



## VETERANS SUCCESS CENTER STUDENT SERVICES ANNUAL PROGRAM REVIEW 2013-2014 AND PLAN 2014-2015

### Committee Members: (Alphabetized by last name)

Shauna Bigby	Monica Christianson	Sheila Hatfield
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### 1. Program Mission/Description:

#### **Program Mission:**

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

#### **Program Description:**

The Veterans Success Center provides a one stop location for veterans to receive assistance with GI Bill benefits and support services. Staff members certify eligibility, process benefits, verify that coursework meets eligibility requirements, makes counseling referrals, prints transcripts, assist with priority registration, and meets with professors to ascertain whether failing grades are the result of non-completion. Veterans also receive information about such services as workshops for veterans, the Veteran Book fund, and the Veteran Network club. The Counseling 161, Higher Education Transitional Skills for Student Veterans/Families course was approved in fall 2013. The course is a three unit California State University and University of California transferrable elective that is designed to help veterans transition from military to civilian life. The Veterans Success Center, established in 2009 with a grant from the Walmart Foundation, received \$20,000 annually until 2012.

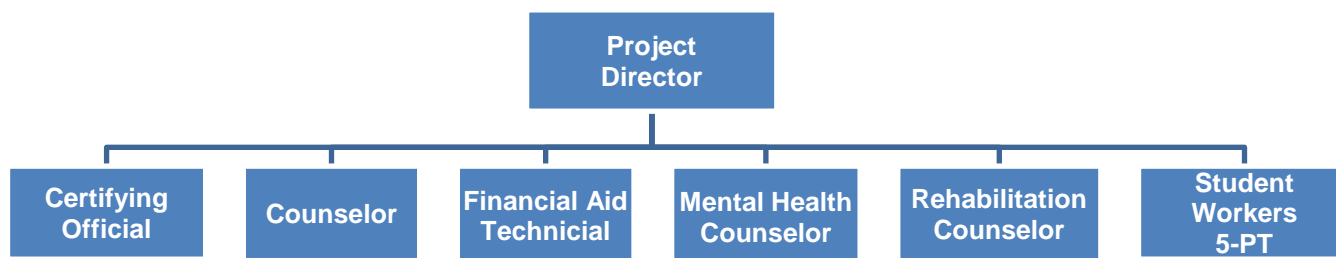
The Veterans Success Center was one of 292 nationwide applicants for a Department of Education's Centers of Excellence for Veteran Student Success grant. The Veterans Success Center was awarded the grant in October, 2010 and it is named "Operation VETS" (Veterans' Educational Transition Services). Citrus College was one of three selected in California and one of 15 nationwide to receive a three year, \$399,999 award.

The goal of the grant was to provide additional services to veterans such as a program coordinator, peer-to-peer mentoring (Academic Battle Buddies), a veteran student ambassador, 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 as a military friendly campus for four years in a row and was featured in several articles regarding the programs' success.

### 2. Key Functions/Goals:

- To increase veteran retention and success by providing services that improves transitioning from military life to civilian life.
- To promote the development of skills needed by veterans to succeed in their academic and professional goals.

