



December 14, 2023

# 2023 ANNUAL REPORT- HB1458/CH.4143 MSAR #10921

MARYLAND COLLEGE COLLABORATION FOR  
STUDENT VETERANS COMMISSION

AUTHOR: KRISTIN BYERLY, SECRETARY AND  
COMMISSIONER, MARYLAND COLLEGE  
COLLABORATION FOR STUDENT VETERANS  
COMMISSION



**PURPOSE:**

Senate Bill 606, passed by the 2016 Maryland General Assembly, establishes the Commission's purpose. It is to ensure the educational success of returning veterans, including their recruitment, successful transition into higher education and eventual graduation. The Commission accomplishes this by facilitating the sharing of best practices, and potential adjustment of policies and procedures, among the institutions of higher education and state agencies regarding academic programs and support services designed for returning veterans. Commissioners, representing institutions of higher education in the state, address the following issues: awareness of veteran reintegration challenges; communication and coordination of available veteran services at the institution, state and federal level – including financial aid and GI Bill support services, mental health services and the use of career and transition services, at the education institution, to facilitate post-educational employment.

**PARTICIPANTS:**

For 2023, the Commission consists of the following appointed members and guests.

- Chair: Dena Allen-Few | Towson University (TU)
- Vice-Chair: Josiah Guthland | Towson University (TU)
- Secretary: Kristin Byerly | University of Maryland Global Campus (UMGC)
- MDVA Secretary Designee: Denise Nooe | Maryland Department of Veterans Affairs (MDVA)

**Appointed in Attendance: COMMISSIONERS**

- Alfred Taylor | Washington Adventist University (WAU)
- Arthur Toole | Prince Georges Community College (PGCC)
- Ashley Wilt | Garrett County Community College (GCCC)
- Barbara Travers | Harford County Community College (HCCC)
- Brad Phillips | Maryland Association of Community Colleges
- Clarissa Lang | Frostburg State University (FSU)
- Dario DiBattista | Towson University (TU)
- Dr. Derrick Little | Community Colleges of Baltimore County (CCBC)
- Dr. Zakiya Lee | University System of Maryland (USM)
- Irnande Altema | Maryland Independent Colleges & Universities Assoc (MICUA)
- Johanna Seymour | University of Maryland Baltimore County (UMBC)
- Kat Schorr | Anne Arundel Community College (AACC)

- Kristen Zaszarose | Carroll Community College (CCC)
- Melissa Moore | Carroll Community College (CCC)
- Shannon Hardester | Salisbury University (SU)
- Stephanie Hollowell | University of Maryland Eastern Shore (UMES)
- Toby Fervert | Towson University (TU)

**In Attendance: GUESTS:**

- Alex Getachew | University of Maryland Baltimore County (UMBC)
- Alissa Hart | Mount St Mary's University (MSMU)
- Amy Coldren | Frederick Community College (FCC)
- Andre Fletcher | University of Maryland College Park (UMCP)
- Audrey Kennedy - Loyola University (LU)
- Cindy Welzel | Chesapeake College (CC)
- Denitta Glading | University of Maryland Eastern Shore (UMES)
- Dennis Walker | University of Maryland Baltimore County (UMBC)
- Drema Wentz | University of Maryland Baltimore County (UMBC)
- Betsy Atherton | McDaniel College (MC)
- Everette D. Jackson, Jr. | Maryland Higher Education Commission (MHEC)
- Isaac Templeton | Prince George's Community College (PGCC)
- Jason Franklin | Montgomery College (MC)
- Jean Melvin | Howard Community College (HCC)
- Jerry Issac | Bowie State University (BSU)
- Jessica Kilby | Chesapeake College
- Joanne Owens | Cecil College (CU)
- Karis Rempel | Harford Community College (HCC)
- Katie Piper | Howard County Community College (HCCC)
- Kytica Crawford | Baltimore City Community College (BCCC)
- Laura Keller | Notre Dame Maryland (NDM)
- Michael Griggs | Howard Community College (HCC)
- Pam Hawley | University of Maryland Baltimore County (UMBC)
- Paul Hunter | Mound St Mary's University (MSMU)
- Rebecca Gerkin | University of Maryland College Park (UMCP)
- Shirlene Prioleau | Morgan State University (MSU)
- Stephanie Sueth | University of Maryland Baltimore (UMBC)
- Tiffanie Means | Coppin State University (CSU)
- Tracey Foutrakls | Cecll College (CC)

- Dr Robert Mock | University of Maryland Eastern Shore (UMES)
- President Heidi Anderson | University of Maryland Eastern Shore (UMES)

**QUARTERLY MEETING DATES AND LOCATIONS.** In accordance with the legislation establishing its existence, the Commission meets four times per year. Meeting locations rotate between the various institutions represented on the Commission.

### **2023 MEETING DATES & LOCATIONS**

1. February 14, 2023 | University of Maryland Global Campus | Host: Kristin Byerly
2. April 26, 2023 | Frostburg University | Host: Clarissa Lang
3. July 25, 2023 | Howard Community College | Host: Melissa Smith
4. October 12, 2023 | University of Maryland Baltimore County | Host: Drema Wentz

### **NEW ITEMS for 2023**

CREATION of Assessment Sub-Committee - Team met November 14, 2023 via Zoom – Notes from meeting available at the bottom of this report

- Goal of sub-committee - Assist institutions through assessment to help them develop their veteran center and achieve their goals
- **In attendance: Josiah Guthland (UB), Dena Allen- few (UB), Denise Nooe (MDVA), Tobin Frevert (Towson), Dario DiBattista (Towson), Arthur Toole (PGCC), Kristin Byerly (UMGC), Clarissa Lang (FSU) Amy Coldren (FCC),**

### **MINUTES AND SIGNIFICANT HIGHLIGHTS FROM COMMISSION MEETINGS.**

#### **1ST QUARTER MEETING: Virtual**

**Host: University of Maryland Global Campus**

**Meeting Date: February 14, 2023 - VIRTUAL**

**Meeting Start Time: 10:02 am**

**# of Attendees: 27**

**ATTENDANCE:**

Appointed In Attendance: BOARD

- Denise Nooe - MDVA - Maryland Dept of Veterans Affairs
- Dena Allen Few - UB - University of Baltimore
- Josiah Guthland UB - University of Baltimore
- Kristin Byerly - UMGC - University of MD Global Campus

