keynote speaker, with participation and support from Dr. Para Jones, Dr. Lada Gibson-Shreve, Dean Nicholson-Sweval, as well as other relevant departments. In addition, the Stark State Chorale, a musical collection of faculty and staff representatives coordinated by Dr. James Leatherbarrow (faculty), are invited to sing and have performed for the past 5-6 years. As

Military Services also considers this an outreach event, invitations are sent to veteran-related community partners.

Due to COVID protocols and social distancing, the “in-person” Veteran’s Day Program was canceled for Fall 2020. In light of the cancellation and COVID restrictions, the committee decided to create a video/photo montage of faculty and staff veterans, as well as family members who have served. The video tribute also included remarks from Dr. Jones, Dr. Gibson-Shreve, Dean Nicholson-Sweval, De Ann Williams (Executive Director, Stark County Veterans Service Commission), and Ryan Johanning (Interfaith Campus Ministry). The video was released on Veteran’s Day through Stark State’s social media outlets and to date, has 600+ views.

College faculty and staff have frequently provided feedback indicating that these events continue to be meaningful and are very much appreciated – especially to those who have served in the military or have family members who have served in the military. A sampling of the feedback is listed below:

*“My sincere thanks to you and the rest of my fellow committee members for your diligent work on planning this year’s events. I appreciate you all and your hard work. Campus looks great, and I look forward to viewing all of today’s planned posts.”*

*“Good morning, I just viewed the Veterans Day video you each helped to make. This was a wonderful idea, and such a fitting tribute. Thank you!”*

*“Thanks so much for all that you do for the Veterans!!!”*

The committee had ongoing discussions about the importance of Memorial Day and the opportunity to honor and recognize those who had given their lives in service, however, due to the end of the spring semester and the lack of presence on campus at that time, the committee had decided not to pursue this opportunity.

As many students, faculty, and staff members with military service have been impacted by the events of September 11, 2001 (as many others also have), the Military Services and Veterans Advisory Committee elected to coordinate a tribute of those who were lost on that day. The committee worked with various departments across the college, including, Emergency Fire Services, Marketing, and Military Services, in order to accomplish this for the past two years. One of Stark State’s fire trucks was parked on front campus on 9/11 and 300+ flags were planted in front of the truck with the assistance of faculty, staff, and students. A banner was purchased for this purpose that reads, “Stark State will never forget.” As the 20<sup>th</sup> anniversary of this event will occur Fall 2021, an event was being planned, however, due to COVID restrictions, the committee will re-evaluate and follow necessary protocols. An example of feedback from faculty and staff is listed below:

*“I just wanted to say that I was touched by the September 11<sup>th</sup> tribute out in front of the College. I went out to see it and took a picture! It was very touching. I remember that day as if it happened yesterday. Thank you!”*

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** In coordinating the Veteran’s Day events, the committee pursues speakers that share the mission of the Military Services Department (and college) and have an impactful message for those in attendance.

In addition, prior to and during the assessment period, several members of the Military Services and Veterans Advisory Committee retired or were unable to continue due to other work responsibilities. An invitation for participation was sent out college-wide and several other faculty and staff members across the college requested to join the committee. As a result, the committee has also grown to include a more diverse representation of faculty and staff, including veterans and family members of veterans.

**Outcome Measure 2:** Number of participants/attendees

Terms of Assessment: Fall   X   Spring \_\_\_\_\_ Annual \_\_\_\_\_

**Findings:**

Veteran's Day Events		
Semester	Speaker	Approx. Attendance
Fall 2018	Brook Harless Member of the Ohio Veteran's Hall of Fame	150
Fall 2019	Ken Harbaugh Former pilot, executive director and founder of Team Rubicon Global	150
Fall 2020	In person event canceled due to COVID - Created veteran tribute video and sent cards and e-cards to veterans	600+ views on social media outlets including FB and Instagram

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** Since Military Services staff began coordinating the Veteran's Day event, attendance and participation has slowly increased, however, staff would like to continue to see an increase in College and community participation. As this event is also viewed as an outreach event, it is a welcomed opportunity to also promote higher education and increased awareness of the programs/majors available at Stark State College, as well as services to our military-connected students. As such, Military Services began sending invitations to community partners during this assessment period.

