2013-2014

Annual Report for the Division of Student Affairs

Departmental Report: Veteran Resources

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Department Information: Mission, Vision, Values, Highlights

Mission
The Veteran Resources Coordinator helps student veterans successfully navigate the Oregon State University Structure while accomplishing their education goals and maximizing their VA benefits.

Vision
By collaborating with members from across campus who make up the Oregon State University Veterans Workgroup, Student Health Service Workgroup, Veterans Advisory Committee, Veterans and Family Student Association (VFSA), VA Certifying Officials Team, and Associated Student Veterans of Oregon State University (ASOSU) Veterans Taskforce the office of Military and Veteran Resources strives to create an environment of inclusiveness, safety, growth, and education for service members, veterans, ROTC cadets and their family members.

Values
- Consistent communication through Social Media and technology outlets.
- Cultural awareness and training for staff and students.
- Partnering with internal and external partners to support programming for students.
- Offering and maintaining a space for Student Veterans.

Departmental Highlights

1. The Military and Veteran Resources Coordinator made 1855 (657 phone calls, 1086 emails, and 112 in person interviews) contacts with Student Veterans.
2. The VA Certifying Officials certified 1018 (certified a minimum of one time throughout the duration of the academic year) during the 2013-2014 academic school year.
3. The office of Military and Veteran Resources supported 44 different outreach/presentations consisting of 376 participants involved. Outreach included VA outreach activities within the Veteran Lounge, 11 START Sessions, and two webinars.
4. The Military and Veterans Resources Coordinator testified in front of the Oregon State Legislature twice in support of state legislation geared to support Oregon Veterans. (examples include HB 2158 and 4021).
5. The office of Military and Veteran Resources expanded to include one part time student employee focused on creating the new OSU Veterans website and one intern with an emphasis on creating a student employee position to support the Veterans Connections Program.
Student Engagement & Success

Access to Oregon State University

Community & Involvement

Student Organizations

The office of Military and Veteran Resources, VFSA Student Leadership, and ASOSU Veterans Taskforce Director combined efforts to provide two different opportunities for Student Veterans to connect with Federal, State, and County VA Program Specialists. The office of Military and Veteran Resources, VFSA Student Leadership, AFROTC, and ASOSU Veterans Taskforce Director collaborated to host a Veteran Cultural awareness event in the Veterans Lounge in honor of Memorial Day. The OSU Veterans Workgroup partnered with the College of Forestry to bring the NACADA “Soldiers to Students: Academic Advising for Returning Veterans” to Oregon State University Campus.

Student Employment

In partnership with the offices of the Human Services Resources Center and Childcare and Family Resources, the Office of Military and Veteran Resources hired a Media and Public Relations Coordinator, Cindy Truong.

Here is a list of some of her responsibilities.

- Assist in creating graphic design materials
- Develop and update content for the HSRC/CFR/MVR Web Sites
- Create and maintain interactive forms, signup sheets, and web apps when appropriate
- Maintain social media including Facebook, Twitter, Tumblr, and LinkedIn
- Develop video, photographic, and print media

The Office of Military and Veteran Resources hired an intern, Denise Payton from the College of Education to develop a relocation function on the new website being launched Summer of 2014. In addition, Denise is responsible for developing the Veterans Connections Program and a future student employee position description for the program.

Attachment (copy & paste into browser):

Healthy Students & Campus

Student Satisfaction with Services

Teaching & Scholarship
Teaching

Publications in Press, Peer Reviewed

Publications in Press, non-Peer Reviewed

Publications Submitted

Internal Reports
Dean of Student Life, Office of Military and Resources Coordinator. (2013) Experiences and Identified Needs of Student Veterans Attending Oregon State University. Corvallis, OR: Sandi Cleveland & Ginger McKay

Professional Presentations

Grants, Contracts, Licensure, & Certifications
Grants & Contracts

Licensure & Certifications
Outreach & Engagement

*Submission 1:* START Sessions: START sessions are used to explain to Student Veterans how their Benefits are certified on campus, resources available to them, and familiarize them with certain aspects of campus. During the Sessions the VA Certifying Officials provide valuable information on VA education benefits, the certification process, campus resources, and introduction into the Oregon State University. Simultaneously the Military and Veteran Resources Coordinator staffs the booth at the START Information Fair. On Transfer STARTS the VA Certifying Officials and the Military and Veteran Resources Coordinator join forces to host luncheons in the Memorial Union Veterans Lounge. There were 13 START sessions.