Appointed In Attendance: COMMISSIONERS

- Dario Towson- TU - Towson University
- Melissa Smith - HCC - Howard Comm College
- Clarissa Lang - FU - Frostburg University
- Derrick Little - CCBC - Community College of Baltimore County
- Kat Schorr - AACC - Anne Arundel Community College
- Ashley Wilt - GCCC - Garrett County Community College
- Jason Franklin – MC - Montgomery College
- Jerry Issac - BSU – Bowie State University
- Barbara Travers – HCC – Harford Community College
- Tiffany Means – CSU - Coppin State University
- Tracey Foutrakis – CC – Cecil College
- Tiffany Smith - BSU – Bowie State University
- Erthera Goldman BSU – Bowie State University
- Alissa Hart MSMU – Mount St Mary’s University
- Pam – MICUA – Maryland Independent College and University Association

In Attendance: GUESTS

- Johanne Seymour - UMBC - University of MD Baltimore County
- Toby Frevert - TU - Towson University - Veteran Support Specialist
- Rebecca Gerken – UMD - University of MD College Park
- Stephanie Hallowell - UMES - University of MD Eastern Shore
- Amy Coldren – FCC - Frederick CC
- Betsy Atherton - MC - McDaniel College
- Nicole DeRamus – UMGC - University of MD Global Campus
- Chris Motz – UMGC - University of MD Global Campus

- Wayne Holmes - MHEC

**OPENING REMARKS:** Dena Allen-Few

**GUEST SPEAKER:** Vice President for Academic Outreach and Corporate Alliances in Government Affairs and Strategic Partnerships – Chris Motz - Shared PP on CC Partnerships 53,000 military connected students and our mutually beneficial partnerships

**UPDATE: MDVA:**

- [Legislation Information 2023](#)
- Newly Appointed Secretary Anthony Woods sends Apologies for not being able to attend Secretary Woods
- Please resume sending commissioner letters – requests sent in chat
  - Elizabeth Nightengale – Allegany College
  - Clarissa Lang
- Send email to Denise and sample letter is HERE [denise.nooe@maryland.gov](mailto:denise.nooe@maryland.gov)
- Trust fund is on hold due to staffing changes and the need to revise the process. Applications are able to be started 2/14/23 It is a 5013C with over 600,000 in trust fund. There is a means test to see where they stand in poverty level. New trust fund administrator Denise Nolan
- [denise.nowlin@maryland.gov](mailto:denise.nowlin@maryland.gov). Applications open 2/15/23  
<https://veterans.maryland.gov/maryland-department-of-veterans-affairs-veterans-trust-fund/>

**UPDATE: MHEC**

- AY 21 -22 catalogs submitted for approval – there is a backlog trying to work through.
- AY 22-23 catalog review questions needs to go to Everette
- 85/15 waiver – if eligible submit now
- VA is looking for a uniform approval application – hoping to have by October 1
- Enrollment Manager – Do the trainings in the portal and once it goes live (VA once will be sunset on 2/24 and Enrollment Manager will be online March 6.) There will be no

certifications able to be submitted during this time. There will be a VA response team available to answer questions from institutions and SCO's.

- Questions from SU – Shannon – part of the 35% waiver and contacted by team that is reviewing. Legislation says not required but company is stating should be still calculating. Clarissa states that told still need to calculate even if you don't need to report it. Wayne will send info to MCCSVC once answers are received.
- Questions from Tracie Foutrakis – received approval letter yesterday – thank you Wayne!! Advice for new programs approved – send to VA Once or wait until Enrollment MGR – recommendation – put in VA ONCE so it migrates and is available
- Wayne – thank each and every one of you!

#### **UPDATE: Institutions**

- **UMGC** – MilVetNet on May 2<sup>nd</sup> at the Marriott – all are invited
  - VSOC counselor will be on site at CCBC and AACC
  - Open VSOC position
- **UMBC** – Johanna
- **CECIL** - Tracie asks about special parking spaces? Purple Heart or WW? Logistics?
  - Do you supply stolls or cords for graduation?
    - Jason shows the RWB cord
    - Clarissa has info and Betsy states they provide cords
    - AACC gives the same
    - UMGc if SALUTE member
- **UMES** – at the end of Sept -VA Affairs assist Stephanie Hallowell – working on a veterans lounge partnered with Office of Admission, Will be next to communal lounge – See is new advisor for HawkVets now. Working on Social Media page for HawkVets – closed site and safe place for discussion. Treat them right and support them and the rest will happen naturally. They have a VA work study student worker!
- **TOWSON U** - Dario – partner with Athletics partnership – Events include mil affiliated scholarship, community service. Dario is persistent – game this Thursday – welcome any student in the area. Minimal fee for tickets and gives game ticket as well as food/beverages Looking for ways to merge veterans programs with
  - Toby – did become a board member at AVECO
  - Dario will send info about SAT's/Transfer Students
- **AACC** - VA Benefits claim clinic for July in Anne Arundel Country – hopefully held at AACC
- **MHEC**: From Wayne: Reached out to VA about the 35% waiver piece – policy clarification will be posted



### CONVERSATIONS:

- Chapter 31 questions:
  - VSOC – For students with GI Bill less than 100% , recommend Chapter 31
  - Dena can you use for a Masters
    - Kristin – need permission to use for Grad level
- Who is going to NASPA Military? Josiah, Dena, Dario, Kristin
- Denise reminds us these are open meetings and if you are hosting an event, please send to her for the MDVA newsletter
- Kat asked if meetings could remain hybrid – yes!
- Clarissa will send hotel options for Frostburg
  - future meeting dates
  - Guidelines will be sent

### NEW BUSINESS

- Send all SALUTE info to Kristin and Dena
- Kristin will create a SALUTE and a GREEN ZONE folder
- Next Meeting Hosted By: Frostburg University – In-Person Hybrid
- Surveys will be sent regarding dates for 2023 meetings
  - Q2 – Frostburg University April Time Frame
  - Q3 – Howard Community College – July Time Frame
  - Q4 – Salisbury University

### MHEC CONTACT INFO:

- [wayne.holmes@maryland.gov](mailto:wayne.holmes@maryland.gov)
- [everetted.jackson@maryland.gov](mailto:everetted.jackson@maryland.gov)

### Meeting Ended:

### FOLLOW UP EMAILS IN RESPONSE TO CONVERSATIONS DURING THE MEETING:

**From Wayne Holmes at MHEC:** I wanted to follow-up with you regarding the 35% waiver-85/15 compliance exemption time. According to the documentation I have, institutions must keep *sufficient records (by student, program, term, etc.). [Records] must be kept by the educational institution to allow the computations to be verified. Compliance with the 85 percent ratio will be reviewed during compliance surveys. This applies to all for quarters, semesters, or terms, even those that start on or after August 26, 2022.*

Also, per the ELR, the documentation during the waiver period does not have to be kept on the VA's 85/15 form. Institutions are allowed to maintain the records as they see fit such as an excel spreadsheet.

