

UNIVERSITY of HOUSTON



VETERANS' SERVICES OFFICE

STUDENT FEES ADVISORY COMMITTEE  
FY2009-2010

Allen Grundy  
Program Manager

Allen Grundy  
January 29, 2009

INDEX

- I. EXECUTIVE SUMMARY
- II. ORGANIZATIONAL CHART
- III. FY 2008 – 2009 UNIT OBJECTIVES
- IV. MEANS UTILIZED TO EVALUATE ORGANIZATION'S  
SUCCESS
- V. BUDGET CHANGES FY2009
- VI. FY2009-2010 OBJECTIVES
- VI. OTHER FUNDING SOURCES
- VII. OVERLAP BUDGET

**STUDENT FEES ADVISORY COMMITTEE (SFAC)**

**FY2009 PROGRAM QUESTIONNAIRE**

Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

**I. EXECUTIVE SUMMARY**

Veteran benefits for student-veterans will become a way for colleges and universities to increase population and funding from the increase of the projected attendance by the returning veterans from all military services from the current wars. The new 9/11 GI Bill under the 2008 Higher Education Opportunity Act (H.R. 4137) will give the returning veteran, and others who are eligible, a benefit that will pay tuition, fees, books and a housing stipend that will be paid directly to the colleges and universities they attend. This \$63 billion being released by the Department of Defense and the Department of Veterans Affairs on August 1, 2009 is the most ambitious program since WWII.

The University of Houston Veterans' Services Office (VSO) is a stand-alone educational center (only one in Texas and perhaps in our Region) for veterans, spouses, and dependents enrolled in an academic program at the university. VSO helps the University of Houston recruit, retain, and graduate student-veterans from all of the Armed Forces who are eligible for veterans' benefits under US Code 38.

With a projected marketing plan for the VSO's upcoming year, we intend to increase student-veteran population by 25% and provide the present student-veteran population

with tools, programs and information that will assist the university in becoming military friendly. Perhaps this will also aid the university in achieving Tier-One status.

VSO connects student-veterans to campus resources, such as the Center for Students With DisABILITIES, to ensure equal opportunity of success for student-veterans with disabilities. VSO advocates on behalf of student-veterans, the ROTC Army, Navy, Marines, Air Force, and Houston Corps of Cadets on campus, as well as with local, state and national veterans agencies. Our annual programs of workshops, seminars, symposiums and conferences are available for student-veterans and the general population of students to appreciate and honor those who served.

## **II. ORGABIZATIONAL CHART \*SEE SEPARATE PAGE**

**Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc), note this on your chart. Student employees should be cited on the chart and identified as students.**



### III. FY 2008 – 2009 UNIT OBJECTIVES

List the objectives that you provided with your 2008-2009 SFAC request. Please comment on your success in achieving these objectives. If an objective changed during the year, please note this and explain. Also, list any new objectives, the rationale for the addition, and comment on your success in achieving these objectives.

**A. Objective One:** To employ one full time staff member for the VSO Office

The success of this objective was not completely recognized because of funding support. However, funding was supplied for a p/t non-benefits staff person with 19 hours per week this past fiscal year. This support has given the VSO more flexibility in reaching out to the student-veterans on our campus who are unaccounted for. A data base has been created by our newly hired person.

**B. Objective Two:** The VSO website will be upgraded to make it more interactive between potential student-veterans, Department of Military Affairs and other veteran organizations within the state of Texas.

The website was out-sourced to an independent web designer who did a terrific job in the design and informative URLs for easy access by our student-veterans and the general public. The website, though still one page, now accesses the websites of other cooperating departments. However, since the new GI Bill is forthcoming, further update is necessary.

**C. Objective Three:** Veterans' Services seeks to create new programs for the benefit of all UH students and their families.

Two major programs were instituted this past year that will be added to our annual programming. They were "The Veterans Housing and Resource Fair" on November 11, 2008, and the "Veterans Ability and Achievement Conference and Awards" on November 12, 2008.

