



## VETERANS CENTER NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

### 1. Program Description/Mission:

#### **Program Description:**

The Veterans Center provides a one-stop location for students to receive assistance with GI Bill benefits and support services. Staff members certify eligibility, process benefits, verify that coursework meets eligibility requirements, make counseling referrals, pull transcripts, assist with priority registration, and meet with professors to ascertain whether failing grades are the result of non-completion.

Students also receive information about such services as workshops for student veterans, the Veteran Book Fund, and the Veterans Network Club. The COUNS 160 is a three-unit transferrable elective that is designed to help veterans transition from military to civilian life. Veterans who take the class are eligible for the veterans' book fund. The center, initiated in 2008 with a grant from the Wal-Mart Foundation, will receive \$20,000 a year from that grant until 2013.

The Veterans Center was one of 292 nationwide applicants for a Department of Education's Centers of Excellence for Veteran Student Success grant. The Veterans Center was awarded the grant in October 2010, and it is named "Operation VETS" (veterans' educational transition services). The college was one of three selected in California and one of fifteen nationwide to receive a three-year, \$399,999 award.

The goal of the grant is to provide additional services to veterans such as a program coordinator, peer-to-peer mentoring (Academic Battle Buddies), a student veteran ambassador, POWER Math for veterans, mental health services, and training for faculty and staff. The program was featured on the televised White House Summit on Community Colleges. Citrus College has been designated a Military-friendly college and featured in several articles regarding the programs' success.

#### **Program Mission:**

The mission of Veterans Center is to assist the veteran to achieve their educational and professional goals by helping them remove barriers in transitioning and to empower the veteran to compete globally.

### 2. Key functions/goals of this Department/Program:

- To increase student retention and academic success by providing services that improves transitioning from military life to civilian student life.
- Promote the development of skills needed by students to succeed in their transfer and professional lives.

### 3. Assessment of Outcomes:

Populate with the existing Unit Outcomes			
<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1. Students will identify the Veterans Center as a place that provides support and contributes towards their academic success.	Survey (Appendix A)	5 point Likert scale. Results 4.69 – 4.8 (Appendix B)	Same survey will be administered. New survey will include questions relating to female veterans.
2. Students will identify the Veterans Center as a place for peer support, counseling support and tutoring support.	Survey (Appendix A)	4.66 – 4.86 (Appendix B)	Increase the results from 4.66 to 4.89
3. Female veterans will identify the Veterans Center as a place that provides support and contributes towards their academic success. CCSP 2.1.1	Survey/Focus Group	In progress	N/A

### 4. Recommendations/Next Steps:

	<b>Previous Recommendation</b>	<b>Progress/Person(s) Responsible</b>	<b>Status</b>	<b>Est. completion</b>
1	Increase veteran student contact with mental health services from 10% to 20% by the end of year two. CCSP 2.2	Staff, including Mentors and Tutors	Completed	June 2012
2	Increase veteran enrollment in transfer level mathematics from 7% to 12% by end of year two. CCSP 2.3.2	Staff, including Mentors and Dean of Students	Completed	June 2012
3	Decrease veteran students on probation of dismissal from 19% to 15% by end of year two. CCSP 2.1	Project Director and Staff	Completed	June 2012
4	Increase awareness to student veterans of the veteran's center and services. CCSP 2.3	Project Director and Staff	Completed	June 2012

	<b>New Recommendation</b>	<b>Progress/Person(s) Responsible</b>	<b>Status</b>	<b>Est. completion</b>
1	To train faculty and staff on veterans issues. CCSP 2.1.1	Project Director and Dean of Students	In Progress	June 2013
2	Create programs/systems to welcome female veterans. CCSP 2.1.1	Project Director, Staff, and Dean of Students	In Progress	June 2013
3	Provide professional conduct training to mentors and tutors. CCSP 2.1.1	Project Director, Staff, and Dean of Students	In Progress	June 2013
4	Implement strategies to help female veterans feel welcome in the Veterans Center. CCSP 2.1.1	Project Director, Staff, and Dean of Students	In Progress	June 2013

