



VETERANS SERVICES OFFICE

STUDENT FEES ADVISORY COMMITTEE
FY 2010-2011

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STUDENT FEES ADVISORY COMMITTEE (SFAC)

FY2011 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.

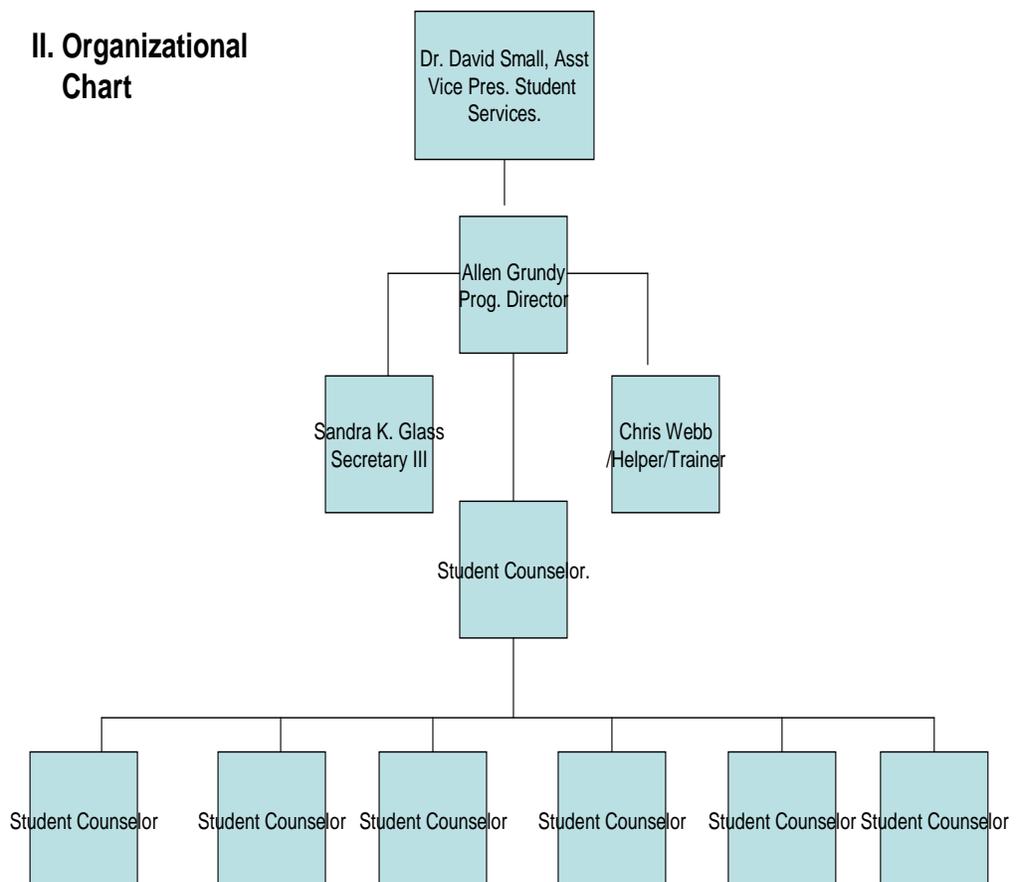
I. EXECUTIVE SUMMARY

The University of Houston Veterans' Services Office (VSO) is a Comprehensive Educational Resource Center (*See Appendix for explanation) for veterans, spouses, and dependents enrolled in an approved academic program at the university. In addition to a Director, this model employs additional staff and student peer counselors to provide a greater amount of services for veterans within this central office. This Center requires significant amount of resources and the support of the university leaders, faculty, staff, student fee's and community to support its funding to assist the university to recruit, retain, and graduate student veterans from all of the Armed Forces who are eligible for veterans' benefits under US Code 38. This Center initiates and coordinates with various units across campus to tap into existing support programs (e.g. veteran certification, financial aid, counseling & health center, housing, disability services etc.) The VA work-study program at our Center assists with VA paperwork and distributes information about VA benefits to VA beneficiaries or potential beneficiaries on and off campus. The Veterans Collegiate Society (VCS) the student organization housed at the VSO Center is an advocacy group in partnership with Student Veterans of America (SVA), Houston

Department of Military Affairs, and Lonestar Association an EOF and OIF Returning Veterans Organization along with the Bush Cares Project a 501 (C)(3).

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.

II. Organizational Chart



List the objectives that you provided with your 2009-2010 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.