**Outcome Measure 3:** Feedback from participating agencies

Terms of Assessment: Fall   X   Spring \_\_\_\_\_ Annual \_\_\_\_\_

**Findings:** Military Services collaborates with numerous community partners to best serve military-connected students on campus. These include, but are not limited to:

- The Veterans Service Commission (Stark/Summit and surrounding counties)
- The Stark County Vet Center (Stark County)
- Ohio Means Jobs
- The Veterans Administration/VA Clinics
- Honor Court (Stark County)
- Department of Defense
- Ohio National Guard Education staff

With the invitations, numerous local community partners have attended the Veteran’s Day events (and in some cases participated). Significant feedback was verbally received and has been positive, but not officially tracked. While community partner satisfaction surveys will be completed next semester, it was determined that the department will not officially track feedback from attendance at these events.

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term. Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** Covid impacted the ability to provide an in-person event and the comparability of in-person and virtual event attendance.

**Goal 4: To maintain best practices in accordance with HB 488 and the 8 Keys to Veterans’ Success Program.**

**Outcome Measure 1:** Number of training participants

Terms of Assessment: Fall   X   Spring   X   Annual   X  

**Findings:**

Military Services staff, along with the School Certifying Official, are tasked with remaining up to date regarding legal information, best practices, and changes in processing benefits for military-connected benefits. Staff members attend designated and mandated training and share with other relevant staff. Military Services has provided training for Admissions staff, both at Main campus and the Akron Perkins campus, as well as Gateway staff, regarding advising/benefits for military-connected students.

In addition, to assist faculty and staff members with best practices for serving military-connected students, online training modules were created to complete as each individual’s time would allow. These training modules have been positively received and other relevant information will continue to be added to the modules.

The modules include:

- Module 1: United States Branches and Structure**
- Module 2: Top 10 List – What Veterans Want You to Know**
- Module 3: Visible and Invisible Scars**
- Module 4: Classroom Strategies and Tips - Coming Soon*
- Module 5: Leave of Absence Policy – Coming Soon*

<b>Military Services Training Modules (Blackboard)</b>	
<b>Registered</b>	<b>43</b>
<b>Module</b>	<b>Completion</b>
Completed all 3 modules	22
Completed 2 modules	4
Completed 1 module	4
<b>Total completion of at least one module</b>	<b>30</b>

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term.

Any recommendations are discussed, prioritized, and assigned during staff meetings.

**Documented Improvements:** The Blackboard training modules were created Fall 2019 and implemented Spring 2020 per recommendations from in-person training feedback prior to this assessment period.

**Outcome Measure 2:** HB 488 and 8 Keys Checklist/summary

Terms of Assessment: Fall   X   Spring   X   Annual   X  

**Findings:**

During President Obama’s tenure, several federal and state initiatives were developed to address veteran education success. Stark State’s administration committed to these initiatives and the college adheres to the 8 Keys to Veteran Success, a voluntary initiative with the Departments of Education, Veteran Affairs, and Defense that provides steps institutions should take to assist veterans and service members with the transition to higher education. Stark State also complies with HB 488, established to improve assistance with veteran transition to the work force and higher education. HB 488 also established guidelines to improve the process for awarding college credit for relevant military experience, and protecting Ohioans called to duty.

Upon review of each of the standards, Military services was compliant prior to the assessment period, but works to continually improve the quality of service to military connected students and each specific component. Prior to the assessment period, the department mission and goals had been established, but were fine-tuned during this assessment period. Training had been established and conducted to improve unique military knowledge and experiences, as well as to build rapport and connectedness across campus. Online training modules were also developed during this assessment period, as previously mentioned.