**From Dario at Towson:** Please see the attached. As discussed at the meeting yesterday, I'm respectfully sharing materials from Indiana University–Purdue University Indianapolis' process that they use for reviewing application materials for student-veterans.

In short:

1. There is a rubric they use for veteran applicants that more closely reviews their military experience in an evaluative way.
2. If a student is accepted under the holistic review, in a cohort model, they come to campus a week before the semester (mandatory) to get a "boot camp"-style introduction to relevant supports and services.

### **ZOOM CHATS:**

It says that my camera is

yes, I can hear you

From Nicole DeRamus, Ph.D. to Everyone 10:30 AM

Thank you so much Chris. Excellent presentation on UMGC partnerships with community colleges.

From Clarissa Lang - FSU to Everyone 10:35 AM

We would welcome him fully to Frostburg for the next meeting.

From Me to Everyone 10:35 AM

We are happy to see you Wayne!!

From Denise Nooe, MDVA to Everyone 10:35 AM

Denise Nooe - if you have any questions about the Commission or becoming a Commissioner:  
[denise.nooe@maryland.gov](mailto:denise.nooe@maryland.gov)

From tgsmithBSU to Everyone 10:35 AM

Hi Wayne

From Denise Nooe, MDVA to Everyone 10:36 AM

Denise Nowlin if you want to refer a Veteran to the Maryland Veterans Trust Fund:  
[denise.nowlin@maryland.gov](mailto:denise.nowlin@maryland.gov) Applications open tomorrow.  
<https://veterans.maryland.gov/maryland-department-of-veterans-affairs-veterans-trust-fund/>

Me to Nicole DeRamus, Ph.D. (Direct Message) 10:48 AM

Wayne is a former UMGC VCO staff member - greatly missed!

From Derrick Little, CCBC to Everyone 10:49 AM

Thank you Wayne!

From Kat Schorr - AACC to Everyone 10:50 AM

Thank you, Wayne!

From tgsmithBSU to Everyone 10:50 AM

Thanks Wayne!

From Dario DiBattista - Towson - he/him to Everyone 10:50 AM

Thank you, Wayne!

From Tiffanie to Everyone 10:50 AM

Replying to "Denise Nowlin if you..."

Thanks!

From Rev. Wayne D. Holmes, MDiv to Everyone 10:52 AM

[wayne.holmes@maryland.gov](mailto:wayne.holmes@maryland.gov)

[everetted.jackson@maryland.gov](mailto:everetted.jackson@maryland.gov)

From Kat Schorr - AACC to Everyone 10:53 AM

Someone take me with you 😊

From Rev. Wayne D. Holmes, MDiv to Me (Direct Message) 10:53 AM

Hi Kristin! How are you?

From Dario DiBattista - Towson - he/him to Everyone 10:56 AM

What day and time at AACC, please? The student we've been trying to help lives close by

From Kat Schorr - AACC to Everyone 10:58 AM

Hi Dario, The student can email me with they want the flyer - [kschorr@aacc.edu](mailto:kschorr@aacc.edu)

From Dario DiBattista - Towson - he/him to Everyone 10:58 AM

Thank you!

From btravers to Everyone 11:02 AM

We provide cords for VA grads--red, white and blue

From Tracie Foutrakis to Everyone 11:03 AM

[tfoutrakis@cecil.edu](mailto:tfoutrakis@cecil.edu)

From Kat Schorr - AACC to Everyone 11:03 AM

AACC gives red/white/blue cords for graduation regalia

From Dario DiBattista - Towson - he/him to Everyone 11:04 AM

Stole

From Melissa Smith - Howard Community college to Everyone 11:04 AM

HCC also provides red/white/blue cords to veterans and active duty graduates

From btravers to Everyone 11:05 AM

[Bravers@harford.edu](mailto:Bravers@harford.edu)--please share SALUTE with us, too

From Stephanie Hallowell to Everyone 11:05 AM

We have stoles at UMES

From Tracie Foutrakis to Everyone 11:05 AM

I would love to learn about the SALUTE program as well!

From Johanna- UMBC to Everyone 11:05 AM

I would like Salute information too- [johannawseymour@umbc.edu](mailto:johannawseymour@umbc.edu)

From Melissa Smith - Howard Community college to Everyone 11:05 AM

Same about implementing SALUTE! - [msmith8@howardcc.edu](mailto:msmith8@howardcc.edu)

From Kat Schorr - AACC to Everyone 11:06 AM

Love the drive idea!

From tgsmithBSU to Everyone 11:07 AM

I love that idea please include me also for any salute program information  
[tgsmith@bowiestate.edu](mailto:tgsmith@bowiestate.edu)

From Dario DiBattista - Towson - he/him to Everyone 11:14 AM

<https://alumni.towson.edu/s/event-details?eventId=a424u000005MXqa&cntry=US>

Thank you Team for a great meeting! Very informative! My email is [egovan@bowiestate.edu](mailto:egovan@bowiestate.edu).  
Have a great day.

For the next meeting since in Frostburg. I will share with Kristin some hotel options for those who might need to stay the night. For those budget planning - most of the hotels in Frostburg are about \$100 a night.

**2ND QUARTER MEETING: Hybrid**

**Host: Frostburg University – Clarissa Lang – On-Site Meeting**

**Meeting Date: April 26, 2023**

**Meeting Start Time: 10:04 am**

Appointed In Attendance: BOARD

- Denise Nooe - MDVA - Maryland Dept of Veterans Affairs
- Dena Allen Few - UB - University of Baltimore
- Josiah Guthland UB - University of Baltimore
- Kristin Byerly - UMGC - University of MD Global Campus

Appointed In Attendance: COMMISSIONERS

- Dario Di Battista- TU - Towson University
- Melissa Smith - HCC - Howard Comm College
- Clarissa Lang - FU - Frostburg University
- Derrick Little - CCBC - Community College of Baltimore County
- Kat Schorr - AACC - Anne Arundel Community College
- Ashley Witt - GCCC - Garrett County Community College
- Joanne Seymour - UMBC - University of MD Baltimore County
- Toby Freebert - TU - Towson University - Veteran Support Specialist
- Barbara Travers – Harford CC
- Ashley Witt - Garrett College
- Dr. Zakiya Lee – USM - University System of MD
- Arthur Toole – PGCC – Prince George’s Community College
- Melissa Smith – Howard Community College
- Kristen Maszarose – Carroll Community College
- 

