



LONE STAR
COLLEGE

UNIVERSITY
PARK

Overcoming Obstacles

**Using Case
Management for
Veteran Student
Success**



One LSC

**Lone Star College 7 campuses
(85,243 students)**

**Associates Degrees
Workforce Certificates
Bachelor's Degrees (3)**

**Veteran Advisors @ each campus
Certifying Officials @ System Office**



Academic Advisors

- Benefits Overview**
- Academic Planning**
- Documents**
- Registration**
 - Withdrawal**
- Certification Support**
- First Year Class(EDUC)**
- Resource Events**
- Student Veterans Club**
- PASS – Below 2.0**
 - Advising/Contracts**
- Early Alert**



UP Initiative



You commit. We commit. You Graduate!



Common Obstacles

- Missed Deadlines**
Enrollment & Certification
- Dropped Classes**
Payment holds/Issues
- Certification Delays/Denials**
Books/Housing
- Below 2.0/PASS Contracts**
- Misunderstanding Cert. Process**
- Connecting students to campus**





Case Management Model





Assessment

- Identify recurring, predictable obstacles**
- Questions/Concerns of Veteran students**
- Align our efforts with GradUP initiative**
- Support the LSC Cultural Belief**
- What can we control in our department?**



Main Goal

**Strong
Semester Start**



**Successful
Student**



Opportunities

Obstacles = Opportunities

- ❑ **Improve the student experience**
- ❑ **Intentional student engagement**
- ❑ **Campus/Community resource partnerships**
- ❑ **Utilize case management for certification and student success**



Planning



“Begin with the end in mind”.

Stephen Covey



Focus Areas





Internal Tools

- iStar - Student Center**
- PowerBi**
- Onbase - Document Center**
- Service Now**
- Microsoft Teams**
 - Master Spreadsheet**
 - Enrollment, PASS, Cert**



Advising Tools

- Intake Sheet**
- Checklists for Documents**
- Transfer Checklists**
- PASS Contracts**



Case Management Tracking

- Student – Veteran or Dependent/Spouse
- VA benefit/Hazlewood
- Campus
- Degree Plan/AOS
- Graduation
- Semesters Enrolled
- Certification Ticket Requests
- Payment Holds
- Certification Approvals
- Pending Tickets
- GPAs & Below 2.0
- Business Office Holds



Student Case Management



- Veteran**
- Associate of Arts Transfer - Nursing**
- UP Campus**
- Chapter 33**
- SU19, FA19, SP20, SU20
FA20, SP21**
- Graduation – May 2020**
- Academic Standing - GPA/Holds**
- Certified EACH semester**



Advising Sessions

- 45 Minutes – 1 Hour**
- Proactive/Intrusive**
- Goals/Career Exploration**
- LSC VA Contacts/VSOC**
- VA Certification Process**
- Student Check Lists**
- Disability Services**
- Tutoring**



Personalization

- Degree Planning**
 - Goals & Benefit Maximization**

- Assistance with Enrollment**
 - Housing Allowance/Covid**

- Referrals to Key Contacts**

- Certification Kiosk**

- Outreach – Personalized**
 - Emails & Phone Calls**



Student Engagement

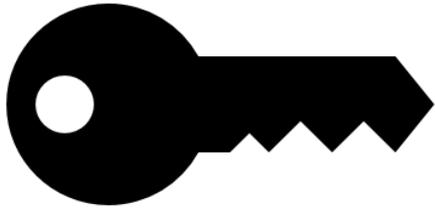
- Campus Events**
- Community Engagement**
- GradUP Salute**
- Transfer Workshops**
- Career Services Series**
- Disability Services**



Student Veterans Club



Communication



The key to UP Case Management is focused outreach and communication.

Outreach is goal oriented and individualized.



Proactive Outreach

- Enrollment/Degree Planning**
- Expected Graduation**
- VA Case Manager Reports (AARs)**
- Book Process**
- Next Steps**
 - Transfer**
 - Workforce Prep**



Student Focused Outreach



Data Supports our Students

Data Tells a Story

- How many students**
- Benefit type**
- Degrees**
- Graduation tracking**
- Student continuity**
 - FTIC, Returning, Continuing**
- Resources for cohort**
 - Customized events**
- Communication needs**
- Adaptation – COVID**



Adapting to Covid



- Tracking graduation
- Student completion
- In-person classes
- Continued communication
- Enrollment outreach



Evaluation

- Improving the student experience**
 - Fewer dropped classes** 
- Earlier registration**
 - Certification requests**
- Retention semester to semester**
- Staying on track with degree plan**
- Graduation/Transfer/Workforce**



Planning



- ❑ **Career Focus**
 - ❑ **Internships**
 - ❑ **Industry Connections**
 - ❑ **Professional Mentors**
- ❑ **University Partnerships**
 - ❑ **Improve Transition**
 - ❑ **Benefit process support**



Student Success



It's all about the success of our Veteran and Military Connected students



Questions?