Military Services continues to collaborate with various departments across the college to assist veterans with resources and support to promote academic success. Communication is regularly sent to military-connected students regarding available support, but individual assistance is also provided on a regular basis regarding both academic and non-academic issues.

As students may be activated or deployed during the semester or deal with other military-connected issues, Military Services staff assists students and faculty with problem-solving and establishing communication regarding the situation in regard to relevant policies and procedures. Military Services assists with advocacy and developing a plan of action when necessary as well. In addition, Military Services works with faculty and students to address concerns or issues that may arise in the classroom.

Military Services has also worked, as previously mentioned, to develop relevant community partnerships and resources for students. These partnerships continue to benefit students and Military Services staff as needs arise that cannot be met on campus and provide valuable support beyond educational needs.

Finally, Military Services staff works diligently, along with the School Certifying Official, to ensure that the college is complying with state and federal laws pertaining to serving veterans on campus and using military benefits. As there are numerous benefits, both state and federal, and there are different rules for each, this task is not taken lightly and is extremely time-consuming, but critical to the success of the department and veterans on campus.

## *8 Keys to Veteran Success*

- 1. Create a culture of trust and connectedness across the campus*
- 2. Ensure consistent and sustained support from campus leadership*
- 3. Implement an early alert system to ensure all veterans receive academic, career, and financial advice before challenges become overwhelming*
- 4. Coordinate and centralize campus efforts for all veterans, together with the creation of a designated space for them (even if limited in size)*
- 5. Collaborate with Local communities and organizations, including government agencies, to align and coordinate various services for veterans*
- 6. Utilize a uniform set of data tools to collect and track information on veterans, including demographics, retention, and degree completion*
- 7. Provide comprehensive professional development for faculty and staff on issues and challenges unique to veterans*
- 8. Develop systems that ensure sustainability of effective practices for veterans*

### ***- US Department of Education***

*See Appendix D – HB 488 Guidelines*

**Review Committee/Review Process:** The findings are reviewed with the Director of Disability Support Services, the Director of Institutional Research, Planning, and Assessment, and office staff each term.

### **Documented Improvements:**

- Training was conducted for Admissions, Gateway staff and Akron Perkins staff
- Blackboard Military Services training modules were created
- Military Services staff began presenting information at faculty orientation
- Military leave of absence policy was established
- Military Services Office was established at our Akron Perkins campus
- Implementation of Starfish/early alerts/increased communication to veterans, as well as communication with the Registrar for academic dismissals/academic probation
- Awarded the Ohio Northern Golf Charities Foundation grant – assisted with funding for computers, printer, Keurig, coffee, other supplies for Veteran’s Lounge
- Awarded the Wells Fargo grant that funded a computer and supplies for the Veteran’s Lounge, as well as backpacks/school supplies for new veterans
- Improved tracking with CRM/Help Desk/identification of military-connected students
- Improvement of Military Services website information/addition of resources
- Improvement of department forms/checklist for students
- Attendance at relevant professional development for updated legal information - virtual training made it easier for increased staff attendance
- Flexibility in service provision due to COVID – staff adapted to necessary changes

**Criterion 5.0 Office/Department members are qualified by professional background, experience, and continuing professional development and meet the needs of the Office/Department.**

Yes	No	DNA		
X			<b>5.1</b>	Employee (full-time and part-time) credentials meet college requirements.
X			<b>5.2</b>	Annual Employee Performance Evaluations are on record in Human Resources.
X			<b>5.3</b>	Employees (full-time and part-time) are involved in professional organizations, presentations, and/or other professional works.
X			<b>5.4</b>	Employees are involved in the development of initiatives that support the College Mission.

Additional Comments: (Please explain any “No” selections.)