III. FY 2009 – 2010 UNIT OBJECTIVES

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

The necessity for a full time employee as a benefits eligible staff member is of dire need at this time. With the returning veteran population explosion from the new 9/11 GI Bill which took place on August 1, 2009 the GI Bill will cover the cost of a 4-year education up to the level of the most expensive in-state public tuition. In addition, these veterans will receive \$1,000/month for living expenses for books, and approximately \$1,545 for housing. Major factors that definitely change how benefits were received through the old Montgomery GI Bill is that the tuition, books, and fees will all go directly to the universities with veteran populations. That in mind, and the down turn of the American economy has fueled the movement for the returning veterans to come to institutions of higher learning. We expect to get 25% more veterans within one year of instituting this new GI Bill. The VSO needs to be better prepared to handle the increase in the veteran population as well as relieve the one full time staff employee from not being able to get sick days or vacations days without closing down the office.

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 has been fully developed to function with direct links to all processes for UH admittance, veteran organizations, and support assistance on and off campus. The staff of the VSO took it upon themselves to train in CMS by the UH marketing department and have been able to do all of the website changes, revisions and upgrades from the VSO Center. This has eliminated VSO from outsourcing for such services.

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

One new program "Veterans Housing and Resource Fair" was a success with 150 students and community members attending at the University of Houston, Houston Room. Major programs were instituted this past year that will be added to our annual programming. The newly initiated "Veterans Ability and Achievement Conference from last year has been implemented as an annual program for the disabled veteran, spouse or dependent..

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

The "Boots to Books" program will be scrapped for the development of the "Veterans Returning Assistance Program" (V-RAP) will be replacing the "Boots to Books" program which will be instituted in the Fall of 2010. Due to the difficulty of the first year of the new 9/11 GI Bill, institutions of higher education, the Department of Defense, Veteran Educational Regional Offices all were unprepared for such an onslaught of returning

veterans to colleges and universities. We feel the delay of this project was necessary until a more stable period of consistency in benefits delivery to the veterans is achieved.. In the meantime, the UH Veterans' Service Alumni Association will be initiated which within the association, would be a Student Veteran Mentor Program. This program will consist of successful former veterans of UH who would advise veterans on the transition to college than to the real world in:

- Entrepreneurship
- On-The- Job Opportunities
- Community Leadership
- Investments

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 fifth year. Presently, we have partnered with *Jack J. Valenti School of Communications* and the Buffalo Soldiers National Museum in third ward Houston. They assist us in capturing these momentous interviews from WWII to Iraqi Freedom veterans. Thus far, we have 220 interview tapes from various wars. We intend to continue this important program and look forward in developing a documentary with UH PBS in the near future.

F. Objective Six: To further “ Entrepreneurship and the 21st Century Veteran Program

Our business seminar entitled “Entrepreneurship and the 21st Century Veteran” is very timely. It has been very successful up to present since its inception in 2006. With the ending of the current war in Iraq and Afghanistan, and the current condition of

employment globally, this program has been one of our greatest successes. The partnership with the Wolff Center for Entrepreneurship out of the Bauer School of business has blossomed into two accredited classes for veterans being offered by that department this semester entitled, "Military Entrepreneurship Program".

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 includes student-veteran surveys for general operations, customer service and space requirements. Historically, the department has enjoyed a 98% student satisfaction feedback, however due to the growth in the VSO traffic related to the growth of the veteran population growth; student veterans have wanted increase facility space because of the overcrowded facility at specific times. Much of the growth of this population is collected by UH Institutional Research each semester. (Student data chart included in appendices) Presently, from our daily sign in sheets we have a 75 per day traffic rate which is an increase from 50 per day last year. Our success is also evaluated by the media request we receive. VSO had a total of ten media interviews on TV and or radio throughout 2009. VSO was also requested to represent UH at the Senate Committee on Veterans Affairs & Military Installation, to testify on Senate Bill 1538 at a senate hearing. In the 2010 GI Jobs magazine, VSO is considered one of the top 10 "Military Friendly" universities in

the country. (*See Appendix) The growth of participation in many of our annual programs shows growing satisfaction with our present outreach and programming.

V. FY2010 BUDGET CHANGES

Please discuss any budget changes from your last (FY2009) 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.

With UH being named one of 10 “Military Friendly” universities in the 2010 GI Jobs Magazine and the enormity of the new GI Bill, 25% more returning veterans are anticipated to go to higher education because of these amenities. VSO because of staffing and budget restraints were unable to get further staffing for our concept of the one-stop-shop which led the student affairs administrators to prepare for the increase of returning veterans and thought it best to reclassify the VSO full time employee Allen Grundy from Program Manager to Director on May 1, 2009. The reclassification came with increase in salary and benefit expenses. There was no fund equity balance.

VI. FY2010-2011 OBJECTIVES

Please list your 2008-2009 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.