**D. Objective Four:** Further develop "Boots to Books" program of recruiting veterans for higher education.

This recruiting was scrapped because of the oncoming changes to the new 9/11 GI Bill. The new program of benefits to be activated on August 1, 2009 has many new features and has not been fully set up completely by the Department of Veterans Affairs as of yet. We are replacing this program with a program entitled "Veterans Returning Assistance Program" (V-RAP).

**E. Objective Five:** To Continue the Veterans Oral History Project

The Veterans Oral History project which was instituted as a partnership with the Library of Congress in 2005 has grown as we go into our fourth year. Presently, we have partnered with Jack J. Valenti School of Communication to assist us in capturing these momentous interviews from WWII to Iraqi Freedom veterans. Thus far, we have 125 interview tapes from various different wars. We intend to continue this important program and look forward to developing a documentary in the near future.

**F. Objective Six:** To further "Entrepreneurship and the 21<sup>st</sup> Century Veteran" Program

Our business seminar entitled "Entrepreneurship and the 21<sup>st</sup> Century Veteran" is very timely. With the ending of the current war in Iraq and the current condition of employment globally, this program has been one of our greatest visions for the

veteran. The partnerships with University of Houston Small Business Development Center and the Wolff Center for Entrepreneurship out of the Bauer School of Business have been great. We intend to continue this successful program as well.

#### **IV. MEANS UTILIZED TO EVALUATE ORGANIZATION SUCCESS.**

**Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exist, discuss the number of persons served by each of your programs and the satisfaction level of those served. Please provide the method for collecting these data**

The means through which VSO departmental objectives are evaluated include student-veteran satisfaction surveys. Historically, the department has enjoyed a 98% student satisfaction feedback by student-veterans being served. Second, there is a departmental evaluation that is rendered each semester by the University, and this past year the VSO office received an 86 in overall satisfaction across the campus. Third, a database is accumulated through a daily sign-in sheet for each veteran who enters the VSO educational center, and in each program activity surveys are used for proper feedback from each event. Our daily traffic has averaged around 150 students per week from Fall 2007, Spring 2008, Fall 2008, and Summer months approximately 50 per week.

Our annual programs can bring in 1000 participants throughout the year, including student-veterans, general students, and the general public. Last but not least, internal university committees and surveys are summarized in the departments' annual of Institutional Effectiveness report, as well as other summaries.

## V. BUDGET CHANGES FY2009

Please discuss any budget changes from your last (FY2008) SFAC request, their impact on your programs and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead or behind their self-generated income projections. In addition, if your unit concluded FY2007 with Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Our budget was received from last year's SFAC committee in total. However, due to the increase in student-veteran attendance, much of our general operating expenses were almost depleted approximately four months into the new year. All of our intended programs were fulfilled because of co-sponsorship with other departments on campus. Without this, we would not have been able to fulfill our mission. This past 2008-2009 cycle, we added a ledger 4 account. We were able to generate \$2,936.00 in donations from several individuals, UH organizations, and corporations.

## VI. FY2009-2010 OBJECTIVES

Please list your 2009-2010 objectives in priority order. Larger units may wish to group your response by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

- A. **OBJECTIVE ONE:** Further develop the VSO into a One-Stop-Shop facility

With the expected increase in returning veterans, it is crucial to consolidate services into the one place that has been historically providing many of the services for student-veterans, spouses and their dependents. That place is the Veterans' Services Office on campus which is the only stand-alone office of its kind in the state of Texas and perhaps in our Region. The uniqueness of our VSO has been a haven for our veterans and has shown that veterans' persistence, grade point average and graduating rates have possibly been affected by this facility. It has created greater than average academic success over the general student population. (\* From 2000-2006) Our hope is to acquire the veterans certification process at the Veterans' Services Office.

**B. OBJECTIVE TWO:** Increase Sandra's pay from \$10 to \$15 dollars per hour because of work load.

With the projected increase in returning veterans, our university has an attractive track record of programs, services, and facility that will possibly attract up to 25% more veterans to our campus because of the new 9/11 GI Bill being implemented on August 1, 2009. Presently, we have seen an increase of about 3% since last year in student-veteran attendance according to our weekly attendance records. For this reason, other job duties will be required of her position to fulfill.