Reflective Narrative Questions:

**1. Describe how Performance Evaluations are being used to enhance the Office/Department.**

Performance evaluations are used to establish ongoing communication regarding each staff members’ goals, performance, and both personal and professional growth and development in alignment with the College’s mission. The ongoing process helps to identify strength and need areas and assist in continual improvement.

**2. Describe how professional development benefits the Office/Department.**

Professional development and ongoing training assist the department members to remain current on legal updates, best practices, and current trends in serving military-connected students. As there have been a significant number of changes with many military-connected benefits, including the governing laws and implementation, staff was required to attend many training during this assessment period.  
*See Appendix E – Professional Development for current list of mandated and relevant training.*

Military Services staff members also attend all College Updates and participate in College-related professional development, as well as shared governance opportunities when possible.

In addition, staff members have all served on at least one Guided Pathways 2.0 committee and have participated in numerous Diversity and Inclusion trainings, with a focus on Equity and overall improvement in college policies and procedures.

**3. Describe how employees are involved in the development of initiatives that support the College Mission.**

Through the performance evaluation process, SMART goals are provided to the department by the dean of the division. Each staff member develops their individual SMART goals in conjunction with the dean of the division and the college’s mission. Staff members also attend college updates to maintain knowledge of relevant information. Staff meetings and discussion are focused on information that impacts the college’s mission.

**Criterion 6.0 The Office/Department is responsive to changes in current technology and has adequate resources.**

Yes	No	DNA		
X			6.1	Office/Department changes are consistent with technological and scientific advances, and Office/Department content incorporates new developments in the field.
X			6.2	Employees work with supervisors to ensure adequate and current resources available to provide services.
X			6.3	Employees work with information technology staff to ensure availability of appropriate software and hardware components.

Additional Comments: (Please explain any “No” selections.)

Reflective Narrative Questions:

1. Explain the changing conditions within the field.

Military Service staff members serve students using various military-connected benefits including:

- VA education benefits
  - Post 9/11 benefits
  - Montgomery GI Bill
  - Montgomery GI Selected Reserve
  - Dependent and Survivor Education benefits
  - VRAP
  - Fry Scholarship
  - VA Vocational Rehabilitation
- Federal Tuition Assistance
- Ohio National Guard scholarship
- War Orphan Scholarship
- MyCAA

Laws pertaining to each of the above benefits (state and federal) are continually being introduced, modified, and mandated for educational institutions receiving these funds. Non-compliance would result in penalty and loss of funding from these programs. As a result, staff members must continually maintain knowledge of current mandates and changes in implementation processes, which can be extremely time sensitive and demanding.



Due to COVID, the Veterans Administration also passed several additional legislative updates specific to educational benefits during the pandemic.

With the constant change in technology, staff members try to remain as up to date as possible in order to use technology to our advantage, but do not always have much time for ongoing IT training.

Due to COVID, Military Services staff members were all granted Zoom account access and conducted appointments via zoom or phone when in-person appointments were not available. As this worked most effectively for some students, Zoom technology will continue to be used as an option in the future. In addition, on campus voice mail was set up to be forwarded directly to staff emails and each staff member also set up a google voice number for remote work.

In addition, due to COVID as well, increased relevant professional development training was available at no cost via webinar options (Zoom, Microsoft Teams, Google meets). This allowed increased Military Services staff participation and is expected to continue at least at some level.

As these webinars do not require transportation, decrease time spent out of the office, and most are provided at no cost by veteran-related agencies, this allows more Military Services staff to hear relevant updates in the law and best practices first-hand rather than receiving a quick review in weekly staff meetings.

## 2. How are these changing conditions addressed within the Office/Department?

Military Services staff members work diligently to maintain knowledge of technology, legal updates, and developments in the field. When time and resources allow, all Military Services staff members receive or attend relevant training. If one or more members attend training, that material is shared at weekly staff meetings and periodically reviewed as needed.

When Zoom accounts were made available to Military Services due to COVID-19, all staff members reviewed the training materials and worked to become proficient with the technology.