**5. Resources Requested:****Veterans Center****Certificated Personnel (FNIC)**

<b>Position</b>	<b>Discuss impact on goals / SLOs</b>	<b>Priority</b>
N/A		

**Classified Personnel**

<b>Position</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			

**Staff Development (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Training for peers and mentor program	This will increase the mentors ability to impact the veteran students success	\$3,500	2
Vet Net Ally training	Increases staff and faculty the ability to understand the veteran which increases the veteran's ability to succeed.	\$1,000	2
Attend conferences and or trainings on PTSD, Veterans Issue, and TBI. Attend FIPSE grant best practices	Increase knowledge and information about veterans and the barriers to transitioning to civilian life; help to implement strategies and procedures for final program review.	\$1,000	3

**Facilities (Facilities)**

<b>Describe repairs or modifications needed</b>	<b>Discuss impact on goals / SLOs</b>	<b>Building / Room</b>	<b>Priority</b>
N/A			

**Computers / Software (TeCS)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
1 PC computer for mental health room.	Relates to mental health goal for grant	\$340	2

**Equipment**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			

**Supplies (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			

## Appendix A (Pg. 1 of 2)

### Veterans Center Student Satisfaction Survey

In an effort to improve the quality of service you receive, The Veterans Center is seeking your feedback. The survey is anonymous and should not take more than five to ten minutes to complete. We are committed to continuous improvement in all areas of our program. Your feedback will help us modify the program to better meet your needs.

**Thank you very much for your participation!**

<b>Check one response for each item</b>					
<b>Based on your overall experience, please rate your satisfaction with each of the following services</b>					
	<b>Very Helpful</b>	<b>Helpful</b>	<b>Not Helpful</b>	<b>Unaware of Service</b>	<b>Aware but Not Used</b>
1. Meeting with the financial aid representative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Meeting with the academic advisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Meeting with the mental health counselor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Information on GI benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Certification of benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Tutoring services/Math Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Meeting with a mentor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Information on services offered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. On-going academic advising help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Information on Veterans Book Fund.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Talking with someone about my problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Check one response for each item</b>					
<b>Based on your overall experience, please rate your level of agreement/disagreement with each of the following items</b>					
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
12. Accurate information about certification and GI benefits.	<input type="checkbox"/>				
13. The Academic Advisor was informative about the requirements for transfer to a four-year college.	<input type="checkbox"/>				
14. The staff here is always courteous, knowledgeable, and helpful whenever I enter the Veterans Center.	<input type="checkbox"/>				
15. The Veterans Center supports and or contributes to my academic success.	<input type="checkbox"/>				
16. There is at least one employee at the Veterans Center who I knew well enough to talk to if I was having difficulty.	<input type="checkbox"/>				
17. The academic advisor in the Veterans Center helped me with developing clearer career or educational goals.	<input type="checkbox"/>				

*Note: \*Survey questions 18 and 19 were removed from the survey and the numbering was not corrected before the survey was distributed to students. Therefore the survey and result numbering is off.*

20. I learned about the services of the Veterans Center through (check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> The college website                                     | <input type="checkbox"/> My instructor suggested that I come here |
| <input type="checkbox"/> By filling out an intent form                           | <input type="checkbox"/> A friend recommended that I come here    |
| <input type="checkbox"/> The Veterans Website                                    | <input type="checkbox"/> Dropped in on my own                     |
| <input type="checkbox"/> A staff member called me to invite me to an appointment | <input type="checkbox"/> Other _____                              |

## Appendix A (Pg. 2 of 2)

21. Reason for visiting the Veterans Center, (check all that apply).
- Socialize
  - Tutoring Help
  - Math Help
  - Information on GI Benefits
  - Advance Appointment
  - To Talk to Someone/Stress Related Issues
  - Re/Certification
  - Break/Relax
  - Use Computer/Do Homework

22. I am.....
- Male
  - Female

23. Do you frequent the Veterans Center Yes or No,  
If the answer is no, why not? \_\_\_\_\_

24. My age is \_\_\_\_\_ years old.

25. I am.....
- Single
  - Married
  - Divorced/Separated

26. I have \_\_\_\_\_ child(ren).

27. What is your ethic/racial background? Choose one or more from the following.
- Asian
  - Black or African American
  - Hispanic/Latino
  - American Indian or Alaska Native
  - Native Hawaiian or Other Pacific Islander
  - White
  - Other \_\_\_\_\_

28. What is one thing are you most satisfied with at the Veterans Center?

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29. In your opinion, what is the one service or aspect of the program that is in need of improvement?