**C. OBJECTIVE THREE:** Development of an administrative and student-veteran task force for review of current policies and procedures that affect returning veterans whether they are freshmen, transfer or graduate student.

This past year several top UH administrators from Veterans' Services Undergraduate Studies, Admissions, Registration, Continuing and Distance Education, as well as Financial Aid had several meetings reviewing the process and policies that affect the incoming and continuing student-veteran. This will be a permanent committee that will essentially be for student-veterans' equal access to higher education at the central campus, the UH system, and its feeder colleges.

**D. OBJECTIVE FOUR:** Complete marketing DVD for distribution to UH feeder colleges and military transition centers throughout Texas.

With partnerships in nine feeder colleges in the state of Texas and approximately fifteen military transition centers, a full blown marketing initiative has been underway since the summer of 2008 with the UH Marketing Department development of a DVD highlighting the "Military Friendly" facility and services at our campus. This DVD will be distributed and presented at various locations with the assistance of the UH admissions department and a representative of the Veterans' Services Office.

**E. OBJECTIVE FIVE:** Develop an orientation program specifically for student-veterans.

After observing general student orientation, the expected increase of the student-veteran population will possibly require a separate orientation for veterans. We hope that proper assistance from the Dean of Students Office can include an incoming and transfer student component as a separate entity developed, however, by both departments.

**F. OBJECTIVE SIX:** Develop a returning veterans special program that would take the place of our current Veterans, Troops Family Support Group (VTFSG).

The new program will be called Veterans Returning Assistance Program (V-RAP). Whereas the VTFSG coalition involves on-campus units from various departments, V-RAP would involve off-campus veteran services organizations established as a non-profit entity on campus.

**G. OBJECTIVE SEVEN:** Initiate and Develop an Alumni Association for veterans at UH and its affiliates.

In conjunction with the UH Alumni Association, develop the first of its kind coalition entitled "Alumni Association for Veterans of Colleges and Universities." This has been discussed with President Barry Adams of the UH Alumni Association, and he has committed himself to assist VSO in this undertaking, since he is a veteran.

**H. OBJECTIVE EIGHT:** Continuation of VSO successful programs

The Veterans Oral History Project; Entrepreneurship and the 21<sup>st</sup> Century Veteran Program; Housing and Resource Fair; and the Honors Day Celebration and Ceremony, just to name a few, will continue as annual programs.

#### **VII. 2008-2009 OTHER FUNDING SOURCES**

**What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? Please describe any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.**

The VSO has a ledger three for donations and will be initiating a ledger two to generate funding through admission fees for the general public for our various programs. The VSO is submitting a proposal to ACE/Wal-Mart for a \$100,000.00 grant called "Success for Veterans Award Grants" for demonstrating leadership in developing programs to increase access to and success in postsecondary education for veterans and their families. The deadline is March 1, 2009.

#### **VIII. OVERLAP BUDGET**

**Please describe any overlap between your unit and any other unit(s) provide services to students and rationale for the overlap.**

None

**APPENDICES**

- A. BUDGET FY2009-2010**
- B. VSO WEEKLY DATA (FY2007 FALL, FY2008 SP, FY2008 SU, FY2008 FALL)**
- C. THE NEW GI BILL (CHAPTER 33)**
- D. STUDENT-VETERAN ACADEMIC INFORMATION FROM 2000-2006**
- E. MILITARY TRANSITIONAL CENTERS**

