**University Mission Statement:**
Texas A&M University-Corpus Christi is devoted to discovering, communicating, and applying knowledge in a complex and changing world. The university identifies, attracts, and graduates students of high potential, especially those from groups who have been historically under-represented in Texas higher education. Through a commitment to excellence in teaching, research, and service, Texas A&M University-Corpus Christi prepares students for lifelong learning and for responsible participation in the global community.

**Unit Mission:**
1. To assist servicemembers, veterans, and dependents in receiving entitled veterans benefits and in achieving educational goals.
2. To assist veterans returning from active duty, and enhance the transition for veterans from military life to University academic life.

**Relevant Sections of University Goals, Principles, and Planning Imperatives:**
G7. Collaborations with independent school districts, social agencies, public broadcasting, businesses, community colleges, medical schools, and other entities to provide access to lifelong learning and technological resources so that Texas A&M University-Corpus Christi is considered to be a leader in establishing successful partnerships, particularly to benefit the community. (Department of Veterans Affairs)

P4. Ensuring respectful, fair, and equitable treatment of all individuals.
M6. Recruit, Retain and Graduate a Diverse and Highly Qualified Student Body

<table>
<thead>
<tr>
<th>Unit Objectives:</th>
<th>Performance Assessment Method</th>
<th>Expected Performance Level</th>
<th>Actual Performance: Summary of Assessment Findings</th>
<th>Actions in Response to Assessment Findings</th>
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<tr>
<td>1. Submit accurate and timely enrollment certifications and reports for veteran students to the Department of Veterans Affairs and Texas Workforce Commission (State Approving Agency).</td>
<td>1.a. Audits performed by the Department of Veterans Affairs and Texas Workforce Commission. 1.b. Approval of State Approving Agency Materials Packet.</td>
<td>1. To process enrollment certifications of veterans in an accurate and timely manner, with minimal deficiency, at a rate equal to or greater than comparable institutions.</td>
<td>1. Corrected all veteran files resulting in zero deficiency during State Approving Agency audit.</td>
<td>1. Continue to streamline procedures to support any deficiencies for correct processing of enrollment certifications of veterans.</td>
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<td>2. Plan for Increased veteran student enrollment; continue recruitment efforts at local military installations.</td>
<td>2. Veteran headcount enrollment report created.</td>
<td>2. Track veteran headcount enrollment and strive to equal or exceed the overall percentage increase in student enrollment of Texas A&amp;M University-Corpus Christi.</td>
<td>2. Increased number of veteran students receiving educational benefits in past year; percentage to be tracked per Fall semester of each academic year.</td>
<td>2. Continue recruitment efforts. Implement Veterans Affairs Office website for dissemination of veterans educational benefit information to current and prospective students.</td>
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<td>3. Ensure that all veterans are treated fairly and equally. Foster good relations with servicemembers and veterans to build goodwill in the community towards the University.</td>
<td>3. VA Workstudy training to apply Department of Veterans Affairs policies to all veterans equally.</td>
<td>3. Provide professional customer service to veterans.</td>
<td>3. Feedback from veterans has been positive on streamlined procedures.</td>
<td>3. Continue to provide veterans with benefit updates by attending veterans conferences on Department of Veterans Affairs policies and procedures.</td>
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Report Date: 1-3-06

Texas A&M University-Corpus Christi
Administrative Unit Assessment Report: FY 2006
Unit: Veterans Affairs Office, Office of Enrollment Management
Administrator: Lynn R. Perry

Texas A&M University-Corpus Christi
Current Year Plan
Unit: Veterans Affairs Office

Use the space below to list and briefly describe plans or projects related to program objectives that are in progress this Fiscal Year

1. Instituted program to track the number of veterans being serviced by Texas A&M University-Corpus Christi; created student database in current student information system.
2. Corrected discrepancies on past certifications in veteran files to comply with Department of Veterans Affairs regulations; initiated procedures to monitor veteran student enrollment.
3. Submitted veteran enrollment certifications through new method of online VAOnce Program.
4. Began recruitment efforts with Naval Air Station Corpus Christi, Naval Air Station Kingsville, Naval Station Ingleside, and Reserve Centers.

Use the space below to list and briefly describe plans or projects related to program objectives that are in progress next Fiscal Year

1. Create a fourth workstation in the Veterans Affairs cubicle in an effort to keep up with increase workload. Request funding for the addition of permanent employee to assist in handling increased workload.
2. Work with Banner committee to address needs of the Veterans Affairs Office in the forthcoming student information system; initiate veteran database that adds a history of veteran benefit information per academic year rather than the current method of replacement of information.
3. Implement the Veterans Affairs Office website for veteran student access to internal forms, links to Department of Veterans Affairs forms, benefit updates, and summary of VA policies and procedures.
4. Implement electronic book and supply vouchers for veteran students authorized under the Vocational Rehabilitation and Employment Program to streamline procedures with coordinated effort by Business Office, University Bookstore, and Veterans Affairs Office.
5. Implement procedures for electronic monitoring of cumulative Hazlewood Act exemption hours to comply with the Texas Higher Education Coordinating Board regulations.
Texas A&M University-Corpus Christi
Current Year Plan
Unit: Veterans Affairs Office

Use the space below to describe plans or projects that are planned for budget requests next Fiscal Year.