1. Support Services Report Template

Report Info

Name of the person completing this report: Angela Schneider
Title of the person completing this report: University Registrar
Service: Veterans Services
Division/College: PEMSA
Supervisor/dean reviewing report: Greg Smith
Name of second reviewer (if necessary): Linda Dalton

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Federal Law: Yes, including FERPA
State Law: Yes
Campus Policy: Yes

Provide a brief explanation, if necessary, in ≤60 words.

Veteran services are governed by federal and state laws that dictate which courses and degrees can be certified for benefits, record keeping requirements for the campus, and the monitoring of each student's degree progress. The service is audited by state and federal auditors. Campus policy implements priority registration for veterans.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using ≤120 words

The veterans service office is responsible for assisting all veterans and dependents seeking to attend or attending East Bay with aspects such as certification of courses for benefits and coordination of support programs. The office is responsible for advising the student veteran's organization on campus, holding campus wide veterans events, participating in campus activities such as Welcome Day, maintaining records for all veterans, preparing for audits, and working with other departments such as financial aid and student financials.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 100%
Total: 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Evidence submitted to support the chosen selection (&lt;60 words for each)</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Provides information about benefits to veterans and their dependents prior to admission and enrollment.</td>
<td></td>
</tr>
</tbody>
</table>

| During college (helping students succeed while they are at Cal State East Bay) | Provides information to veterans and dependents, intake of forms, certification of benefits, and serves as a liaison with other departments such as financial aid, student financials and admissions. |

| After college (helping students establish meaningful lifework and be socially responsible contributors to society) |

**Provide a brief narrative (<60 words each) explaining your choice.**

<table>
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</tr>
</tbody>
</table>

**Link to Scoring Rubric**

2.4 Alignment with Shared Strategic Commitments

How does this service contribute to or align with **any** of the eight Shared Strategic Commitments (SSC) listed below?
<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>Ensure that students meet with advisors and faculty regularly to strengthen learning objectives and outcomes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Provide resources and guidance specific to the needs of the student veteran population. Advocate for these students when working with on- and off-campus constituents.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td>Serve as first point of contact for veterans and their families. Ensure smooth transitions with assistance from members of the Veterans Advisory Committee.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>Encourage participation in the Student Veterans Organization to connect with other student veterans and foster a sense of community within the veteran population at CSUEB</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td></td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Collaborate with faculty and staff to learn best practices when working with the student veteran population.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td></td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td></td>
</tr>
</tbody>
</table>

**2.5 How might the demand for this service change over the next five years? (Please choose one category below).**

**Likely to increase**

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

The number of veterans requesting certifications has more than doubled in the past four years. In 2007-08 there were approximately 445 certifications processed and in 2011-12 the total number of certifications was approximately 965.

**5. Quality of Service**

**3.1 Do you assess the quality of the service you provide?**

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

This service is audited by state and federal auditors for accuracy. There are internal deadlines set regarding the timeliness of processing certifications which is required for students to receive their benefits from the Federal VA Department.
3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

1. Revision of all veteran related forms.
2. Hired and trained student assistants to provide more accessible service to veterans and dependents of veterans
3. Dedicated veteran window in the Enrollment Information Center
4. Creation of veteran events such as a graduation celebration.

Link to Scoring Rubric

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

1. Train other permanent staff to learn the procedures and processing to offer additional staff support to students.
2. Provide regular communication with students (e.g., monthly newsletter, Meet and Greet).

Link to Scoring Rubric

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

1. Creation of a veterans center on campus to provide a place for veterans to work and connect with each other, and obtain information and assistance from staff.
2. Additional staff: permanent part-time staff person to manage front counter inquiries including phone and e-mails, and assist with files.

Link to Scoring Rubric

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

Informally, the lack of complaints from students and the VA Department is mainly used to assess the level of satisfaction. Feedback from faculty, staff and students is also used as a measure of success.

Link to Scoring Rubric

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

This service was not included in the survey.

Link to Scoring Rubric

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain.

The goal outlined to all staff/student assistants is to assist students with efficiency to certify benefits, provide excellent customer service, professionalism, confidentiality, sensitivity to diverse needs and backgrounds, consistent follow-up, and open communication with students and within the office team. This approach is consistent with PEMSA’s culture of service.
3.8 Does your service have annual goals (targets) of achievement regarding the **quality** of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

1. Maintain the service counter in the EIC during the scheduled hours and provide accessibility for veterans for their inquiries.
2. Certify all benefits accurately by established deadlines.
3. Maintain records according to CSU, state and federal standards and have positive audit findings (state and federal audits).

3.9 Does your service have annual goals (targets) of achievement regarding the **quantity** of service provided?

Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

1. Certify benefits for the nearly 1000 requests made by veterans and their dependents in a timely and accurate manner.
2. Submit all applications for fee waivers to student financials by the fee deadlines.
3. Provide timely responses to all inquiries by phone, e-mail and in person.

### 6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

64402

Attach your allocated spreadsheet here.
Registrar Allocations.xlsx

4.2 Using the spreadsheet provided, please distribute your department’s annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

618

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

113

Attach your allocated spreadsheet here.
Registrar Allocations.xlsx
4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

1. Revision of all forms to streamline the certification process.
2. Creation of reports and a student group in PeopleSoft to quickly identify veterans for communication and tracking purposes.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Train existing permanent staff to assist part-time as necessary. Since there is only one permanent staff member assigned to this service, it is challenging to reduce costs any further while providing the level of service required to assist all veterans and their dependents.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Hiring another permanent staff member to manage the front counter inquiries and assist with certifications. This would reduce the number of student assistants who have a high turnover rate and require continual training.

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

No

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

With the commitment to serve veterans and certify their benefits quickly so they receive their funds with one full time staff person, there is not much opportunity to reduce costs while still maintaining the high level of quality service.

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

This service processed nearly 1000 certifications for veterans and their dependents. This does not include the processing of fee waivers, or the assistance provided to veterans via phone, e-mail, in person, and participation at various campus events.

7. Other
5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

No

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in <60 words.

This is the only service that provides veterans with an accessible central location for assistance and questions, and certifies their benefits to the federal Veteran’s Administration Office.

[Link to Scoring Rubric]

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

This team works closely with veterans and their families as well as support agencies that service this population. They provide specific guidance for veterans who request education benefits certification and they receive continual training to better meet the needs of this diverse group of students.

[Link to Scoring Rubric]

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

As the student veteran population continues to grow and remains a priority for the University, a student resource such as a veteran center would ensure veterans continue to receive the high level of service and opportunities deserved.