

UNIT REPORT

Veterans Resource Center
Assessment Plan Summary

Veterans Resource Center

Student Service

Goal Description:

To improve the quality of customer service provided to our current and prospective students.

RELATED ITEMS/ELEMENTS

RELATED ITEM LEVEL 1

Improve Student Service

Performance Objective Description:

We started to have students sign in and put the reason for there visit. We anticipate this will tell us more about the students, why they are visiting us and the number coming in for various reasons.

RELATED ITEM LEVEL 2

Card Swiper System

KPI Description:

This will be the baseline year for the card swiper system in our office. This system will tack the student, each time they visit and the reason for the visit. We also hope to use this system to track phone calls as well. This will allow us to know who the student has spoken with and why, which will allow us to better assist the student. Knowing the reasons for students needing help will also point out weak areas in which training is needed or consumer information updates are needed. With this new system we will run weekly and monthly reports to target areas needing immediate attention. We do not have any hard numbers at this time since this is the first year this new system will be implemented. We will use this information to set goals for the next assessment cycle.

Results Description:

We had to close this goal since our department was not selected for the card swiper system. We will continue to push for our department to be selected for the card swiper system in the future.

RELATED ITEM LEVEL 3

Card Swiper

Action Description:

We had to close this goal since our department was not selected to get the card swiper system this year.

Technology Enhancement

Goal Description:

To utilize Banner software features and functionality to increase efficiency and improve the Hazlewood act award process.

RELATED ITEMS/ELEMENTS

RELATED ITEM LEVEL 1

Paperless Processing

Performance Objective Description:

Increase efficiency by reviewing electronic documents rather than hard copies for the verification process.

RELATED ITEM LEVEL 2

Increase Number Of Files For Hazlewood Processing

KPI Description:

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.

Results Description:

We were able to implement our paperless system for the Hazlewood Act for the spring 2017 semester. The creation of this process was very beneficial for all. Students must have an active class schedule before they can submit there request. This helped to cut down on the students that would submit paperwork without having a schedule. This system also allow us to get rid of our two filing cabinets for our Hazlewood students. We scan in all our Hazlewood recipients into our imaging system for SHSU.

Hazlewood Process

Action Description:

This past spring 2017 we were able to fully implement our paperless process on the Hazlewood benefit. This process help us to eliminate having two filing cabinets where we kept folders on our Hazlewood students. All the documents are scan into our imaging system within SHSU. All Hazlewood requirements are not populated onto student's MYSAM account so that way they know what they have to do each semester. Also they received an email through there SHSU email account once it has been processed.

Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

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.

Update of Progress to the Previous Cycle's PCI:

We were able to close both goals for the previous year. Even though our office was not selected for the card swiper system selected by SHSU we will continue to push for the software. We were able to streamline our Hazlewood process and go paperless for the spring 2017 semester. We were able to get rid of two cabinets that contain all our Hazlewood recipients and scan in all documents into our imaging software. The paperless process has helped us to cut down on manual mistakes we could potentially had made. Also the process is better for the students since they received an email on when we approve there documents or deny them. This process eliminated over 10,000 pieces of paper per semester. Overall the paperless system is better for all. We will continue to fine tune the process and build better reports.

Plan for Continuous Improvement

Closing Summary:

We will continue to push for our department to be added to the list for the card swiper system the university has selected.

We will continue to streamline our Hazlewood process and try to make it as automated as possible. We were able to get rid of the two Hazlewood cabinets and scan all documents in the imaging system for the university.