



**The Military Services Center
Administrative Activities Review
August 2018**

Mission and Goals

Our mission is to provide superior customer service and quality processing of GI Bill benefits which will improve recruitment, retention and graduation of military service members and their families.

Our goal is to become the North East Ohio Public University of choice for veterans, military services members and their families.

Services Provided

Recruitment

- Critical Partners – Admissions, Transfer Center, Adult Focus, Veterans Service Commission, Regional Inter-Service Family Assistance Committee (ISFAC), VA Medical Center, Community Based Outreach Clinics, Community Colleges, Active Duty Bases, Local Recruiters, Local Guard and Reserve Units.
- Customers/end users of services – Veterans, Military Service Members and their Families.
- Key performance analysis – UA Active Duty Service and Veteran Enrollment in Fall Semesters (Exhibit 1). Still waiting for data from Kent State and Youngstown.
- Assessment – We have been challenged with a reduction in enrollment. We have lost some momentum with Adult and Transfer recruitment initiatives and do not have a recruiter specifically for military service members that understands the culture, benefits and language. We attend recruitment events as often as possible. A contributing factor to lower enrollment is the veteran unemployment rate in the region is now down to 3.5 percent.

VA Benefit Counseling and Enrollment in the VA Education System

- Critical Partners –MSC staff that are School Certifying Officials that have annual required training by the DVA. The MSC has an annual audit by the State Approving Agency and has maintained a positive audit and certifying status.
- Customers/end users of services – DVA VA Once Enrollment system, military students and family members receiving benefits.
- Key performance analysis – Annual State Approving Agency/VA Audit.
- Assessment – Passed Audit every year and received high praise for customer service, reporting procedures, audit preparation and organization of records. The MSC proven team showed commitment to excellence in serving their student veterans and dependents.

Certification, Billing and Account Reconciliation

- Critical Partners – DVA, DVA Debt Management, UA Student Accounts, Accounts Payable, Financial Aid and the Department of Development. Scholarships administered by MSC – Blair Emergency Loan, Musson Scholarship and Michael T. Hayes Book Scholarship. Coordination with ROTC and Ohio National Guard Scholarships.
- Customers/end users of services – military students and family members receiving benefits.
- Key performance analysis – Certification of claims is reported timely each term.
- Assessment – The MSC staff is able to keep up to date with constant VA changes and legislative regulations impacting student veterans and their benefits. The Forever GI Bill - Harry W. Colmery Act that was implemented in 2017 has created a substantial increase in staff processing time and more changes are scheduled for 2018 and 2019. While our enrollment numbers have decreased our processing time per student has increased with the complexity of the VA system and rules.

DVA Reporting statistical, graduation, probation, dismissals. TA Approval of programs and reporting grades

- Critical Partners – DVA, Registrar's office, Academic Departments, Dean's Offices.
- Customers/end users of services – DVA and Federal Tuition Assistance.
- Key performance analysis – data is reported on a term basis to the appropriate agencies.
- Assessment – The challenge is that all of this data is reported in different government systems manually. It is very labor intensive and becomes more complicated when new reporting processes are required.

Peer Advisors for Veterans Education (PAVE)

- **Critical Partners** – University of Michigan Depression Center & Department of Psychiatry and Student Veterans of America. Dr. Altieri in the UA Counseling Center and Kelly Kulick in the Office of Accessibility are valuable resources for the PAVE program.
- **Customers/end users of services** – student military service members.
- **Key performance analysis** – Quarterly reporting and monthly calls to the PAVE program. Hire, train and submit time cards for the Peer Advisors. Monitor the Peer Advisors tracking system and mentor the Pave Team Leader. Our interactions and outreaches to student veterans have remained stable for past year.
- **Assessment** – We have expanded the program and have 20 Peer Advisors. These Peer Advisors are paid by the VA Work Study Program. Our challenge is getting student veterans to interact and engage more often and fully utilize all the resources offered by PAVE. We are currently designated as a PAVE Graduation/Retention Pilot participant beginning fall 2018. Only 13 schools are part of this pilot. The results of the national program will be reported as soon as they become available.