In Attendance: GUESTS

- Everette Jackson - MHEC - Maryland Higher Education Commission
- Rebecca Gerken - University of MD College Park
- Stephanie Hallowell - UMES - University of MD Eastern Shore
- Betsy Atherton - MC - McDaniel College
- *Secretary Anthony Woods – MDVA*
- Jason Franklin – Montgomery College
- Taylor Reems – student intern
- *Jeff Graham Assoc VP Frostburg Student Affairs*
- Tiffany Means – Coppin
- Alissa Hart – Mt St Marys University
- Peggy Horton – Morgan State University Filling in for Cheryl
- Elizabeth “Betsy” Atherton - MC - McDaniel College
- Joanne Owens – Cecil College

Meeting Begin: 10:04 am

**WELCOME:** Josiah Guthland and Dena Allen-Few

**OPENING REMARKS:** Clarissa Lang

**GUEST SPEAKER:** FSU President and VP - Jeff Graham Assoc VP Frostburg Student Affairs

- Welcome and note that the center is a Veteran Center, not just for students as they have veterans that are not students that are able to utilize the facility.
- Told a story about a Vietnam veteran raising his grandkids and was a student getting a degree in Art Design.

**UPDATE: MDVA Legislation Information 2023**

*Secretary Woods*

Reserve Major – Works at the Pentagon – White House Fellow under Obama

Sec Woods speaks – His vision –

1.) Address challenges at Charlotte Hall – veteran home program that 1108 needed but only 400 with 300 available.

- 2.) How do we think of veterans holistically – they are more than wounded warriors. They are business leaders, economic resources – How can we make it easier to have veterans come to our systems.
- 3.) Think about challenges that military families: Veterans, active duty and their families
- 4.) Great work connecting with Korean and Vietnam war veterans – how do we reach the Gulf War and beyond. How do we connect the legacy with the newer veterans?
- 5.) Just finished General Assembly – passed keep our Heroes Home act by taxing retirement less – also creating a health care for National Guardsmen
- 6.) Military spouse burial was not free, law passed to be able to be buried with their spouse for free.
- 7.) Dept has the opportunity to work with legislation – always look for new ideas and priorities
  - If we have questions/suggestions – get them to Dena and we will create a process to get the information to the secretary.
  - What are 5-7 ideas from the Commission for the betterment of the veteran population. Help to have them come from the group.

#### **UPDATE: MDV**

- New Commissioners:
  - Barbara Travers - Harford
  - Johanna Seymour – UMBC
  - Dr. Zakaya Lee from USM
- President of the University signs a template letter that is sent to the MDVA. Template of letter can be obtained from Denise Nooe or the Commission Board.
- New Student Intern – currently active duty but starting this summer via SkillsBridge Program.
- Denise would like to start touring the veterans centers.
- One Legislative item House 529 Senate 866 – Amended the Conroy Scholarship program and added spouses.
- Question: Do we need to renew? No rule about removal of commissioner
- Question from Elizabeth Atherton – Conroy scholarship funding has been very delayed coming in and that they have been utilizing funding from previous year.
- CONROY and CHAPTER 35 Discussion
  - About 300 Chapter 35 benefits, money comes when it comes.
  - Often very delayed. Inconsistency between federal Chapter 35 and Conroy.



- Conroy Scholarship is available if funding is available.
- Different rules for different institutions.
- FSU – the Conroy Scholarship is a place holder but will not release funds until bill is paid.
- RECOMMENDATION: Create a white paper on this scenario and send to Secretary. Is the challenge an Appropriations Challenge?
- Everette regarding the Conroy Scholarship – Send concerns to Everette regarding the (Taking from previous year to pay for the current year?) Betsy has been telling consumers to reach out to MHEC directly. Recommendation from financial aid office at Betsy's school is to give a designated amount.

#### UPDATE: MHEC

- Works closely with SCO – cover post secondary training, OJT apprentice
- Process is still to reach out to the ELR inbox, if no response within a week reach out to Everett as the ELR process has changed POC, use SCO hotline for issues such as Enrollment Manager. The MD ELR is still in training and the SCO's do not have a direct line to ELR. Any ELR in Buffalo may be handling the questions. They are hoping to get the SCO hotline to be the primary focus. MD ELR will not be a direct link for SCO's. Please continue to let Everett know of issues. SCO Hotline has had some issues with accuracy – lack of training and consistency. Recommendation is to document everything so that if there ever is an issue then you have the documentation to confirm the information
  - Josiah – a SCO called the hotline and got inaccurate information
- Catalog submission updates. Submit a new catalog 4 months after last academic term has ended. Legislation was passed to create a uniform application for all institutions and facilities. Currently if a school is available in multiple states, there are multiple applications. Once completed, there will be a training in place
- Question: Rebecca Gerken – clarifying the use of “application”. It is for the catalog submission not admissions application
- Melissa – if term expires in August continue as planned.
- Risk based surveys – Different from compliance surveys – Compliance still used but handled by the VA. Risk based asks for info in advance prior to visit. Institutions are selected based on indicators. I.e., Changes in tuition rate, violations, or complaints of 2 or more through complaint system. Review multiple areas. ½ through survey – 10 schools completed. If you have questions, please contact Everette. On-site visits have been very beneficial. “Building the plane while flying it”
- Enrollment Manager (EM) question FSU – Certifications that did not transition properly. It states it was processed but no funds have been processed. EM could see on the back end, but SCO hotline could not see on their end. There have been some certificate issues

with EM. Manual fixes with promises that updates are coming. Request from Everett for Clarissa

- AVECO Conference July 9-13 – Robust conference and Everett will be there. Toby is on the board and Shannon H is treasurer

#### **UPDATE: Institutions**

##### *FSU*

- SALUTE happening next week with 10 Inductees – Closing out the semester with a luncheon for veterans and their dependents
- Summer is pretty low-key increase about 10% of veterans registering over the summer
- Paperwork is available in hard copy and fillable PDF
  - Biggest challenge is getting students to complete the paperwork
- Enrollment Manager issues – some certifications fully approved in VA Once, not received payments for.

##### *UMGC:*

- Hybrid classes meet 4 times over the summer
- Region 2 NASPA Conference in June – No one really knows what NASPA Military or the Regional Conferences are.
- MilVet Net Event in May open to ALL students in the DMV area: 48 Employers/VSO's, 184 registered, complimentary headshots

##### *TOWSON*

- Registration is open for AVECO, Toby is on the board.
- Got the military friendly Gold ranking this year
- Approved to hire a 3<sup>rd</sup> staff member for their office.
  - Toby's position is reclassified to allow for more responsibility.
- Focusing on mental health training. Toby will be training to teach others how to administer first aid for mental health. Baltimore City is focusing on veteran's initiatives. All digital filing systems are being implemented.
- GARRETT: 2 veterans are graduating.