- Further develop a Model 4 Veterans Comprehensive Resource Center (According to the 2009 The Student Affairs Leadership Council: The Advisory Board Company) *See Appendix
- Increase enrollment of veterans, spouses and dependents by 30% *See Appendix
- Increase revenue to UH with funds paid from the Post 9-11 GI Bill, which tuition and fees are paid directly to UH by the federal government.
- Expand VSO staff with full time personnel
- Develop 10% more paid programs, workshops and seminars for military families.
- Establish UH as the Flagship University for veterans and their families in the SW Region.
- Initiate VSO Campus/Community College/military Base Mobile Tour *See Appendix

VII. UNIT OBJECTIVES

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 been in collaboration with Houston Community College and various community Colleges as consultants developing Veteran Resource Centers and veterans'

student organizations in the state of Texas for a fee. The VSO is continuously working towards increasing donations and have begun to charge for its annual programs/workshops and seminars for income.

VIII. SERVICES OVERLAP

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

N/A

APPENDICES**VSO BUDGET****SFAC ONE-TIME ITEMIZED BUDGET****MODEL 4: COMPREHENSIVE RESOURCE CENTER****STUDENT VETERAN POPULATION 9/11 GI BILL****STUDENT POPULATION HINSON-HAZLEWOOD BENEFIT 2008****STUDENT POPULATION HINSON-HAZLEWOOD BENEFIT 007****VSO MOBILE UNIT CAMPUS TOUR****VSO MOBILE UNIT COMMUNITY COLLEGE TOUR****VSO MOBILE UNIT MILITARY BASES TOUR**

SFAC One-Time Budget 2010Item(s)/Price(s)**Office**

VSO polo shirts/\$450 (12 shirts& \$17.25 set-up @ \$19.25 ea. & \$20 one-time color screen

Equipment

(5) Dell Computers/\$3,000 @ 5 Computers

Supplies

Printer Supplies/\$ 2,077 (15 B&W and color cartridges and 10 boxes of multipurpose paper)

Mini DVD tapes \$400.00 @ 1 case

Transportation

Van Operation Cost /\$3,000 (Fuel, Maintenance, Alarm @ \$1,000 ea. Plus \$400.00 annually for parking.

Printing

Printing Brochures/\$1,704 (4 Brochures @ \$426 ea,)

Programs

Programs/\$5,500 (4 Programs)

Professional Development

Conferences&Memberships/\$2,500

Total: \$19, 051.00

Fall 2007		Hazelwood n= 200		Non- Hazelwood n= 3,4463	
		#	%	#	%
GENDER	Female	23	11.5%	17,855	51.8%
	Male	177	88.8%	16,608	48.2%
ETHNICITY	White	113	56.5%	12,883	37.4%
	African American	33	16.5%	4,557	13.2%
	Hispanic	39	19.5%	6,689	19.4%
	Asian American	9	4.5%	6,784	19.7%
	Native American	0	0.0%	118	0.3%
	International	0	0.0%	2,797	8.1%
	Unknown	6	3.0%	635	1.8%
STATUS	New Student	21	10.5%	5,276	15.3%
	Transfer Student	7	3.5%	2,791	8.1%
	Continuing Student	172	86.0%	26,396	76.6%
CLASSIFICATION	Freshmen	2	1.0%	5,854	17.0%
	Sophomore	7	3.5%	5,401	15.7%
	Junior	35	17.5%	6,426	18.6%
	Senior	73	36.5%	8,697	25.2%
	Post Bacc.	16	8.0%	1,061	3.1%
	Master's	60	30.0%	3,698	10.7%
	Doctoral	5	2.5%	1,468	4.3%
	Special Professional	2	1.0%	1,858	5.4%
AGE	Average Age	35.29		24.16	

Note:

Hazelwood category includes two potential values:

(definitions come from CBM001 guide)

value 01- "Exemption of certain veterans, dependents, etc. of the Armed Forces of the United States from payment of tuition" **(194 students)**

value 21- "Application of resident rather than nonresident tuition to military personnel and dependents" **(6 students)**