Community Engagement

- **Critical Partners** - Ohio Veterans Education Council (OVEC) – Promote recruitment and enrollment of veterans in Ohio public institutions, share best practices and lobby for improved state initiatives to support student veterans. All public institutions are represented on this committee and Mary Rossett is the co-chair. The Akron Greater Chamber of Commerce and Ohio Means Jobs assists the MSC in the organization and recruitment of employers for our Veterans and Community Career Fair held annually. The proceeds of this event are given to the Student Veterans of America. Last year the SVA raised over \$30,000 to assist student veterans on campus and other local veteran charities such as American Legion Post 808 and Wags for Warriors. The MSC attends the Regional Inter-Service Family Assistance Committee (ISFAC) quarterly meetings to collaborate and align resources in support of Ohio troops and military families. We attend and promote education at the quarterly meetings.
- **Customers/end users of services** – veterans and our local community.
- **Key performance analysis** – The Career Fair this year was the largest revenue earning student fundraiser on campus. We have continued expansion of employer participation in American Legion Post 808 and have instituted a virtual environment where students can participate in mock interviews with the participating employers and attend resume workshops without leaving campus. This is a collaboration between the SVA and American Legion Post 808.
- **Assessment** – We have a very positive network of community partners willing to support our student veterans. Mary Rossett received the 2017 Faculty Engagement Award.

Campus Collaboration – The Military Services Center provides various campus programming events during veteran’s week and throughout the year. Campus Departments are invited to attend and promote the services they offer. Some of these events include:

Veterans Day Resource Fair (OMD, Office of Accessibility, Advising Centers, Counseling Center, Colleges, VA, Adult Focus, Transfer Center, Veterans Service Commission), Veterans Day Luncheon, Co-sponsor a Military Movie with ZPN and ROTC, Military Tailgate, Home Town Hero’s Football event co-sponsored with the Athletic Department, Wellness week sponsored by the Counseling Center, Military Ball co-sponsored by American Legion Post 808 and the SVA, American Legion Post 808 Spring Dinner co-sponsored by the Hospitality Management Program.

Resources

- **Personnel** – 3 FTE’s, 20 VA Work-study (paid by DVA), 2 Federal Work-study, 1 unpaid internship earning college credit. **Organizational Chart Exhibit 2.**
- **Financials** – Responsible for the following accounts: Military Services Center 203309, Veterans Lounges 638817 (maintenance, activities, supplies, meetings), Michael T. Hayes Book Scholarship 639534, DVA Annual Reporting Fee 639564, Student Accounts 996480 and 994036. Administer the Blair Emergency Loan Fund and approval and application process. **Unit Budget Exhibit 3**
- **Revenue** – The Military Services Center bills the DVA approximately 8 – 10 million dollars per year. This is not a process done by the Bursar’s Office. SVA earns agency funds (over \$30,000) to support veteran’s activities, scholarships and student engagement. The DVA pays the Military Services Center Annual Reporting Fees of \$9.00 per veteran to cover training expenses. This revenue will increase to \$15 in 2018 because of the increased complexity of the Certifying Officials responsibility.
- **Equipment and technology** – Staff has not had new computers in almost 5 years. We are currently working on Optiplex 9010. Our students and Peer Advisors have 10 computers that have been acquired through surplus. These are a variety of very old and outdated computers. We also have a scanner that needs updated. All government records need to be scanned.

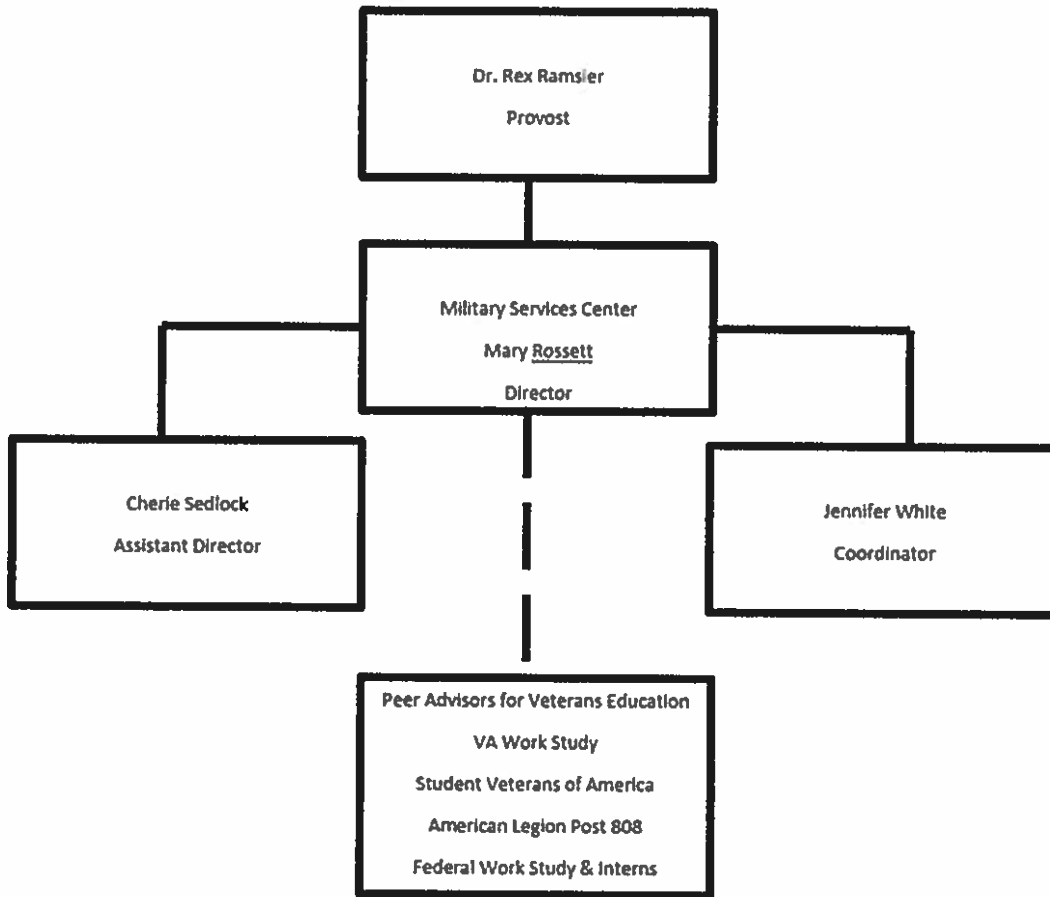
Exhibit 1 Active Duty Service and Veteran Enrollment in Fall Semesters