##### *UB*

- Mental Health First Aid Training – Dena and Josiah are both trained.
  - 3<sup>rd</sup> party organization that oversees this training. Reach out to Towson or Local Health Department for training

- Dena has hosted over 20 events to the military/veteran population.
- SCO is still learning
- Uptick in veteran numbers for the fall.

#### *UMBC*

- Alex, grad assistant hosted a veteran friendly event
- Johanna also held an event and created a list of what advisors should tell veteran students. List can be found at the end of these minutes

#### *UMD*

- Risk based survey started in December to get info together.
  - Advice: Reach out to Everett for clarification and often the request goes to the SCO who may not be able to answer all the questions so ensure that SCO knows the team they have.

#### *UMES*

- Flyer for Eastern Shore Stand Downs flyer to get out
- Also dealing with issues from Enrollment Manager.

#### *MC*

- Numbers slowly picking back up but lower compared to pre-pandemic

#### *Harford CC*

- Risk based survey coming – new 2<sup>nd</sup> person in the office as a SCO.
- Migrating to digital records.
- Also trying to service Aberdeen Proving Ground active duty – 91.1 radio station has a number of sessions airing – starting July 4<sup>th</sup>
- New SCO - Karis Rempel, prior Army

#### *CCBC*

- Hosting events for veterans who have served.
- Derrick is a Commissioner for Baltimore County meeting come up.
- Issues with Enrollment Mgr
- Received Center for Excellence grant through the Dept of Education. Allows for hiring of additional staff

*Carroll CC*

- Tribute for Troops, SALUTE induction, Honor tree created, low key spring

*Morgan State*

- Peggy Horton will reach out to Toby for more information regarding the mental health first aid.
- Scheduled for a risk base survey.
- Approved for 3 new positions, admin and SCO.
- Records are digital
- Partnering with DLLR on resource information for students in October 26

*FSU:*

*HOWARD CC*

- RWB cord for graduates
- DoD compliance survey – admission policy for deployment question.
- UMGC link to their policy: [UMGC Military Readmission policy](#)

*USM Zakiya Lee*

- In learning mode and looking forward to working with the team
- MDVA Goes out to 203,000 veterans across the state – send flyer for monthly newsletter!

**NEW BUSINESS:**

- Denise – Reminder to send event information for the MDVA Newsletter
- Unpaid Chapter 31 students that has caused huge delays – Has to put in the subject line “Veteran in Distress” as VR&E does not even read their emails.
- Can we get someone from the VA to speak at one of our meetings?
- VSOC counselors may be able to speak but losing positions and having difficulty filling them
- Dario – question regarding emergency funding for students

**FOLLOW UP:**

Futuring Meeting:

- 3<sup>rd</sup> Quarter Meeting: Howard Community College July 25<sup>th</sup>
- 4<sup>th</sup> Quarter Meeting: Salisbury University October 12<sup>th</sup>

Appendix:

**FROM: UMBC - What should Advisors tell Veteran Students?**

The VA determines if the student is eligible and decides what they will cover. They also determine how much money a student receives monthly for housing and books (determined by credit hour). The University is simply the middleman, answering student questions, collecting information and submitting that information to the VA.

These university employees “middlemen” are called “SCO’s” School Certifying Officials, and they must pass federal training to serve in this role. And then there is continuing education. There are enough SCO’s nationwide that there is an Association and a yearly conference.

There are many different Chapters which a student may fall under. This decision is determined by the VA. The VA mails a letter entitled “Certificate of Eligibility,” to the student. Students need to send a copy of the letter (COE) to the Registrar’s Office (email to office) or physically bring the letter into the Registrar’s Office so that the staff can make a copy. When processing benefits for a semester, SCO’s doublecheck to see if the student has a copy of this COE on file. Note: Chapters 31 and 1606 do not need a COE.

The VA will send the money for tuition and fees directly to the school for Chapters 31 and 33, because of a possible VA delay Student Business Services places a “Late Fee Hold” on the student’s account to not charge the student late fees. Other Chapters pay the student and then the student pays the school, so the student could accrue late fees. The VA will not reimburse students for Late Fees.

The VA provides a monthly housing and book allowance to the student based on their credit hours. This money goes directly to the student. If students have any questions about these funds, they should contact the VA directly at: 1-888-442-4551. Please note that the VA will give the student more money for in-person courses vs. on-line courses. Also the VA will give students more money for courses taken in certain regional areas, i.e. Montgomery Co. vs Balt Co.

- The VA will pay for Tuition and Mandatory Fees. These fees include Technology Fee, Athletic Fee, Transportation Fee, Auxiliary Fee, Campus Engagement Fee, Orientation Fee, Student Activity Fee. Please note that the VA will only cover in-state tuition. The student will be responsible for the difference. The Yellow Ribbon scholarship designed to help out-of-state students cover the difference.
- The VA will NOT pay for study abroad, course material charges, parking fees and other voluntary fees.
- Students can make changes to the schedules throughout the Add/Drop period. SCO's submit a second certification the day after Add/Drop to make sure that all courses, fees and tuition are accounted for.
- If a student drops a course after the Add/Drop period (and receives a W) the student may have to pay the VA part of the tuition/fees for that course as the VA will then pro-rate the course and only pay for the days in which the student was enrolled in it. The student will receive a Debt Letter from the VA with the exact amount that they owe. The student will have to work with the VA's Debt Management Center <https://www.va.gov/manage-va-debt/> to resolve this debt. SCO's run a weekly report to catch all Drops. Also note that their monthly book and housing allowance will change if their credit hours change.
- The VA will only pay for courses that will be applied to a degree. So, courses that a student decides to audit or take as a non-degree student will NOT be covered.