In addition, as staff members were working remotely and/or partially remotely during this time, voice mail was set up to be forwarded directly to each individual's email to maintain consistent communication/response time.

## 3. Explain how employees work with information technology staff to ensure availability of appropriate software and hardware components.

Computer hardware and software are kept up to date based on the College IT replacement schedule. Military Services has also worked with IT and Admissions to improve identification and tracking of veterans. This is an on-going project, which includes enhanced ARGOS reporting capability and the CRM.

## Component IV

### Recommendations and Executive Summary

**Based on the results of this current CAR**, list your strengths, areas of improvement, opportunities, threats, and recommendations.

Office/Department: **Military Services**

Strengths:

- Coordinator and staff who are passionate about the mission of the department
- Contacts, relationship, and resources that have been developed in the community
- “One-stop shop” for students – provide multiple services with single point of contact
- Knowledgeable about the benefits, but when unsure (especially due to changes), take the time to help students figure out
- Strong advocates for students – internally and externally
- Received grant that provided additional support – backpacks for students, computers, printers, and misc. supplies
- Administration (and college as a whole) is supportive of military-connected students
- Relationships with departments across the college
- Consistently reaching out to students/provide follow up
- Student-centered approach
- Cross-trained with DSS – more beneficial for students that may also need accommodations
- Provide training for staff and faculty and assist with questions/situations that arise
- Coordinate events for college – outreach for the college
- Assisting with academic support/retention/resources

Weaknesses:

- Trying to keep up with changes in benefits/different types of benefits – how it affects students – implementation is frequently time sensitive
- Need increased training for advisors across the college re: benefits
- Concerns have previously been expressed that we do not have a veteran on staff
- Lack of presence of veterans’ lounge in Akron/limited size at main campus
- Staffing – lack of dedicated staff just to MS/consistency of time spent on MS issues
- Need for timely access to pertinent enrollment management information

Opportunities:

- Succession planning to realign department to best serve students
- Partnership development – both internally and externally
- Procedures manual to organize information - ongoing
- Provide more inclusive events for Akron
- Ongoing training across campus
- Fine tuning processes to best serve students
- Increased outreach to students

Threats:

- Succession planning – two potential retirements in a short period of time

- Lack of knowledge re: future planning/staffing
- Variable enrollment trends/impact
- Implementation of rapid changes in military benefits and debt management
- Trying to comply with multiple governmental mandates that do not always align

**Priority Recommendations:** *(For each area listed below, please number all recommendations as they will be prioritized on the [Summary Work Plan - Appendix A](#). Sufficient support for the recommendations must be included, either by reference to responses in the components or specific Criterion or by additional information included with this program review.)*

**Additional Information.** On occasion, some programs may have additional documents that they feel should be included to complete the self-study. Supporting documents may include such things as program self-study reports, case study reports, survey statistics, focus group data, etc. All supporting documentation must be dated within this CAR period. Please list below the additional documents that you will be adding to this CAR in support of your recommendations.

- Appendix A – Military Services Summary Work Plan
- Appendix B - Military Services Rubric - Knowledge of Education Process/Resources and VA Education Benefits
- Appendix C - Military Services Outreach and Recruitment Fall 2018 – Spring 2021
- Appendix D - HB 488 Guidelines
- Appendix E - Military Services Professional Development – Fall 2018 – Spring 2021