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30. Are there any services not currently offered that you would like to see offered in the future?

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31. Do you have any other comments or suggestions?

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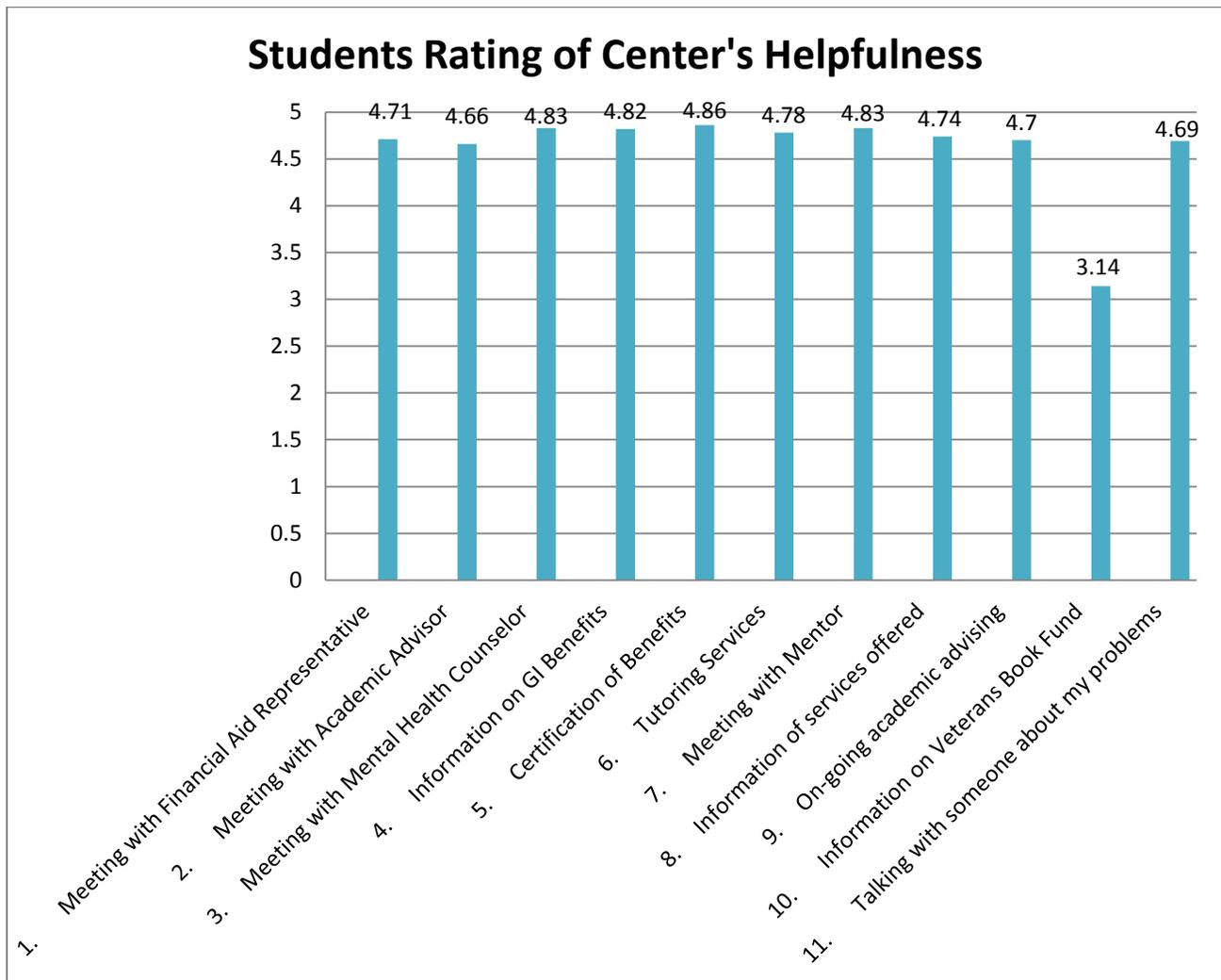
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**THANK YOU FOR HELPING TO EVALUATE THE QUALITY OF OUR SERVICES.**