Fall 2008		Hazelwood n= 223		Non- Hazelwood n= 35,881	
		#	%	#	%
GENDER	Female	31	13.9%	18,340	51.1%
	Male	192	86.1%	17,541	48.9%
ETHNICITY	White	112	50.2%	12,766	35.6%
	African American	45	20.2%	4,840	13.5%
	Hispanic	47	21.1%	7,129	19.9%
	Asian American	11	4.9%	7,145	19.9%
	Native American	1	0.4%	116	0.3%
	International	0	0.0%	2,969	8.3%
	Unknown	7	3.1%	916	2.6%
STATUS	New Student	19	8.5%	5,789	16.1%
	Transfer Student	23	10.3%	3,608	10.1%
	Continuing Student	181	81.2%	26,484	73.8%
CLASSIFICATION	Freshmen	4	1.8%	6,863	19.1%
	Sophomore	13	5.8%	5,740	16.0%
	Junior	30	13.5%	6,348	17.7%
	Senior	79	35.4%	8,525	23.8%
	Post Bacc.	29	13.0%	1,169	3.3%
	Master's	57	25.6%	3,926	10.9%
	Doctoral	9	4.0%	1,492	4.2%
	Special Professional	2	0.9%	1,818	5.1%
AGE	Average Age	34.53		23.96	

Notes:

Hazelwood category includes two potential values:

(definitions come from CBM001 guide)

value 01- "Exemption of certain veterans, dependents, etc. of the Armed Forces of the United States from payment of tuition" **(217 students)**

value 21- "Application of resident rather than nonresident tuition to military personnel and dependents" **(6 students)**

Fall 2009		Veterans n= 792		Non- Veterans n= 36,208	
		#	%	#	%
BENEFITS	Hazelwood	202	25.5%	*	*
	VA Benefits	576	72.7%	*	*
	Veteran	14	1.8%	*	*
GENDER	Female	131	16.5%	18,570	51.3%
	Male	661	83.5%	17,638	48.7%
ETHNICITY	White	392	49.5%	12,646	34.9%
	African American	144	18.2%	4,829	13.3%
	Hispanic	170	21.5%	7,473	20.6%
	Asian American	57	7.2%	7,444	20.6%
	Native American	5	0.6%	124	0.3%
	Unknown	24	3.0%	523	1.4%
STATUS	New Student	67	8.5%	5,309	14.7%
	Transfer Student	162	20.5%	3,082	8.5%
	Continuing Student	563	71.1%	27,817	76.8%
CLASSIFICATION	Freshmen	84	10.6%	6,338	17.5%
	Sophomore	123	15.5%	5,903	16.3%
	Junior	160	20.2%	6,464	17.9%
	Senior	247	31.2%	8,737	24.1%
	Master's	100	12.6%	4,187	11.6%
	Doctoral	14	1.8%	1,633	4.5%
	Special Professional	29	3.7%	1,739	4.8%
AGE	Average Age	29.99		23.99	

Notes:

Hazelwood category includes two potential values:

(definitions come from CBM001 guide)

value 01- "Exemption of certain veterans, dependents, etc. of the Armed Forces of the United States from payment of tuition" **(198 students)**

value 21- "Application of resident rather than nonresident tuition to military personnel and dependents" **(4 students)**

Veteran Benefits category includes the following:

Chapter 1606- Montgomery GI Bill **(27 students)**

Chapter 1607- Reserve Education Assistance **(14 students)**

Chapter 30- Montgomery GI Bill **(150 students)**

Chapter 31- Vocational Rehab **(21 students)**

Chapter 33- Post 9/11 **(318 students)**

Chapter 35- Dependents Education Assistance **(46 students)**

VSO Mobile Campus Tour

<u>Building Name</u>	<u>Building Number</u>
1. Agnes Arnold Hall	578
2. Wellness Center	522
3. Communications	506
4. Cullen Performance Hall	517
5. Justin Dart Center	568
6. Garrison Gym	532
7. Hilton Hotel	590
8. Calhoun Lofts	
9. Melcher Hall	528
10. Moore's	520
11. University Center	565
12. Welcome Center	553

VSO MOBILE UNIT COMMUNITY COLLEGE TOUR #7

ALVIN COMMUNITY COLLEGE

BRAZOSPORT COLLEGE

COLLEGE OF THE MAINLAND

HOUSTON COMMUNITY COLLEGE

GALVESTON COLLEGE

LAMAR STATE COLLEGE

LONESTAR COMMUNITY COLLEGE

SAN JACINTO COMMUNITY COLLEGE

WHARTON JUNIOR COLLEGE

VSO MOBILE UNIT MILITARY BASES TOUR #8

VSO MOBILE UNIT MILITARY BASES TOUR #8

Air Force Bases

- Brooks City-Base - San Antonio
- Lackland Air Force Base - San Antonio
- Randolph Air Force Base - Universal City
- Sheppard Air Force Base - Wichita Falls

Army Posts

- Camp Bullis - San Antonio
- Corpus Christi Army Depot - Corpus Christi
- Fort Hood - Killeen
- Fort Sam Houston - San Antonio

Coast Guard Bases

- USCG Station Galveston - Galveston Island

Navy Bases

- Corpus Christi Naval Air Station
- Fort Worth Naval Air Station, Joint Reserve Base