## Appendix B – Military Services Rubric

### *Knowledge of Education Process/Resources and VA Educational Benefits Military Services Rubric*

	<b>Unacceptable 1</b>	<b>Needs Improvement 2</b>	<b>Good 3</b>	<b>Outstanding 4</b>
<b>Preparedness</b>	Regularly comes to appointments without the necessary materials	Occasionally comes to appointments without the necessary materials	Brings basic information and/or materials necessary for appointment	Problem solves what additional information may be needed and brings that information in addition to the basic requirements
<b>Ability to Navigate Education Process</b>	No knowledge of education process	Limited knowledge of education process	Some knowledge of education process, but requires assistance	Independently navigates educational process
<b>Understands VA Education Benefits/Process</b>	No knowledge of VA education benefits	Limited knowledge of VA education benefits	Some knowledge of VA education benefits, but requires assistance	Independently navigates VA education benefits
<b>Knowledge of College Resources</b>	No knowledge of college resources	Limited knowledge of college resources	Some knowledge of college resources, but requires assistance	Independently navigates college resources
<b>Knowledge of External (Community) Resources</b>	No knowledge of community resources	Limited knowledge of community resources	Some knowledge of community resources, but requires assistance	Independently navigates community resources
<b>Work/Life/Education Balance</b>	Has no awareness of impact on education	Is aware of impact, but still struggling to balance	Is aware of impact and passing classes	Is aware of impact and is academically successful

## Appendix C - Military Services Outreach Fall 2018 – Spring 2021

**Primary target areas – Stark/Summit**

- Stark County Vet Center
- Ohio National Guard
- RISFAC meetings – include veteran related agencies

**Secondary target areas – Portage, Mahoning, Columbiana, Carroll, Tuscarawas, Wayne**

- Ohio National Guard
- Armed Forces Reserve Centers – each county
- Veterans Service Commission – each county
- Ohio Means Jobs – each county
- VA – each county

**Job and Resource Fairs – by invitation**

- Vet Fest (Akron) – sponsored by Rolling Thunder – June 2019
- Stand Downs (Stark County/possibly Summit) – November

**Other outreach events**

- Veteran’s Day events – Stark State

Month	Event	Outreach Area
August 2018	Resource Fair - MAPS – Congressman Jim Renacci’s Office (8/15/18)	Stark/Summit/surrounding counties  Tuscarawas County

	Veteran Resource Fair – KSU Perf Arts Center – Congressman Bob Gibbs Office (8/16/18)	
September 2018	ONG Education Updates – connection with ONG members/education officers (9/6/18)  VA Mental Health Summit (with resource fair) 9/7/18 (Ashley Poulos and Kat Spicer)  Fire Ops 101 – participation (9/13/18)  Veterans Resource Fair Twinsburg HS – VA (9/15/18)	Stark/Summit/surrounding counties  Stark/Summit/surrounding counties  Stark/Summit contacts  Summit/Surrounding counties
October 2018	OVEC meeting (share of information/referrals from peers) (10/2/18)	Columbus meeting – share of info for Stark/Summit/surrounding counties
November 2018	Stand Down (with resource fair) Walsh University (11/1/18)  Veteran’s Day event – Stark State (11/12/18)	Stark/Summit/surrounding counties  Stark/Summit/surrounding counties
December 2018	N/A	
January 2019	Started General Education Mobile (GEM) Process with the Community College of the Air Force (CCAF) – Michele Garten contact	Active Duty Air Force (CCAF)
February 2019	GEM Program work continued	
March 2019	KSU Stark Resource Fair (Kat Spicer) (3/8/19)  GEM Program work continued	Stark
April 2019	OVEC Meeting – share of information/peer referrals (4/12/19)  GEM work continued	Stark/Summit/surrounding counties
May 2019	Scholarship and Benefactors Luncheon (5/3/19)  GEM Program continued  Marketing brochures for Veterans – including Industrial Tech fields  Honor Court Breakfast	Stark/Summit/surrounding counties    Stark/Summit/surrounding  Stark
June 2019	Vet Fest – Rolling Thunder 6/22/19	Summit and surrounding counties