## Appendix B (Pg. 1 of 4)

### Students rated the helpfulness of the Veterans Center

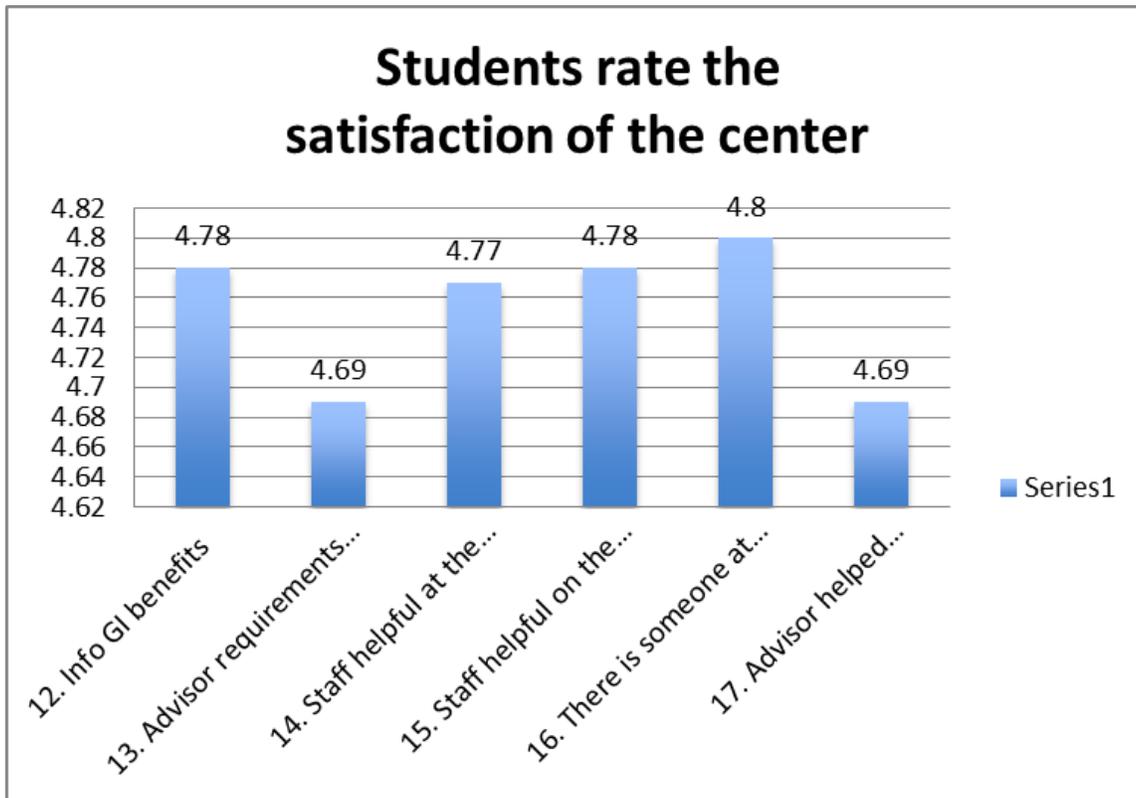
1. Meeting with Financial aid Representative
2. Meeting with academic advisor
3. Meeting with mental health counselor
4. Information on GI Benefits
5. Certification of benefits
6. Tutoring services
7. Meeting with mentor
8. Information of services offered
9. On-going academic advising
10. Information on Veterans Book Fund
11. Talking with someone about my problems



## Appendix B (Pg. 2 of 4)

### Students rate their satisfaction of the Veterans Center

- 12. Info GI benefits
- 13. Advisor requirements for transfer
- 14. Staff helpful at the center
- 15. Staff helpful on the phone
- 16. There is someone at the center I can talk to
- 17. Advisor helped developing educational goals

