

Military and Veteran Success Center (MVSC) 2024/2025

A. Strategic Student Goals and Needs

1. MVSC goals:

- a. The mission of the MVSC is to offer a comprehensive higher education experience that meets the needs of our veterans, and their dependents from transition out of the service to graduation. The staff of the MVSC provides excellent customer service. The MVSC provides wrap around services for active-duty service members, veterans, and dependents.
- b. We provide the tools and resources for veterans and family members to be successful at Colorado State University Pueblo. The MVSC assists students who wish to utilize veteran education benefits, and military tuition assistance programs. The MVSC advocates for the military affiliated population on campus and strives to create policies and procedures that will help students reach their academic goals.

2. Fulfillment of student needs:

- a. Funding of salary for the full-time Operations Manager position. This position assists in overseeing daily operations of MVSC. This position processes all the billing for students using veteran's education benefits and active-duty tuition assistance. This position ensures compliance with Department of Defense and Department of Veteran Affairs policies and procedures.
 - i. The Operations Manager position ensures that student accounts are credited correctly, submits invoices to DOD and VA for payments of tuition and fees.
 - ii. This position assists students with understanding their education benefits and their student accounts.
 - iii. The MVSC processes all VA certifications and Military Tuition Assistance. Approximately 775 certifications were sent to the VA and DOD.
 - iv. The MVSC has increased student engagement activities to ensure that military students have a positive experience on campus and sense of belonging.
 - v. The MVSC brings awareness to staff and faculty of the needs of military affiliated students. It advocates for military students and ensures compliance of DOD and VA policies.

- vi. The MVSC participates in community groups and events that have a focus on veteran needs and provides information on resources available to veterans in the community.
- vii. The MVSC hosts events to connect with veteran and dependent students who are not utilizing veteran education benefits.

B. Student Services Provided Through Fees

1. Student services provided:

- a. Assistance with and certification of veteran education benefits, academic advising, billing of student accounts and community outreach.
- b. Student fees funded the Operations Manager position. This included salary and fringe at \$63,705.30.
- c. Department of Defense renewals were completed in September of this year. The MVSC was found to comply with both agencies, and renewals have been approved by both agencies. The Operations Manager position helps facilitate and ensure compliance.

2. Activities to increase student engagement include:

- a. MVSC celebrated the graduation of 32 veterans with a reception in April. Seventy family members, staff and faculty were in attendance.
 - i. Approximately 424 students (Active-duty, Veterans and Dependents) were serviced this academic year in the MVSC. This is an increase from last year, which was approximately 365 students.
- a. Veteran Food Distribution: This year we provided 900 veterans and families with food at no cost throughout Southern Colorado. Of these 900 boxes, 40 of the food boxes were provided directly to students. Last year we serviced 800 veterans and families, showing an increase for the FY2024 of 100 veterans and their families.
- b. Halloween Party: 42 students, staff and faculty attended the party.
- c. Veterans Welcome Back Coffee/Snacks/Treats: 32 students were present.
- d. Veterans Day Lunch. 65 students, faculty and staff were provided with a free lunch in the pack café.
- e. Veterans Day Reception was a new engagement activity for 2023. In 2023 there were approximately 70 people in attendance.

- f. Spring Break Celebration: 28 students were in attendance.

3. Other engagement opportunities:

- a. On the recommendation of the Student Fee Committee, the MVSC increased visibility of the office to ensure any dependent or veteran not necessarily receiving veteran education benefits was aware of services offered by the MVSC.
- b. A report was created that allows MVSC staff to track individuals that indicate veteran or dependent status on the application admissions. A welcome email is sent to these individuals making them aware of MVSC services. MVSC participates at all the Extravaganzas and Discover Days that are held.
- c. MVSC participates in orientation and has a breakout session specifically for veterans and dependents.
- d. MVSC partnered with the VA and provides space for the Veteran Service Officer weekly. Mt. Carmel Veteran Resource Center provides services in the MVSC bi-weekly for any veteran or dependent.

C. Governance Structure

1. The members of the sub-committee include:

- a. Laura Barela, Military & Veteran Success Center Director
- b. Alex Stone, Academic Success Coordinator
- c. Lacey Chisman, Student Fee Board Member
- d. Adrian Sanchez, Student Veteran Representative
- e. Taylor Hernandez is completing her internship in our office, and I have invited her to participate and review committee processes as part of her learning experience.

2. The duties of the sub-committee include:

- a. Ensuring student fee funds are being used correctly.
- b. Reviewing engagement activities for the year.
- c. Creating a student satisfaction survey.

D. Annual Report and Prior Revenue Expenses

1. Financial report FY 2024:

- a. There was a rollover balance of \$51,697.68 from FY 2024. MVSC is asking to retain these funds to offset any salary not currently covered with current student fees. If these funds are approved by the committee to remain in the MVSC, there will be no request for an increase in student fee monies.

2. The proposed budget for the MVSC Students Fees will cover:

- a. Salary and fringe costs for the Operations Manager position at a professional staff level of \$65,946.30.
- b. Supplies for student events for FY2024/2025 of \$800.

3. Potential new forms of revenue and expenses:

- a. No new forms of revenue currently.
- b. New expenses will be any additional increases in salary.

4. Explanation of anomalies in the budget:

- a. For FY24 we went over budget by \$2,634.40. This was due to adding the Veterans Day Reception and the additional supplies purchased.

5. Account rollover:

- a. At this time, we would like to request to retain rollover funds. We are fine with having the recommended amount of rollover funds to be placed into reserves. However, we are asking to retain these funds to offset salary increases not covered by student fees. This will allow us to maintain the current student fee rate for the future.