Indiana University-Purdue University Fort Wayne (IPFW)
Program Write-up with Task Force Comments
MSS Military Student Services

Program Summary

Task Force: Thank you for the time spent crafting this report. It appears that Military Student Services has a very clear vision for providing a valuable service to IPFW and its students. Through the USAP process, we are working to create a culture of continuous improvement; setting specific and measurable goals is an important step in the process of moving IPFW toward this culture of improvement. Part of this effort is getting individuals and units at IPFW to think differently about planning and the future. The work of Military Student Services is critical to IPFW and we greatly appreciate the time you spent on this significant endeavor. Thank you again for being part of this important initiative.

Criterion: #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Question: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

We provide support to all military students, whether veterans or currently serving, and their families, to apply for and maintain their access to federal and state higher education funding. We oversee the legal obligation of the university to comply with federal and state regulations and ensure that payments to the university and the student are accurate and timely. We also support the mental and emotional welfare of the students and their families in all ways available to promote their academic success.

Criterion: #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

Question: I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.

• Opened the MSS Resource Center in March 2012, a three room suite that now houses the School Certifying Official, creating ease of access to information and enrollment certification.
• Added four computers for student access to military portals via CAC readers.
• Added comfort support via refrigerator, coffee maker, refreshments available to all students.
• Hired four student veterans as Peer Advisors work-study students to work directly with veterans.
• Identified student veterans who will tutor other veterans.
• Worked with students to receive needed tutorial services, and to receive VA payments for the tutorial services.

Question: II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.
• Sponsored Silouan Green- a Marine veteran as keynote speaker regarding his project “Ladder UPP.”
• Started a creative writing group for students, faculty, staff, and community members utilizing the Ladder UPP workbook as the foundation for writing about their experiences of living with post-traumatic stress.
• Developed a student veteran handbook (written and photographed by student veterans) for distribution to all veteran students and family members
• Worked with the Registrar, Bursar, and the Office of Diversity and Multicultural Affairs to develop more responsive systems and practices, to provide faster and more accurate service to the students.

**Question:** III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.

• Participation in Fort Wayne Base Community Council.
• Participation in Northeast Indiana Military Alliance Network.
• Filmed two segments for *The American Veteran,* a local access television program for veterans’ issues
• Recorded audio segment for “I Will Wait” a new IPFW Alum stage presentation to tell the families’ stories of American veterans.
• Participated in Regional NASPA Conference for Student Personnel Administrators.
• Collaboration with NIMAN for Mad Ants and Tin Caps games.
• Fort Wayne Out of the Darkness Suicide Memorial Walk.
• Maintaining contact with local NGO’s that help individual veterans, and members of the U.S. Armed Forces.
• Continue to maintain a strong nationally-recognized web presence.

**Question:** IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.

• Collaborated with Project Compass Suicide Prevention to train staff on suicide prevention and support of individuals.
• Mandatory training of all staff in Safe Zone.
• Programs: “Lioness” film, “Fighting Words” speakers theatre
• SMA Jack Tilley speaker event
• MSS Student Spring Barbeque
• American Legion speaker event

**Question:** Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

• Three consecutive State of Indiana V.A. Compliance audits – excellent review
• Complete clean-up of files with payment discrepancies through collaboration with the Bursar’s office and Financial Aid

**Criterion:** #3: Accreditations - Program specific accreditation and status
**Question:** Accreditations - What program-specific accreditations and status do you have, if any?

**Jo Vaughan**
- M.A. Counselor Education/Counseling Psychology
- Law and Higher Education Certificate
- Trainer for Suicide Prevention

**Mark Haney**
- B.A. Philosophy, B.A. Radio, TV, and Film Broadcasting Production
- Department of Veteran Affairs, School Certifying Official (Mark)
- V.A. Certification training – (Jo and Mark)
- Safe Zone training

**Question:** Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

NA

**Criterion:** #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

**Question:** Federal and State Laws - What federal and/or state laws or mandates do you address, if any?

- USERRA, Service Members Readjustment Act 1946-updated in 2008
- Montgomery GI Bill 1984
- Post 9/11 GI Bill
- Indiana NGSG provision

**Question:** Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

Making sure that IPFW is in compliance consumes a lot of our time and budget.

**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

**Question:** Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

- Printing costs (toner) are very high, so we outsource to IPFW Printing Services.
- Redundant paper work, and copies of reports.
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**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

**Question:** Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/

No.

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:** 1. Comment on the specificity of the goal:

   Goal is very clearly written. Would have like a little more specifics with the action plans.

2. Comment on the goal's measures:

   Good measures. Do they plan to set metrics for growth, i.e. increases they would like to see for graduation rates or students accessing their services?

   Do they have the current data on number of students using your services and their graduation rates? What percentage of veterans are using your services, what are the current graduation rates? What percentage of IPFW students are veterans?

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental profile and budget data):

   Unit asked for funding and physical space. Depend heavily on VA paid work study to meet work demands – funding seems tenuous. Physical space is generally very difficult to come by.

4. Comment on the goal's relevance:

   Aligns very well with the strategic plan. Is there currently more demand for your services and that is why you are expanding? Or is this an "if you build it, they will come scenario"?

5. Comment on the timeline of the goal:

   No timeline was specified--presuming because there is a lack of funding and therefore an unknown in terms of what could be accomplished.

   Possible opportunities for collaboration or suggestions for addressing a gap:

   ROTC

**Question:** Unit Goal - What is your unit goal?
To grow our resource center to a full service program with adequate resources to serve the mental, emotional, V.A., and academic health of our students.

**Question**: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

 Foster Student Success

1.D.2 Embrace a definition of diversity which includes a broader array of human differences.

1.D.3 Build and strengthen relationships, proactive programs and services designed to encourage enrollment of students from historically under-represented groups.

1.M.1 Retention and graduation rate

**Question**: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question**: Actions - What action(s) does your unit plan to take to support this unit goal?

Development of hard and soft funding sources to meet and support the developmental needs of military students.

**Question**: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Numbers of students accessing our services, graduation rate of students using our services.

**Question**: Resources - Are you able to accomplish this unit goal with your current resources?

No. We require further funding and greater size of space for offices and reception, student room, and social room.

**Question**: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Funding.

**Question**: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
Finding proper space to meet our requirements.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Unknown

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:** 1. Comment on the specificity of the goal:

   Goal is very specific. The one action item listed is not specific enough to demonstrate it will accomplish the goal. What are the specific systems and services that would be targeted for improvement?

2. Comment on the goal's measures:

   We assume the reports would be graduation rates for veterans? Are there milestone goals to increase degrees by a certain percentage, such as "increase degree completion by 25% in x number of years"?

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

   Not sure if they can reach 100% success but their services and programs seem strong so they are offering support to the veteran students.

4. Comment on the goal’s relevance:

   Very relevant and supporting an important student population group.

5. Comment on the timeline of the goal:

   No timeline. Would like to see more specific actions with dates assigned.

   Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

To help every veteran who attends IPFW to complete a degree.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
1.D.2 Embrace a definition of diversity which includes a broader array of human differences.

1.D.3 Build and strengthen relationships, proactive programs and services designed to encourage enrollment of students from historically under-represented groups.

1.M.1 Retention and graduation rate

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

*High*

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

*Constantly working to improve our systems and services to aid the students of IPFW.*

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

*Reports generated from the Banner system.*

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

*No.*

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

*We may require new or refined reports, and additional program support.*

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

*Our principal challenge is the unpredictability of the federal budget.*

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

*Our goals are ongoing until the end of the GI Bill education benefits program.*

**Criterion:** #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?
IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?
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Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write "NA" or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?