# USE OF UH VETERANS SERVICES' OFFICE

FALL 2007

VISITS DURING WEEK ENDING AUGUST			AVERAGE DAILY VISITS THIS WEEK	AVERAGE WEEKLY VISITS THIS MONTH
DATE	NO. OF VISITS			
17	39	(WEEK BEFORE START OF CLASSES)	8	
24	164		33	
31	159		32	121
VISITS DURING WEEK ENDING SEPTEMBER				
7	116	(OFFICE CLOSED FOR LABOR DAY)	29	
14	154		31	
21	162		33	
28	141		29	151
VISITS DURING WEEK ENDING OCTOBER				
5	162		33	
12	144		29	
19	132		27	
26	171		35	152
VISITS DURING WEEK ENDING NOVEMBER				
2	140		28	
9	122		25	
16	128		26	
23	56	(OFFICE CLOSED FOR THANKSGIVING)	19	
30	142		29	128
VISITS DURING WEEK ENDING DECEMBER				
7	52		11	
14	57		12	
21	1	(WEEK AFTER CLOSE OF SEMESTER)	1	37

# USE OF UH VETERANS SERVICES' OFFICE

SPRING 2008

VISITS DURING WEEK ENDING JANUARY		AVERAGE DAILY VISITS THIS WEEK	AVERAGE WEEKLY VISITS THIS MONTH
DATE	NO. OF VISITS		
4	22	7	
11	71 (WEEK BEFORE START OF CLASSES)	14	
18	193	39	
25	121	30	120
VISITS DURING WEEK ENDING FEBRUARY			
1	139	28	
8	128	26	
15	115	23	
22	130	26	
29	119	24	126
VISITS DURING WEEK ENDING MARCH			
7	112	22	
14	104	21	
21	5 (SPRING BREAK)	1	
28	109	22	83
VISITS DURING WEEK ENDING APRIL			
4	101	20	
11	95	19	
18	124	25	
25	107	21	107
VISITS DURING WEEK ENDING MAY			
2	61	12	
9	55	11	
16	22 (WEEK AFTER CLOSE OF SEMESTER)	4	
23	21	4	
30	21	4	36

# USE OF UH VETERANS SERVICES' OFFICE

SUMMER 2008

VISITS DURING WEEK ENDING JUNE		AVERAGE DAILY VISITS THIS WEEK	AVERAGE WEEKLY VISITS THIS MONTH
DATE	NO. OF VISITS		
6	49	10	
13	48	10	
20	51	10	
27	39	8	47
VISITS DURING WEEK ENDING JULY			
4	44	11	
11	48	10	
18	52	10	
25	33	7	47
VISITS DURING WEEK ENDING AUGUST			
1	42	8	
8	49 (CLOSED 1 DAY FOR WEATHER)	12	
15	55	11	52

# USE OF UH VETERANS SERVICES' OFFICE

FALL 2008

VISITS DURING WEEK ENDING		AVERAGE DAILY VISITS THIS WEEK	AVERAGE WEEKLY VISITS THIS MONTH
DATE	NO. OF VISITS		
<b>VISITS DURING WEEK ENDING AUGUST</b>			
22	41 (WEEK BEFORE START OF CLASSES)	8	
29	197	39	119
<b>VISITS DURING WEEK ENDING SEPTEMBER</b>			
5	139 (OFFICE CLOSED FOR LABOR DAY)	35	
12	175 (CLOSED 1 DAY FOR HURRICANE)	44	
19	97 (CLOSED 1 DAY FOR HURRICANE)	24	
26	196	39	152
<b>VISITS DURING WEEK ENDING OCTOBER</b>			
3	163	33	
10	168	34	
17	174	35	
24	168	34	
31	161	32	167
<b>VISITS DURING WEEK ENDING NOVEMBER</b>			
7	142	28	
14	145	29	
21	141	28	
28	65 (OFFICE CLOSED FOR THANKSGIVING)	22	137
<b>VISITS DURING WEEK ENDING DECEMBER</b>			
5	171	34	
12	92	18	
19	51	10	
26	2 (WEEK AFTER CLOSE OF SEMESTER)	2	99

