

Governors State University
Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Veterans Resources

Leader(s): Kevin Smith, Coordinator

Implementation Year: 2015 -2016

GOAL 1: Develop and expand financial aid practices for veterans, military personnel, and their family members by streamlining the administration of programs and benefits available to the Veterans at GSU.

Objective 1:	Provide quality advising services by addressing individual student needs, responding to all inquiries in a timely fashion and pertinent information that affects financial concerns.
Action Items	<ul style="list-style-type: none"> • Utilize available digital resources to better administer the various programs and benefits. • Process all certificates and additional paperwork within 2 business days of retrieval.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	
Responsible Person and/or Unit (Data collection, analysis reporting)	Some action items may have specific staff members leading the efforts, but we will all work as a collective team to meet the objectives for our yearly goals.
Milestones (Identify Timelines)	
Desired Outcomes and Achievements (Identify results expected)	

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Objective 2:	Streamline the military /veterans certification process to more efficiently process federal and state benefits.
Action Items	<ul style="list-style-type: none"> • Develop a paperless military/veterans certification form in collaboration with ITS to be housed either on the student portal or blackboard collaborative.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	
Responsible Person and/or Unit (Data collection, analysis reporting)	Some action items may have specific staff members leading the efforts, but we will all work as a collective team to meet the objectives for our yearly goals.
Milestones (Identify Timelines)	
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Objective 3:	Identify additional staffing support that could be put in place to assist the workload as it relates to benefits and certification.
Action Items	<ul style="list-style-type: none"> • Investigate funding options for a 900 hour administrative support person. • Implement an internship program that would create opportunities for veteran students to work in the area of the VRC. • Train VA student workers to better address areas of benefits and certification within the confines of what there access allows.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	
Responsible Person and/or Unit (Data collection, analysis reporting)	Some action items may have specific staff members leading the efforts, but we will all work as a collective team to meet the objectives for our yearly goals.
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