### **3RD QUARTER MEETING: Virtual**

**Host: Melissa Smith, Howard Community College**

**Meeting Date: July 25, 2023**

**Meeting Start Time: 10:02 am**

**33 Attendees + 3 presenters**

**Appointed In Attendance: BOARD**

- Denise Nooe - MDVA - Maryland Dept of Veterans Affairs

- Dena Allen Few - UB - University of Baltimore
- Josiah Guthland UB - University of Baltimore
- Kristin Byerly - UMGC - University of MD Global Campus

Appointed In Attendance: COMMISSIONERS

- Dario Di Battista- TU - Towson University
- Melissa Smith - HCC - Howard Comm College
- Clarissa Lang - FU - Frostburg University
- Derrick Little - CCBC - Community College of Baltimore County
- Irnande Altema - MICUA
- Ashley Wilt - GCCC - Garrett County Community College
- Arthur Toole – PGCC – Prince George’s Community College
- Melissa Moore – Carroll Community College
- Dr. Zakiya Lee – USM - University System of MD

In Attendance: GUESTS

- Everette Jackson - MHEC - Maryland Higher Education Commission
- Rebecca Gerken - University of MD College Park
- Amy Coldren - Frederick Community College
- Elizabeth “Betsy” Atherton - MC - McDaniel College
- Jason Franklin – Montgomery College
- Alissa Hart – Mt St Mary’s University
- Peggy Horton – Morgan State University
- Tracie Foutrakis – Cecil College
- Andre Fletcher - UMCP
- Drema Wentz – University of Maryland Baltimore City
- Joanne Owens – Cecil College
- Jason King - Wor-Wic Community College
- Rebecca Collins College of Southern Maryland
- Shannon (Hardester) James – Salisbury University
- Cindy Welzel – Chesapeake College
- Lori Baquol – University of Maryland Baltimore City

Maryland Association of Community Colleges Veterans Affairs Certifying Officials Group (MACC VACOG)

- Karis Rempel – Harford Community College
- Martha Huaman –Montgomery College

- Kytica Crawford – Baltimore City Community College
- Machele Washok – Cecil Community College
- Michael Griggs – Howard Community College
- Benjamin Ebertowski – Hagerstown Community College
- Beth Nightengale – Alleghany Community College
- Irene Ward – Carroll Community College
- Mo Smith – Montgomery College

#### OPENING REMARKS from Howard CC

- They have about 200 military students. Looking for a part time SCO. Dedicated military student lounge. They offer RWB cards for military connected students.

MD Community Colleges invitation extended to attend this meeting: Maryland Association of Community Colleges Veterans Affairs Certifying Officials Group (MACC VACOG)

#### UPDATE: MDVA: Secretary Woods

MDVA Vision – Challenges at Charlotte Hall are leveling out so looking at long term plan. Our website does not always showcase just how robust MD is for military connected

- Veterans are often ill – informed about their benefits.
- MD Core Operations:
  - Want veterans to choose MD
  - Wants MD to serve all military connected personnel to include the caregivers and family members
  - Governors challenge to prevent suicide
  - MD joins forces with 13 installations in MD. This is the same general age of the population colleges work with
  - Veterans Trust Fund – new legislation allows check off on state tax returns
- Veteran unemployment is below national average, veterans' spouse is well above national average
- Veterans Day is Nov 11<sup>th</sup> – Storyteller opportunity – share their service around a prompt. Common prompt – What does leave no one behind mean to you? There will be an email going out about this.
- Also incorporate a service opportunity on Veterans Day. Speaking with Gen Birkhead – 500-1000 MDNG deployed overseas on any given day.



UPDATE: MDVA: Denise Nooe

- How to become a commissioner – Just need a letter from the President of the college or university indicating they are appointing you to the commission.
  - Denise can send a template – welcome Toby!
- MD Dept of VA newsletter – 207,000 veteran and veteran related subscribers. There is a spotlight on education section so send anything that you may want distributed
- Denise would like to come to campus and do lunch and learns to talk about veterans benefits – she is willing to do a virtual one for schools that need it.
- Please contact me about becoming a Commissioner, placing an item in the MDVA newsletter or inviting me to your [campus.denise.nooe@maryland.gov](mailto:campus.denise.nooe@maryland.gov) 410-260-3840

**UMBC Drema Wentz will be POC for the October meeting- location moved from Salisbury University to UMBC on site.**

UPDATE: MHEC

- Attended AVECO Association for Veteran Certifying Officials Conference 7/9-7/13
  - Great keynote by Dario! Creative writing about helping veterans tell their story. Connected with other schools, key updates from Dept Vet Affairs
  - Shannon James, Dario Battista and Tobin “Toby” Frevert are serving on the Board
- October 1<sup>st</sup> uniform application.
  - Use current application until October 1 and VA will honor it. Once they know what the application looks like MHEC will set up a webinar.
  - It’s meant for institutions that work in multiple states
- Section 10-18 Shopping sheets for college financial plan. If you have a compliance survey what are your expectations.
  - Student driven feedback – as long as its available electronic
- 25-14 waiver submit the 85-15
- Catalog submissions – please work with MHEC in regards to prioritizing due to student needs
- Questions:
  - How did Aveco go in regard to Enrollment Manager – Better than last year which was virtual. A common answer “that’s a known glitch” and if you were registered you can get access to the recording
  - Betsy – Allowed the ability to do multiple term section and it looks familiar to VA Once. There is one area that you have to click the trashcan
  - Arthur – In between spring and summer went from 33 to 35. Went through enrollment manager and stuck on pending.

- VA has not been able to correct. Dena had a similar issue. Chapter 35 is a manual process where as Chap 33 is automatic. Is there an experience with Chapter 31 as well – Betsy “known glitch” can still process.
    - Drema stated 31 is not VA Once and pass off to the Tungsten platform.
  - Amy Coldren – Shopping sheet requirement
    - Students must apply for FA to use shopping sheet? VA side wants students to know what the benefits are but not to require them to use FA.
      - Everett will take that back as he is just looking for a template. Not to require. Everett will share with commission
  - Drema Wentz – They do not have to file for FA but it’s on the FA website for UMBC.
    - Does it need to be provided for all students
      - Everett – yes all schools should be providing it
    - How are you sharing for compliance? Everett will try and get clarity. Many questions are coming forth in reference to the shopping sheet
    - Compliance – make it available and student didn’t complete
  - Ashley Wilt – Does the shopping sheet have to be sent with every intent to enroll or is it just with academic year.
    - Everett will confirm but thinks academic year.
  - Melissa Smith – shopping sheet – uses Colleague platform – theirs is in their self-service with financial aid. Those not using FA have an adjusted form with the rates and costs.
  - Martha H – Use template provided by DOE. Sheet goes to new student every term with full year and broken out every term.
    - Should this go to new students at the beginning of every term or should it go to every student each year?
      - Everette – intent is to give students info on costs/fees. Due to cost changes – would need to deliver to students every academic year
- Everette – can help and show up at the schools for any kind of events – happy to support
  - Elizabeth – Change to study abroad? Changes seem to have adjusted?
    - Everette – no change that he is aware of. The SA had to limit the number of authorized study abroad opportunities – Billing should not be at home school but visiting school but visiting school has to be authorized to certify VA benefits. More info may be coming in the office hours available. McDaniel College has a student attending Arcadia University then going to have a guest student in Scotland.