COMPARISON OF VETERAN STUDENTS WITH NON-VETERAN STUDENTS FROM  
FALL 2000 TO FALL 2006

FALL 2000		VETERANS (n=549)		NON-VETERANS (n=22,866)	
		n	%	n	%
BENEFITS	GI BILL	414	75	.	.
	HAZELWOOD	134	24	.	.
	ACTIVE MILITARY	10	2	.	.
GENDER	MALE	451	82	10,619	46
	FEMALE	98	18	12,247	54
ETHNICITY	AFRICAN AMERICAN	91	17	3,464	15
	HISPANIC	114	21	4,489	20
	WHITE	272	50	8,796	38
	ASIAN AMERICAN	53	10	4,751	21
	AMERICAN INDIAN	5	1	106	0
	INTERNATIONAL	0	0	945	4
	UNKNOWN	14	3	315	1
STATUS	NEW FTIC	25	5	3,002	13
	TRANSFER	84	15	2,307	10
	CONTINUING	440	80	17,557	77
CLASSIFICATION	FRESHMAN	61	11	5,867	26
	SOPHOMORE	94	17	4,543	20
	JUNIOR	162	30	5,340	23
	SENIOR	232	42	7,116	31
AGE	AVERAGE AGE		29.9		24.2
GPA	AVERAGE GPA		2.81		2.67
FY 2000 GRADUATION	NUMBER GRADUATED				
	YEARS TO GRADUATE				

  

FALL 2001		VETERANS (n=520)		NON-VETERANS (n=23,722)	
		n	%	n	%
BENEFITS	GI BILL	383	74	.	.
	HAZELWOOD	136	26	.	.
	ACTIVE MILITARY	10	2	.	.
GENDER	MALE	421	81	11,029	46
	FEMALE	99	19	12,693	54
ETHNICITY	AFRICAN AMERICAN	105	20	3,613	15
	HISPANIC	107	21	4,815	20
	WHITE	247	48	8,897	38
	ASIAN AMERICAN	49	9	4,933	21
	AMERICAN INDIAN	2	0	97	0
	INTERNATIONAL	0	0	995	4
	UNKNOWN	10	2	372	2
STATUS	NEW FTIC	22	4	3,354	14
	TRANSFER	75	14	2,398	10
	CONTINUING	423	81	17,970	76
CLASSIFICATION	FRESHMAN	63	12	6,158	26
	SOPHOMORE	79	15	4,835	20
	JUNIOR	152	29	5,437	23
	SENIOR	229	43	7,292	31
AGE	AVERAGE AGE		29.6		24.0
GPA	AVERAGE GPA		2.79		2.68
FY 2001 GRADUATION	NUMBER GRADUATED		86		3,622
	YEARS TO GRADUATE		4.6		4.5

FALL 2004		VETERANS (n=577)		NON-VETERANS (n=25,689)	
		n	%	n	%
BENEFITS	GI BILL	447	77	.	.
	HAZELWOOD	127	22	.	.
	ACTIVE MILITARY	15	3	.	.
GENDER	MALE	442	77	12,217	48
	FEMALE	135	23	13,472	52
ETHNICITY	AFRICAN AMERICAN	123	21	3,741	15
	HISPANIC	134	23	5,352	21
	WHITE	265	46	9,364	36
	ASIAN AMERICAN	36	6	5,434	21
	AMERICAN INDIAN	3	1	98	0
	INTERNATIONAL	0	0	1,286	5
	UNKNOWN	16	3	414	2
STATUS	NEW FTIC	20	3	3,306	13
	TRANSFER	84	15	2,655	10
	CONTINUING	473	82	19,728	77
CLASSIFICATION	FRESHMAN	59	10	5,858	23
	SOPHOMORE	95	16	5,200	20
	JUNIOR	158	27	6,523	25
	SENIOR	265	46	8,108	32
AGE	AVERAGE AGE	29.7		23.8	
GPA	AVERAGE GPA	2.81		2.74	
FY 2004 GRADUATION	NUMBER GRADUATED	133		4,279	
	YEARS TO GRADUATE	4.4		4.4	
FALL 2005		VETERANS (n=561)		NON-VETERANS (n=25,622)	
		n	%	n	%
BENEFITS	GI BILL	435	78	.	.
	HAZELWOOD	123	22	.	.
	ACTIVE MILITARY	8	1	.	.
GENDER	MALE	427	76	12,104	47
	FEMALE	134	24	13,518	53
ETHNICITY	AFRICAN AMERICAN	125	22	3,744	15
	HISPANIC	127	23	5,518	22
	WHITE	260	46	9,206	36
	ASIAN AMERICAN	30	5	5,407	21
	AMERICAN INDIAN	4	1	98	0
	INTERNATIONAL	0	0	1,270	5
	UNKNOWN	15	3	379	1
STATUS	NEW FTIC	25	4	3,360	13
	TRANSFER	85	15	2,689	11
	CONTINUING	451	80	19,573	76
CLASSIFICATION	FRESHMAN	62	11	5,632	22
	SOPHOMORE	91	16	5,234	20
	JUNIOR	162	29	6,396	25
	SENIOR	246	44	8,360	33
AGE	AVERAGE AGE	29.5		23.7	
GPA	AVERAGE GPA	2.81		2.76	
FY 2005 GRADUATION	NUMBER GRADUATED	130		4,434	
	YEARS TO GRADUATE	4.3		4.3	