	GEM continued	
July 2019	ONG Education Orientation 7/25/19	All Ohio ONG members/shared information/referrals
	GEM continued	
August 2019	Regional Inter-Service Family Assistance Committee (RISFAC) Stark Military Partnership Meeting 8/8/18	NE Ohio
	GEM continued – approved as partner	
September 2019	Meeting – new outreach Coordinator – Veteran Service Commission Dana Stilianos 9/9/10	Stark
	VA Mental Health Summit (with Resource Fair) University of Akron 9/12/19	NE Ohio
	ONG College Fair 9/22/19	All Ohio National Guard members Stark/Summit/surrounding areas
October 2019	OVEC meeting (Columbus) 10/15/19	Share of information/referrals
	VSC/RISFAC 10/17/19	Summit County
November 2019	Resource Fair (SAM Center) American Legion 11/7/19	Stark/surrounding counties
	Veteran’s Day event – Stark State 11/11/19	Stark/Summit/surrounding areas
	College Board Pilot webinar (started process)	Active duty service members outreach – College Board contact list
	Stark Co Sheriff’s outreach/recruiting 11/25/19	Stark/Summit/surrounding
December 2019	N/A due to COVID	
January 2020	Military and Veteran Recruiting meeting – JP Cooney 1/3/21	Summit/Stark Counties/surrounding
	Regional Inter-Service Family Assistance Committee (RISFAC) 1/16/20	Summit/Stark Counties/surrounding
February 2020	College Board meeting – JP Cooney/Marketing – led to creation of form letter 2/5/20	
March 2020	VSC – Dan Stilianos (phone contact) Bows for Vietnam Veterans Ceremony (later canceled)	

	Troy Bradfield – Ohio Means Jobs (phone contact)  COVID	
April 2020	N/A due to COVID	
May 2020	N/A due to COVID	
June 2020	N/A due to COVID	
July 2020	Veteran Recruiting meeting with JP Cooney/staff 7/23/21  Meeting with Jared Shank – ODHE Recruitment opportunities/strategies 7/24/21	Stark/Summit/surrounding  Stark/Summit/surrounding
August 2020	Veteran Recruiting meeting with JP Cooney/staff 8/13/21	Stark/Summit/surrounding
September 2020	Army Golden Knights event 9/10/20	Contact/information share – NE Ohio
October 2020	Army contacts meeting – Dr. Michael Bankey and SFC Horne 10/15/20	Army relations/contacts/referrals
November 2020	Stand Down – canceled  Veteran’s Day event – video (600+ views on social media)	Stark/Summit/surrounding counties
December 2020	Michael Richard – ONG Readiness Specialist  Freedom House donations/cards 12/16/20	NE Ohio ONG members  Portage
January 2021	N/A due to COVID	
February 2021	Michael Richard – ONG Readiness Specialist	NE Ohio ONG members
March 2021		
April 2021	RISFAC meeting 4/21/21	Stark/Summit
May 2021	N/A due to COVID	

The board of trustees of each state institution of higher education shall do all of the following by December 31, 2014:

- (A) *Designate at least one person employed by the institution to serve as the contact person for veterans and service member affairs. Such a person shall assist and advise veterans and service members on issues related to Am. Sub. H. B. No. 488 130th G.A.*
- (B) *Adopt a policy regarding the support and assistance the institution will provide to veterans and service members.*
- (C) *Allow for the establishment of a student-led group on campus for student service members and veterans and encourage other service member- and veteran-friendly organizations.*
- (D) *Integrate existing career services to create and encourage meaningful collaborative relationships between student service members and veterans and alumni of the institution, that links student service members and veterans with prospective employers, and that provides student service members and veterans with social opportunities; and, if the institution has career services programs, encourage the responsible office to seek and promote partnership opportunities for internships and employment of student service members and veterans with state, local, national, and international employers.*
- (E) *Survey student service members and veterans to identify their needs and challenges and make the survey available to faculty and staff at the state institution of higher education. And periodically conduct follow-up surveys, at a frequency determined by the board, to gauge the institution's progress toward meeting identified needs and challenges.*

*The chancellor of the Ohio board of regents shall provide guidance to state institutions of higher education in their compliance with this section, including the recommendation of standardized policies on support and assistance to veterans and service members.*