UPDATE: Institutions

Melissa Smith – Questions regarding Army and Air Force COOL

- Shannon – Thinks it is a continuing education portal
- Karis Rempel – Travis – MOS related School needs to be approved through Military COOL and pot of money comes through different resources
  - [karis.rempel@harford.edu](mailto:karis.rempel@harford.edu) Harford Community College.
  - School has a Veterans Rep Radio program – Anthony Woods was a guest speaker. <https://www.harford.edu/experience/student-life/whfc/sitrep.php>
- Derrick – Army COOL – is it the same as Army credentialling?
  - Does not know what to submit as they are requesting a copy of the business license
  - According to the website, Credentialing Assistance (CA) is what the institution would be using.
- Drema Wert/Karis Rempel – Website states Schools requesting Army Kool would need to go through Army IgnitEd.
- General Burkhead was visiting recently and can be asked more info about Army Cool

NEW BUSINESS:

- **Form for topics to present to Secretary Woods:**  
<https://forms.office.com/r/LKGHPYTzWp>
- Last meeting of 2023 – October 12, 2023 at UMBC – In person with hybrid option – details forthcoming

**4th QUARTER MEETING: HYBRID**

**Host: Drema Wentz, UMBC**

**Meeting Date: October 12, 2023**

**Meeting Start Time: 10:00 am**

**29 Attendees**

**Appointed in Attendance: Board**

- Denise Nooe | Maryland Dept of Veterans Affairs (MDVA)
- Dena Allen Few | University of Baltimore (UB)

- Josiah Guthland | University of Baltimore (UB)
- Kristin Byerly | University of MD Global Campus (UMGC)

Appointed in Attendance: COMMISSIONERS

- Stephanie Hollowell | University of Maryland Eastern Shore (UMES)
- Toby Fervert | Towson University (TU)
- Dario DiBattista | Towson University (TU)
- Arthur Toole | Prince Georges Community College (PGCC)
- Barbara Travers | Harford County Community College (HCCC)
- Ashley M. Wilt | Garrett County Community College (GCCC)
- Kat Schorr | Anne Arundel Community College (AACC)
- Dr. Derrick Little | Community Colleges of Baltimore County (CCBC)
- Irnande Altema | Maryland Independent Colleges & Universities Assoc (MICUA)

In Attendance: GUESTS:

- Dr Robert Mock – University of Maryland Eastern Shore (UMES)
- President Heidi Anderson – University of Maryland Eastern Shore (UMES)
- Everette D. Jackson, Jr. | Maryland Higher Education Commission (MHEC)
- Karis Rempel | Harford Community College (HCC)
- Katina Crawford | Baltimore City Community College (BCCC)
- Pam Hawley | University of Maryland Baltimore County (UMBC)
- Jean Melvin | Howard Community College (HCC)
- Amy Coldren | Frederick Community College (FCC)
- Michael Griggs | Howard Community College (HCC)
- Rebecca Gerkin | University of Maryland College Park (UMCP)
- Jessica Kilby | Chesapeake College (CC)
- Shirlene Prioleau | Morgan State University (MSU)
- Betsy Atherton | McDaniel College (MC)
- Tracey Foutrakis | Cecil College (CC)
- Andre Fletcher | University of Maryland College Park (UMCP)
- Alissa Hart | Mount St Mary's University (MSMU)

WELCOME: Pam Hawley

- UMBC certifies approx. 200 students per year
- Dennis Walker Asst Dir for adult learners and veteran success – been here a month and met with veteran student organization to try and determine best way to move forward and engage with the veteran student.

UPDATE: MDVA: Secretary Woods

Goal best state for veterans and military families to get here and stay and Governor's Office will continue to strive to ensure that veterans understand and can access their benefits.

Core operations are the same – expanding the benefits program – 94% claims acceptance rate.

- Veterans Trust Fund is doing well – record of 92,000 this past month – usually in back rent/mortgage utilities.
  - 250% poverty line or below – includes surviving spouse and veterans – This is a 1 time boost.
  - Question: Is this available to active duty or reservist? Secretary Woods is checking
  - MD legislature just enabled this to be something that you can turn a portion of your tax returns as a donation to the Veterans Trust Fund.
  - Looking at formerly incarcerated veterans and gold star families for the trust fund as well
  - What info is needed to apply? Fairly simple DD214, proof of residency and proof of income.
  - Seeing an issue with incomplete applications, is there a way to partner to assist with completing applications.
- Cemetery Program - Military spouses are now eligible for burial. Fee for National Guard but are able to participate in the program.

2 major initiatives: Announcing coming soon – hopefully before Veterans Day

- Expanding Services to Military connected families
- Governors challenge to end suicide – Committed in 2020 MD Health takes lead but really want to focus. Executive Order coming with commitment to end suicide challenge
- Ask a Question Campaign – Are you a veteran vs Have you ever served in the military.
  - 40% of those who have committed suicide saw their providers within 30 days.
  - Creating tool kits to ensure providers have the tools needed. MD Dept of Health has \$ for Crisis Intercept Mapping – to help identify mil connect as well as families

Military Installations and School serve similar populations – How to bring them together

- a. MD Joining Forces – How do you focus on the needs of military families?  
Working with partners. Focus will be on employment, education and potential scholarship opportunities, health and wellness, food and housing insecurities

Question: Dario From Towson- Can he get Joy Ashcraft contact info regarding crisis intercept mapping

UPDATE MDVA: Denise Nooe

- Stephanie Hallowell is a new commissioner
  - How to become a commissioner – Just need a letter from the President of the college or university indicating they are appointing you to the commission. Contact Denise for template and send her the completed letter
  - Operation Green Light – Week leading up to Veterans Day – encouraging organizations to light up green. Utilizing social media they are using this week to highlight benefits
  - Education spotlight for the newsletter – any events send to Denise! The newsletter goes out every other Friday

UPDATE MHEC: Everette Jackson

- Uniform Application – legislation was introduced to have a consistent state approving agency application. However, this is a federal form and with the looming shutdowns, these are not finalized.
- If you are working on a catalog submission. Continue to use the old application until Dec 31<sup>st</sup> for approval.
  - Question: Is there a timeline for approval submission? If it has taken awhile – email Everette. Any immediate concerns, Everette is happy to help
- Section 10:18 – No updates
- Compliance with section 10:18 – catalog submission, MHEC is needing a template of your current shopping sheet. If you are using the college financial plan from DoE, send a statement stating this. Or Compliance/Risk based survey we need the students actual shopping sheet.
  - Took effect August 2021 and if a waiver was allowed its August 2022. If you haven't been, just ensure you start doing it. It may be a finding on the compliance survey.
  - At this time, they are not suspending institutions who are not using it but it will need to be corrected.
- Section 85:15 – No updates – Less than 35% veteran enrollment, submit a waiver, you won't have to do additional reporting. For a compliance survey you would only need to submit your 35% waiver.