*Groups engaged:*

- Students at other institutions: In coming students to Oregon State University

*Submission 2:* OSU Student Veteran Mental Health Awareness - Student Interaction Training: This training was put together at the request of the OSU Veterans Workgroup. The training was a combined effort amongst three offices on campus, Military and Veterans Resources, Healthy Campus Initiatives, and Counseling and Psychological Services and the Salem Vet Center. The intent of the training was to expose the audience to why and how Veterans experience PTSD and other mental health issues and how to deal with a potentially hostile situation within one’s office. The training was offered in three sessions; one in the summer and two prior to fall term.

*Groups engaged:*

- Faculty & staff at OSU, outside the Division of Student Affairs: LBCC Veterans Affairs Office, Academic Advisors from the Workgroup, and Veterans Connections Participants

*Attachment (copy & paste into browser):*


*Submission 3:* The Military and Veteran Resources Coordinator attended the monthly Vet Connections meetings periodically throughout the academic year.

Mission Statement: The Veterans Connections Organization Identifies and connects the network of service providers in the community that supports our Veterans and their families. They foster and sustain formal, continuing relationships with communities in order to increase the quality of life, well-being, and readiness of Service Members, Veterans and their Families

Goals:

1. Educating each member of the VetNet on services that all other members can provide to Veterans.
2. Understand and keep current what services are available in the area for Veterans.

3. Identifying shortages and/or needs in Veteran Organizations to the local Veterans Community, in order to further the advancement of Veteran Care.

Groups engaged:

- The Corvallis community: Veterans Providers in the local community.

Diversity
Defined by Veteran Resources: The Office of Military and Veterans Resources supports diversity through advertising, hosting, and engaging in conversations with other student populations. Examples include supporting the hiring of Cultural Center and other student life director positions by participating in the interview process of these individuals, and participating in the conversations on campus surrounding in appropriate language or conduct displayed towards certain student populations.

International Activities & Accomplishments

Other Initiatives

Awards
Students:

- Brian Benavidez was nominated for the 2014 OSU Grace Wu Memorial Award.
- Brian Benavidez and Henry Hamel were both nominated for “Human Interest” story for the 2014 OSU Commencement ceremony.

Program Review
Has Veteran Resources completed a review since July 1, 2013? Yes

Next scheduled review:

Type of program review: Internal Assessment Council Review

Veteran Resources was reviewed: 1st Quarter of 2014

Action Plan:

Has Veteran Resources completed an action plan as a result of the program review? No

Has the action plan been approved?
Professional Involvement
- National Association of Veteran Program Administrators (NAVPA)
- National Association of Student Affairs Administrators (NASPA)

Committee Involvement
- Linn/Benton County Veterans Connections
- Vets Helping Vets HQ Trainer
- OSU Veterans Workgroup
- OSU Veterans Advisory Committee
- OSU Student Health Services Veterans Workgroup
- Academic Advising Council
- Student Affairs Assessment Council
- OSU Suicide Prevention Workgroup
- OSU Office of Equity and Inclusion Search Advocate
- Student Life Assistance Team
- OSU Community Care Team
- National Association of Student Affairs Administrators - Veterans Knowledge Community

Key Performance Indicators
The Military and Veteran Resources Coordinator made 1855 (657 phone calls, 1086 emails, and 112 in person interviews) contacts with Student Veterans.