Ethnicity	Gender	2013	2014	2015	2016	2017
African Amer	Female	62	54	32	38	37
	Male	100	86	76	78	63
	Total	162	140	108	116	100
Asian	Female	1		2	1	1
	Male	10	9	6	9	10
	Total	11	9	8	10	11
Hispanic	Female	13	13	9	10	16
	Male	20	16	9	16	27
	Total	33	29	18	26	43
Native Amer	Female	1	1	1	0	0
	Male	2	3	3	2	1
	Total	3	4	4	2	1
Native Haw/Othr Pacific	Female		1	0	0	0
	Male	2	1	0	0	0
	Total	2	2	0	0	0
Two or More Races	Female	10	8	9	16	18
	Male	23	21	23	22	32
	Total	33	29	32	38	50
Unknown	Female	8	9	7	6	4
	Male	29	32	28	18	19
	Total	37	41	35	24	23
White	Female	166	173	139	113	116
	Male	629	572	517	458	420
	Total	795	745	656	571	536
Grand Total		1076	999	861	787	764

Sources: IR Census Extracts, Military Service Center Student Group Indicator, Cc_Personal_Dim (military status), and PS_Communication (comm context)

Stark State	2013	2014	2015	2016	2017
Grand Total	84	144	237	311	297
Tri-C	2013	2014	2015	2016	2017
Grand Total	981	813	755	713	705
Kent	2013	2014	2015	2016	2017
Grand Total	TBD	TBD	TBD	TBD	TBD
Youngstown	2013	2014	2015	2016	2017
Grand Total	TBD	TBD	TBD	TBD	TBD

Exhibit 2 Organizational Chart



Mary Rossett – Director, Administers budgets, training, PAVE Coordinator, hiring, training, time records, audits, recruitment, SVA Advisor, retention, networking, campus programming, advise students on DPR, curriculum, impact on benefits. Manages, implements and maintains proper documentation standards to ensure integrity of records in VAOnce, AI & GoArmy Ed. Research and resolves student records for all members of the campus community. Co-Chair Ohio Veterans Education Council.

Cherie Sedlock – Assistant Director, Certifying Official – responsible for submitting all class records and billing to the DVA, reconciles financial accounts for veterans, coordinates VA Vocational Rehabilitation with bookstore, parking and VA, interprets and enforces academic policies along with Federal Law related to VA. Advise students on DPR, curriculum, impact on benefits. Manages, implements and maintains proper documentation standards to ensure integrity of records in VAOnce, AI & GoArmy Ed. Research and resolves student records for all members of the campus community.

Jennifer White – Coordinator, Certifying Official - responsible for submitting all class records and billing to the DVA reconciles financial accounts for veterans, advise students on DPR, curriculum, impact on benefits. Manages, implements and maintains proper documentation standards to ensure integrity of records in VAOnce, AI & GoArmy Ed. Research and resolves student records for all members of the campus community.

Exhibit 3 Financials

<u>Office of Academic Affairs</u>	<u>Year</u>	<u>Adjusted Budget</u>	<u>Total Expense</u>	<u>Remaining Budget</u>
OAA-Military Services	2016	179,491	160,175	19,316
	2017	213,669	205,171	8,498
	2018	244,103	251,407	(7,304)

Note: 2018 needs updated-data from 7-10-18-fringes & work study have not cleared