



**Office of the President**

Station 1  
1500 S Ave K  
Portales, NM 88130

August 11, 2017

U.S. Department of Veterans Affairs & Education  
[Principles.Excellence@va.gov](mailto:Principles.Excellence@va.gov)

Dear Military Affairs Team,

Eastern New Mexico University-Portales (VA facility code 11801131, ED IPEDS code 00187648, ED OPE code 00265100) agrees to comply with the principles outlined in Executive Order 13607, Principles of Excellence, and will comply with the regulations issued by the Department of Education (34 C.F.R. 668.71-668.75 and 668.14, related to program integrity issues, including restrictions on recruitment, misrepresentation and payment of incentive compensation, Specifically,

- End fraudulent and aggressive recruiting techniques and misrepresentation.
- Provide students with a personalized form covering the total cost of an education program.
- Provide educational plans for all Military and Veteran education beneficiaries.
- Provide accommodations for Service Members and Reservists absent due to service requirements.
- Assign a Point of Contact for academic and financial counseling.
- Make sure all new programs are accredited before they enroll students.
- Align institutional refund policies with those under Title IV.

Eastern New Mexico University - Portales recognizes the significant value that student veterans bring to our campus and believe it is important we ensure veterans receive the best possible educational experience. We have additionally committed to the 8 Keys to Veterans' Success.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeff Elwell", with a long horizontal flourish extending to the right.

Jeff Elwell  
President

JSE/dkb



Office of the President  
Station 1  
1500 S Ave K  
Portales, NM 88130

August 9, 2017

U.S. Department of Education  
Office of Innovation and Improvement  
Attn: Military Affairs Team  
400 Maryland Ave, SW  
Washington, DC 20202

Dear Military Affairs Team,

**Eastern New Mexico - Portales** is encouraged by the efforts taken by the Obama Administration to support service members, veterans and military families, and thus affirms support for the 8 Keys to Veterans' Success.

**Eastern New Mexico - Portales** recognizes the significant value that student veterans bring to our campus and believe that it is important that we ensure that veterans receive the best possible educational experience. We are committed to implementing, and sharing, promising practices such as:

*The 8 Keys to Veterans' Success*

1. Create a culture of trust and connectedness across the campus community to promote well-being and success for veterans.
2. Ensure consistent and sustained support for veterans from campus leadership.
3. Implement an early alert system to ensure all veterans receive academic, career, and financial advice before challenges become overwhelming.
4. Coordinate and centralize campus efforts for all veterans, together with the creation of a designated space (even if limited in size).
5. Collaborate with local communities and organizations, including government agencies, to align and coordinate various services for veterans.
6. Utilize a uniform set of data tools to collect and track information on veterans, including demographics, retention and degree completion.
7. Provide comprehensive professional development for faculty and staff on issues and challenges unique to veterans.
8. Develop systems that ensure sustainability of effective practices for veterans.

*Executive Order 13607, "The Principles of Excellence"*

We, **Eastern New Mexico - Portales**, affirm support for the "Principles of Excellence." We, **Eastern New Mexico - Portales**, acknowledge that this letter is not a confirmation of compliance with the Principles of Excellence, however, which are administered through a separate process run by the Department of Veterans Affairs.

Signature of President or Chancellor:  
Printed Name: Jeff Elwell

 Date: 8-9-17