RATES OF VETERAN AND NON-VETERAN STUDENTS RETENTION AND GRADUATION FOR  
UNDERGRADUATE TRANSFER STUDENTS FROM FY 2000-2006

FALL 2000	VETERANS (n=84)		NON-VETERANS (n=2,243)	
	n	%	n	%
1 YR RETENTION RATE	38	45	1,567	70
2 YR GRADUATION RATE	6	7	121	5
4 YR GRADUATION RATE	27	32	834	37
6 YR GRADUATION RATE	40	48	1,092	49

  

FALL 2001	VETERANS (n=75)		NON-VETERANS (n=2,388)	
	n	%	n	%
1 YR RETENTION RATE	45	60 <sup>2</sup> <i>incorrect</i>	1,661	70
2 YR GRADUATION RATE	5	7	149	6
4 YR GRADUATION RATE	31	41	945	40

  

FALL 2002	VETERANS (n=79)		NON-VETERANS (n=2,357)	
	n	%	n	%
1 YR RETENTION RATE	33	42	1,641	70
2 YR GRADUATION RATE	6	8	151	6
4 YR GRADUATION RATE	32	41	933	40

  

FALL 2003	VETERANS (n=78)		NON-VETERANS (n=2,530)	
	n	%	n	%
1 YR RETENTION RATE	35	45	1,806	71
2 YR GRADUATION RATE	6	8	149	6

  

FALL 2004	VETERANS (n=84)		NON-VETERANS (n=2,653)	
	n	%	n	%
1 YR RETENTION RATE	35	42	1,826	63
2 YR GRADUATION RATE	13	16	160	6

  

FALL 2005	VETERANS (n=84)		NON-VETERANS (n=2,688)	
	n	%	n	%
1 YR RETENTION RATE	58	69	1,768	66

## MILITARY TRANSITIONAL CENTERS

Distribution and presentations w/VSO DVD

### Major Installations

#### Army

- Fort Bliss
- Red River Army Depot
- Fort Hood
- Fort Sam Houston/Camp Bullis
- Ingleside Army Depot

#### Navy & Marine Corps

- Corpus Christi Naval Air Station/Naval Hospital/Naval Station
- Kingsville Naval Air Station

#### Air Force

- Randolph AFB
- Brooks City Base
- Lackland AFB
- Sheppard AFB
- Air Force Plant 4  
(formerly Carswell AFB)
- Dyess AFB
- Goodfellow AFB
- Laughlin AFB

#### Coast Guard

- Group Corpus Christi
- Group Galveston
- Marine Safety Office Galveston
- Marine Safety Office Houston
- Marine Safety Office Port Arthur
- Air Station Corpus Christi
- Air Station Houston
- Vessel Traffic Service Houston/Galveston