

Vision 2020 Strategic Plan Alignment – Military and Veterans Programs

Planning Framework

Unit Goals, Metrics, and Timeline

Current Strategies

Major Accomplishments

Aspirations

Mission

Military and Veterans Programs continuously works to successfully facilitate the use of federal education benefits. We provide advocacy and support for our military, veteran, and family member student community by offering outreach, networking, and personalized assistance.

Vision

Military and Veterans Programs will establish NMSU as a nationally recognized destination for military, veterans and family members, exceeding the 8 Keys to Veterans' Success by applying it to all of the MVP population.

1. Create a culture of trust and connectedness across the campus community to promote well-being and success for veterans.
2. Ensure consistent and sustained support from campus leadership.
3. Implement an early alert system to ensure all veterans receive academic, career, and financial advice before challenges become overwhelming.
4. Coordinate and centralize campus efforts for all veterans, together with the creation of a designated space for them (even if limited in size).
5. Collaborate with local communities and organizations, including government agencies, to align and coordinate various services for veterans.
6. Utilize a uniform set of data tools to collect and track information on veterans, including demographics, retention, and degree completion.
7. Provide comprehensive professional development for faculty and staff on issues and challenges unique to veterans.
8. Develop systems that ensure sustainability of effective practices for veterans.

Values

Accountability: If it is to be, it's up to me

Passion – To give all of your heart and mind

Quality – Do things right the first time

Goal 1: Successfully complete annual benefits compliance survey audit by receiving less than 2 or fewer discrepancies finds.

Vision 2020 Goal Alignment: NA

Train staff in VA and DoD guidelines and regulations regarding educational benefits via conferences, on-line and formal training courses.

Have completed last three compliance surveys with 3 or fewer discrepancies.

Receive annual benefits compliance survey audit with no discrepancies.

Goal 2: Conduct timely and accurate processing of educational benefits within 5 working days of receipt by Fall of 2018.

Vision 2020 Goal Alignment: NA

Maintain accurate and organized filing system as well as streamlined file workflows processing.

Have completed documentation and file checklists of all processes of VA/DoD educational benefits.

Have an electronic filing system for student files.

Goal 3: Review NMSU academic/nonacademic policies and procedures that affect student veterans on a yearly basis.

Vision 2020 Goal Alignment: Goal 1 – KPI NA

Collaborate with Faculty Senate, ADC, ADAC, Provost Office and General Council on creating policies that are supportive to our student veterans.

Viewing the Wider World military academic waiver to allow oversee duty to count toward degree requirements.

Allowing military training and deployments to be considered under excused absences from class policy.

To have all major NMSU academic and administration policies considered military and veteran friendly.

Goal 4: Expand & Improve Recruitment & Outreach Opportunities by increasing our military and veteran population by 10% by Fall of 2019.

Vision 2020 Goal Alignment: Goal 1 – KPI 1

Work with educational liaison officers to disseminate and promote NMSU programs and services within military installations.

Collaborate with NMSU administration to promote tuition and fees policies to make NMSU more competitive with other institutions including on-line.

No major accomplishments to report at this time.

NMSU be recognized as one of the leading institutions of higher learning for the military and veteran student.

Goal 5: Create an awareness program of military and veteran issues on campus for all staff and faculty by Spring 2018.

Vision 2020 Goal Alignment: Goal 2 – KPI 1

Offer training and workshops that inform staff and faculty about the various issues that affect our military and veteran population.

Acquired federal grant to purchase on-line scenario based training for three years.

Launched the Green Zone program in January 2018 to create training and support structure at NMSU.

Create a culture of support and acceptance of all our military and veterans on campus.