*The person or persons designated under division (A) of this section shall not be a person currently designated by the institution as a veterans administration certifying official. (R.C. 3345.421)*

*[S]hall establish an appeals procedure for students who are veterans or service members for resolving disputes regarding the awarding of college credit for military experience. (R.C. 3345.423)*

State institutions of higher education shall do all of the following by December 31, 2014:

- 1. *[E]ach state institution of higher education, as defined in section 3345.011 of the Revised Code, shall provide a student who is either a veteran or a service member with priority for course registration. (R.C. 3345.422)*
- 2. *[N]o state institution of higher education, as defined in section 3345.011 of the Revised Code, shall charge a student who is a veteran or a service member any fee for the evaluation of, transcription of, or application for college credit for military experience. (R.C. 3345.424)*

State institutions of higher education shall do all of the following by July 1, 2015 (R.C. 3333.164 C):

- 1. *[E]nsure that appropriate equivalent credit is awarded for military training, experience, and coursework that meet the standards developed by the chancellor pursuant to this section. (R.C. 3333.164 C)*



Appendix E – Military Services Professional Development

<b>Military Services Professional Development and Training</b>	
<b>Fall 2018 – Spring 2021</b>	
<b>Fall 2018</b>	
9/17/18	VA Mental Health Summit
10/4/18	Military Transcripts and Credits
10/15/18 – 1/18/18	NAVPA Conference – including legal updates/best practices/suicide prevention
9/25/18	Multi-State Collaborative Military Services Webinar
11/16/18	Ohio Department of Higher Education (ODHE) Veteran and Military Updates
12/14/18	NACADA Webinar - Advising
<b>Spring 2019</b>	
3/6/19	Trauma Informed Approach
3/12/19	Stark State Advising updates
5/2/19	GEM Partnership Training
<b>Summer 2019</b>	
6/27/19	Star Behavioral Health Providers – Veterans Tier One Training
7/25/19	ONG Education Orientation Flight (benefit update)
7/30/19	School Certifying Official Workshop – legal updates
	Department of Defense (DoD) – Memorandum Of Understanding training
<b>Fall 2019</b>	
9/12/19	VA Mental Health Summit
9/24/19	ONG Benefit Brief
10/1/19	DoD webinar
10/15/19	Ohio Veterans Education Council – legal updates
10/17/19	RISFAC updates
11/12/19	College Board Pilot (Veterans)
<b>Spring 2020</b>	
2/24/20	Stark Mental Health – populations - Veterans
1/16/20	RISFAC updates
2/7/20 and 2/14/20	Bridges Out of Poverty Training
2/26/20	Evacuation Leader Training
3/18/20	Ethics Training
3/27/20	VA Education Benefits Training
4/20/20	VA Education Benefits Training
4/3/20	Title IX training
<b>Summer 2020</b>	
7/22/20	Equity Webinar
	MyCAA training - changes in requirements

<b>Fall 2020</b>	
8/20/20	FTA, ONG, and Army IgnitED webinar
9/28/20	Diversity and Inclusion Training
10/1/20	Unconscious Bias Training
10/2/20	Campus Forum on Race – Part 1
10/27/20 – 10/28/20	NAVPA Conference
12/3/20	Campus Forum on Race – Part 2
<b>Spring 2021</b>	
2/17/21	Army IgnitED Training
2/19/21	Dr. Kathy Obear
2/23/21	Army IgnitED training
3/3/21	Army IgnitED training
3/4/21	SCO Annual Training - New Benefit Information
3/5/21	Bandwidth Recovery – Dr. Cia Verschelden
3/17/21	Ohio Ethics Law
3/31/21	Caring Campus
4/8/21	VRRAP Webinar
4/9/21	Ohio Ethics Law – Deeper Study
4/29/21	VA Education Benefits webinar (legal updates)
5/19/21	VA Education Benefits webinar (legal updates)