

Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Veterans Resource Center

Goal	Independent Budget 🔑 Veterans Resource Center (VRC) will try to have it's own operating budget.
Objective (P)	Improve VRC Service 🔑 With the VRC having it's own budget this will allow us to do more for our staff and students. We will truly be recognize once and for all as our own department.
KPI Performance Indicator	Budget 🔑 We will submit a proposal to SHSU administration for our own budget.
Result	Budget Approved 🔑 Our Budget was approved.
Action	Budget Approved 🔑 VRC was approved for it's own budget starting on September 1, 2015.

Goal	Technology Enhancement 🔑 To utilize Banner software features and functionality to increase efficiency and improve the Hazlewood act award process.
Objective (P)	Paperless Processing 🔑 Increase efficiency by reviewing electronic documents rather than hard copies for the verification process.
KPI Performance Indicator	Increase Number Of Files For Hazlewood Processing 🔑 We are taking the steps to implement a paperless process for Hazlewood students. The paperwork at this time would still have to be filled out and printed but we will store the documents within Banner. This will also allow us to get rid of the two filing cabinets that we currently hold in our space for the Hazlewood students. Also students will now be able to turn in Hazlewood requests even if they do not have everything that is required. In the past students would submit paperwork to us that was incomplete and we would have to shred it since it was incomplete and did not have a system where would could track everything. Once the student got everything they needed they would have to resubmit all paperwork. Now they will not have to do this. This will increase efficiency, reduce delays and mistakes, and increase the number of files completed for verification. With less time needed to process paperwork, our staff will be able to spend more time personally contacting students who need to make corrections to their files.

There are no actions for this objective.

Objective (P)

To Further Expand Banner Software Features And Functionality On The Hazlewood Act Award Process. 🔑

We have been working on the Hazlewood Act approval process for over a year. By working on it we know have enhance the process for the students and the VRC.

Action

🔑 Increase Number Of Files For Hazlewood Processing

We have taken the steps the past two years to implement a folderless process. We only now need a couple of more reports written thru IT and we will be able to close this goal.

Previous Cycle's "Plan for Continuous Improvement"

SHSU was unable to purchase the card swiper system software. Since August 2013 we have been requiring students to sign in to our space. With that we were not tracking the numbers though. We started tracking students who signed in on June 1, 2014. With this information we will see how many students are coming and see the reason why. This will allow us to see where we could possibly make improvements through email and on or website for information. For the paperless process we have started taking the steps to implement that for spring 2015. We are still building reports and testing but we should be able to implement by November 1, 2014. We have been working on this project for over a year with IT. We first had to build RRAAREQ codes within banner to track the documents per student. We have built in the codes within SZAHEVH and figured out on how to use the copy feature within that field. With this copy feature it will allow you to copy the information that you have to type each semester. We are still getting training on scanning in documents into BDMS for RRAAREQ. Once we verify the paperwork we will scan those documents to the requirements we built into Banner. After that is done we will run a report and code students who are marked complete. The ones that are marked incomplete will be sent an email and we will try to call them as well.

Please detail the elements of your previous "Plan for Continuous Improvement" that were implemented. If elements were not implemented please explain why, along with any contextual challenges you may have faced that prevented their implementation.

We were able to get our budget approved effective September 1, 2015. We have also figured out what all we need for the Hazlewood Act award process. We are still working on this project but only need a couple of reports written thru IT. We can close both goals.

Plan for Continuous Improvement - Please detail your plan for improvement that you have developed based on what you learned from your 2014 - 2015 Cycle Findings.

For the Hazlewood Act award process we were able to close this goal. We still need a couple of reports written but we have worked thru this goal for the year. We were also approved for our own budget. We will still continue to work on the Hazlewood Act award process to streamline and fine tune it more.