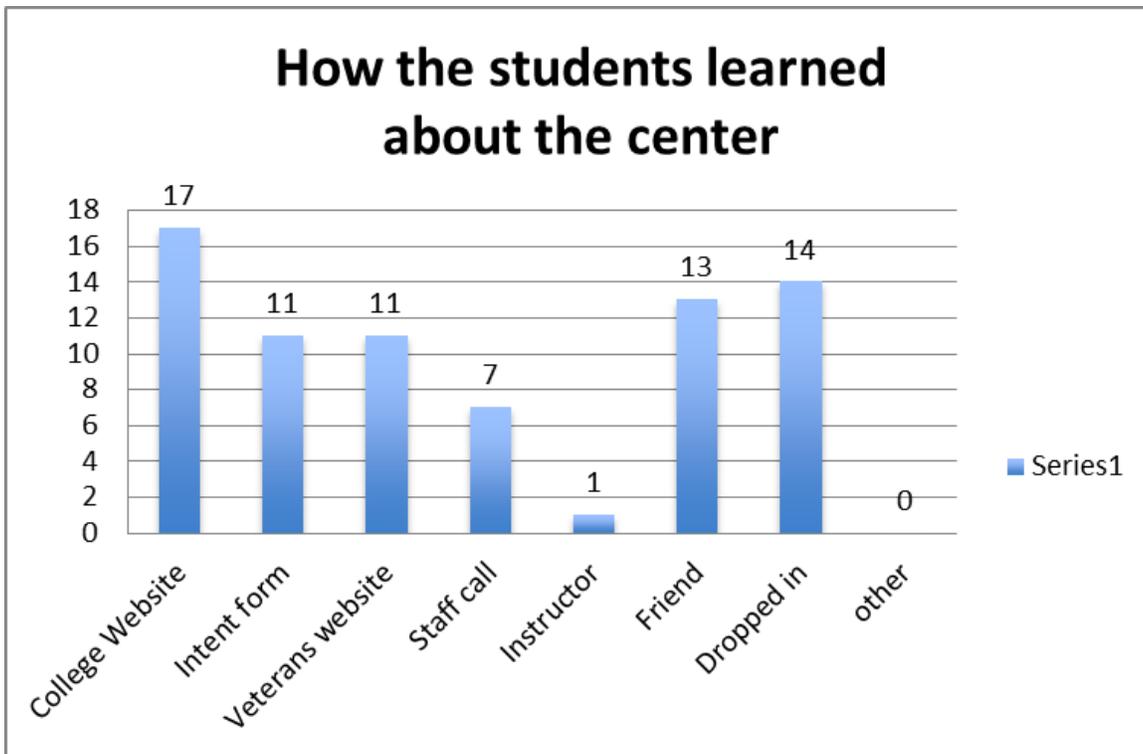


**Appendix B  
(Pg. 3 of 4)**

*Note: \*Survey questions 18 and 19 were removed from the survey and the numbering was not corrected before the survey was distributed to students. Therefore the survey and result numbering is off.*

**20. I learned about the services of the Veterans Center through (check all that apply):**

- The college website
- By filling out an intent form
- The veterans website
- A Staff member called me to invite me to an appointment
- My instructor suggested that I come here
- A friend recommended that I come here
- Dropped in on my own
- Other



**Appendix B  
(Pg. 4 of 4)**

**Men and women differ in their satisfaction of the Veterans Center**

	<b>MEN</b>	<b>WOMEN</b>
1. Meeting with Financial Aid Representative	4.76	4.57
2. Meeting with Academic Advisor	4.74	4.43
3. Meeting with Mental Health Counselor	4.63	4.00
4. Information on GI Benefits	4.86	4.71
5. Certification of Benefits	4.91	4.71
6. Tutoring Services	4.73	4.67
7. Meeting with Mentor	4.74	4.33
8. Information of Services Offered	4.79	4.57
9. On-going academic advising	4.74	4.57
10. Information on Veterans Book Fund	4.74	4.00
11. Talking with someone about my problems	4.73	3.60
12. Info about Cert and Benefits	4.80	4.71
13. Advisor requirements for transfer	4.77	4.43
14. Staff helpful on the Center	4.86	4.67
15. Staff helpful on the phone	4.86	4.57
16. There is someone at the Center I can talk to	4.86	4.57
17. Advisor has helped educational goals	4.80	4.43