- Risk based surveys are still happening – They do understand that metrics may not be as accurate and are addressing these.
  - They are doing supervisory visits in lieu of risk-based surveys. Schools of their choosing in which they do not have RB surveys scheduled. It is a light record review of 3 veterans and one non vet. (Visit takes about 2 hours) No campus tour required and looking at schools who may have a new SCO. It's considered more of a wellness check.
  - 2 or more GI Bill complaints may land you on the Risk Based Survey List
- Compliance surveys – when you get the 10-business day notice can you please forward to MHEC so that they are not double booking. St Georges consulting did not send a master list. Quotas (number of schools to see) will most likely be in effect going forward.
- Share scholarships with MHEC as well as events they would like to participate
- Comment from Dena at UBalt – Sub-committee hearing on VA Education – Do you see anything changing with compliance surveys? Response: MHEC does not complete these the VA does, not aware of any changes taking place

#### SCHOOL TOPICS:

Josiah Guthland & Dena Allen-Few: UB

Discuss UB VR& E Program - Chapter 31 - 100% tuition and fees

- Lower housing but provides more services for the veteran students.
- Ex: Dena has students requesting payment for parking as UB is an urban campus for disabled vets and it is being approved and their parking is being handled through a 3<sup>rd</sup> party vendor so its more of a challenge. And its only for students with a disability rating that is in line with the need for closer parking
  - Conversation for this rating is between the VR&E rep and the student – will the add a parking line to the PO
- If VR&E can give a charge line than they can get it paid
- Some have the P cards yet there are limitations
- Universities are paying for laptops, printers, paper etc
- Tungsten Author adding up to additional lines for parking and computer/laptop
- Screenshot the bookstore page ship to them and sends to Tungsen for them being repaid by the VA
- Townson just bills parking to all of them that need it. It has not been an issue with the counselors
- New staff at Towson has counseling background and is overseeing the Chapter 31 process.
- No cap for laptops, each VR&E staff has about 50 students.

- Morgan State Univ – about 500 students – about 15 are VR&E
- They work with AS and have a team that helps them.
- Designated parking for students and will move staff for students to be able to park.
- They also work with external counselors – working to ensure that there is no cost to the student
- If the VR&E student uses EVA portal – supervisors can monitor that and see if the case manager is following up as required.

HARFORD: Barbara Travers question: What platform do other schools use? Banner or People Soft? A number of different options.

MSMU: Alissa Hart - Warriors to Workforce – have had a few interactions with difficult VR&E counselors

UMGC: Kristin Byerly

- Calvert County Veterans Commissions – do you have staff attend local veteran commissions?
  - CCVC asked:
- Who has an active SVA?
  - Michael Griggs
- The Millennial Veterans -An Instagram group trying to get younger veterans networking
- River Runners – A non-profit offering water activities for veterans

NEW BUSINESS:

- Towson will have a large event on the 12<sup>th</sup> – Career and Resource Fair – Darius is a doctoral student and would love help in getting information
- Morgan State Resource Fair – October 26<sup>th</sup>
- **Discussion regarding assistance with Assessment reviews – Josiah Guthland initiated a sub committee to oversee assisting higher education institutions with Assessment reviews. Will schedule meeting with Frederick CC.**

ACTION ITEMS

We will compile the VR&E leadership contact information for sharing across team – maybe have VR&E speak at one of the meetings.

Create a Google Doc for best practices



Poll for the email with notes about SVA and interest in Green Zone training as we had to postpone this quarter. Discussion about making Green Zone a separate training

Will send out an email to everyone and see if they want to host – Should we do virtual and in person?

Ended at 12:06

**TOPICS to Review in 2024:**

- Creation of Sub Committee (See notes at end of year end recap)
  - Assessments of Higher Education locations to allow for constructive feedback regarding services
- Create a centralized location for minutes, documents and other digital items
- Chapter 35 Changes
- Green Zone Training
- Pending VA legislations
- Next year need 4 schools to host:
  - 1<sup>st</sup> Quarter (Approx February)
  - 2<sup>nd</sup> Quarter (Approx April)
  - 3<sup>rd</sup> Quarter (Approx July)
  - 4<sup>th</sup> Quarter - (Approx October)

## MCCSVC Assessment Committee Agenda

Nov 14<sup>th</sup>, 2023

- ❖ Welcome and Introduction
- ❖ Institution – Frederick Community College
  - Goals
- ❖ Assessment Committee Goals
  - Assist institutions through assessment to help them develop their veteran center and achieve their goals
  - Complete review of institutional strategic plan and how the veteran center serves as a part of that plan
  - Assist veteran center in creating/refining/reviewing strategic plans/goals
  - Conduct on-site visit of veteran center to better understand their campus culture and climate toward the success of the veteran/military students
  - Provide suggestions/plan of action for veteran center and institutional leadership to maximize veteran/military student success
- ❖ Assessment Process
  -
- ❖ Assessment Timeline
  - Institution selection
  - Preliminary meeting
  - Define goals/responsibilities of committee members
  - Research/Site visit
  - Present findings
  - Discussion/Defining of suggestions
  - Write up
  - Review
  - Present Findings/Suggestions
- ❖ Next Meeting
  - Date/Time: Spring 2024
- ❖ FCC Info

- Staff of 2
  - VA Work Study
- Report to Student Affairs
- Leadership turnover
- **Strongly positioned to defend why what we do is important**
  - **Articulate what they do/why they are important**
- How to best utilize staffing we currently have
  - Work harder not smarter
- **Does not have goals**
- Did a review - CAS Assessment tools
  - 12 standards
    - Mission
    - Programs and services
    - Student learning development and success
    - Human resources
    - Assessment
    - Financial Resources
    - Collaboration and communication
- Has a mission statement
  - Operational plan
    - Short term goals
    - Long term goals
- ❖ Institutional Strategic Plan
- ❖ Student Affairs Strategic Plan
- ❖ FCC Veteran & Military Center mission/goals
- ❖ Job Descriptions for Director and SCO
- ❖ Veteran/military population/make up
- ❖ Peoplesoft Coding
- ❖ Shannon James works in Registrar's office