Photos & Videos
Submission 1: 2014 Commencement
Attachment (copy & paste into browser):

Submission 2: 2014 Memorial Day Event
Attachment (copy & paste into browser):

Submission 3: 2014 Memorial Day Event
Attachment (copy & paste into browser):
**Submission 4:** 2013 Veterans Day Event on Football Field

Attachment (copy & paste into browser):
http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=Veterans4+%28Dave+Nishitani%29.JPG&Size=16248102&Type=image%2Fjpeg&F=F_8vRwlzCcZ5siSLH

**Submission 5:** 2013 Veterans Day Parade in Albany

Attachment (copy & paste into browser):
Assessment Report

Departmental Goals

3. Provide opportunities for the OSU community to remain informed of changes, events, and updates happening within the VA and Military Communities.

New goal 1: Create a new Veterans Mentorship Program

Goal 3:

Outcome 3.1

Outcome:

Goal 3, Outcome 1 (G3O1): Learning-Communications: Over the course of one academic school year, staff and faculty who have signed up for the Vets News Listserv will be able to recap one major event in the VA or Military Communities.

Learning Goals for Graduates: Competency and Knowledge in Multiple Fields; Critical Thinking

Methods: Ask staff and faculty signed up for Vets News Listserv to complete an end of year survey about the biweekly newsletters.

Implementation: At the end of Spring Term, I will send around a five to ten question survey for readers to respond to the information disseminated over the course of the academic year.

Results: None to report at this point.

Decisions Made, Shared With:

Which other department(s) might find value in this data (in its entirety or in part)? Career Services (Student Life); Counseling & Psychological Services; Dean of Student Life; Disability Access Services (Student Life); Memorial Union; Office of the Vice Provost for Student Affairs; Student Affairs Research, Evaluation, & Planning; Veteran Services (Healthy Campus, Student Life)
Assessment Plan

Departmental Goals

- **Goal 3**: Provide opportunities for the OSU community to remain informed of changes, events, and updates happening within the VA and Military Communities.
- **New goal from Assessment Report 1 (NG1a)**: Newly identified goal from Assessment Report(1): Create a new Veterans Mentorship Program
- **New goal from Assessment Report 2 (NG2a)**: Newly identified goal from Assessment Report(2): Host five Professional Development opportunities focused on military and veteran cultural awareness and on campus for Faculty, Staff, and Students

**New Goal 1a:**

**Outcome NG1a.1**

**Outcome**: Establish a Taskforce to oversee the Veterans Mentorship Program - Formerly called Veterans Connections Program

**Methods**: Solicit volunteers from the existing Veterans Connections Program to be part of the task force.

**Implementation**: personal emails, phone calls, and invitations.

**Outcome NG1a.2**

**Outcome**: Create mentor position description

**Methods**: Use the Veterans Mentorship Program task-force to establish a mentor position description.

**Implementation**: 

**Outcome NG1a.3**

**Outcome**: Provide training to future mentors

**Methods**: Veterans Mentorship Program Task-force members will be tasked with creating training for future mentors.

**Implementation**: Once training is completed task-force members will train and certify new mentors before they are matched with mentees.
**Outcome NG1a.4**  
**Outcome:** Create trainings, activities, and program events around the program to support both mentors and mentees

**Methods:**

**Implementation:** The Military and Veteran Resources Coordinator will use data from activities in 2014 - 2015 and 2015 - 2016 school years to ask for funds to hire a .5 FTE or student worker to fill the role of Veterans Mentorship Coordinator.

**Outcome NG1a.5**  
**Outcome:** Create a position description for a student employee to run the Veteran Mentorship Program.

**Methods:** Intern from the College of Education who is working with the Military and Veteran Resources Coordinator will develop a position description for a Veterans Mentorship Coordinator.

**Implementation:** The Military and Veteran Resources Coordinator will use data from activities in 2014 - 2015 and 2015 - 2016 school years to ask for funds to hire a .5 FTE or student worker to fill the role of Veterans Mentorship Coordinator.

**Peer Review Process**
Are you interested in participating in the Assessment Council's Assessment Report & Plan Peer Review process? Yes