## Organization Chart with Vacancies



### 3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data or document with a survey.

Populate with the existing Unit Outcomes			
Outcome	Assessment	Result	Change
1. Veterans will identify the Veterans Success Center as a place that provides support and contributes to their academic success.	Survey	Initial results provided a baseline of 4.69 based on a five point Likert scale. Results increased from 4.69 to 4.8 during the second year of assessment.	As the department administered the same veteran satisfaction survey, questions specific to female veterans were added so to assist the department in identifying and address female veteran concerns. New survey included questions relating to female veterans. Increased results from 4.8 to 4.94.
2. Veterans will identify the Veterans Success Center as a place for peer support, counseling support and tutoring support.	Survey	Initial results provided a baseline of 4.66 on a five point Likert scale. Second year results reflected an improvement to 4.86. This survey was conducted to address veterans concerns.	The results increased from 4.66 to 4.86 during second year, to 4.95 during the third year. Although this was not a huge increase it enabled staff to identify and address the concerns of the veteran student population.
3. Female veterans will identify the Veterans Success Center as a place that provides support and contributes to their academic success. CCSP 2.1.1	Survey and Focus Group	Initial results provided a baseline of 4.66 based on a five point Likert scale. Second year results reflected an improvement to 4.84. Focus group interviews were conducted. Female veterans were asked to rate the services from a scale of 1 – 10 (10 = the best), the average score was 9.14. Overall the female veterans were much more satisfied than prior focus group interviews.	The following results demonstrate an increase from previous surveys from 4.66-4.84, although not a significant increase from prior data, results generated specific concerns from female veterans. The data assisted in the development of interventions to provide services to all veterans, specifically female veterans. Numerous strategies were implemented to improve the conduct and language in the veteran success center which helped to contribute to the increase in female veteran participation and female satisfaction. Other interventions included, group sessions and hiring female veteran mentors.

#### 4. Recommendations/Next Steps:

Prompt: Provide an outline of the previous recommendations. Insert progress and titles of persons responsible. Status should be Completed or In Progress. Indicate actual or estimated completion date by month/year.

	<b>Previous Recommendation and / or Goals 2013-2014</b>	<b>Persons Responsible</b>	<b>Status / Progress</b>	<b>Completed</b>
1	Explore funding sources to support the needs of the growing veteran population. CCSP 3.2.3	Project Director, Interim Executive Dean, and Director of Foundation	In Progress	Ongoing
2	Create programs and systems to welcome female veterans. CCSP 2.1.1 EMP pg. 361	Project Director and Interim Executive Dean	In Progress	May 2015
3	Increase female participation in Veterans Success Center activities 15%. CCSP 2.1.1 EMP pg. 361	Project Director	In Progress	May 2015
4	Increase accuracy and expediency of the certification process 25%. CCSP 2.1.1	Project Director, Certifying Official and Mentors	In Progress	Spring 2015
5	Increase veteran culture awareness 20% campus wide by providing VET NET ALLY workshops and department/division trainings. CCSP 2.1.1	Project Director and Interim Executive Dean	Completed	February 2015

#### 4.a New Recommendations:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals for this year, using the following format.

Example: **CCSP 2.3.2**  
**EFMP pg. 361**

	<b>New Recommendation and / or Goals 2014-2015</b>	<b>Persons Responsible</b>	<b>Estimated Completion</b>	<b>Budget Priority</b>
1 <sup>st</sup>	Explore funding sources to institutionalize the Veterans Success Center and continue providing services to the growing veteran population. CCSP 3.2.3	Project Director, Interim Executive Dean and Director of Foundation	April 2015	1
2 <sup>nd</sup>	Create programs and systems to welcome female veterans. Increase female participation in Veterans Success Center activities 15%. CCSP 2.1.1 EMP pg. 361	Project Director, Interim Executive Dean, Certifying Official and Mentors	June 2015	1
3 <sup>rd</sup>	Create leadership/mentorships program for female veterans in collaboration with faculty and administrators. CCSP 2.1.1 EMP pg. 361	Project Director, Interim Executive Dean and Mentors	May 2015	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
	Completed	In Progress	Not yet begun
<b>Veterans Success Center</b>			
EFMP – 1 Increase mental health services.	X		
EFMP – 2 Establish a peer-to-peer mentoring program (Veterans Mentors across Campus).	X		
EFMP – 3 Designate an academic counselor to specialize in veterans.	X		
EFMP – 4 Expand hours to evenings.	X		
EFMP – 5 Expand mathematics preparation services.	X		
EFMP – 6 Expand support for the Veterans Success Center and Club.	X		
EFMP – 7 Establish a campus-wide Operation Vets support team.	X		

### 5. Resources Requested:

Prompt: All requests should be linked to recommendations in section 4.a (please refer to the example below). Attach additional pages as needed for complete description / discussion.

## Veterans Success Center

### Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
Director - 100%	Goal: Connectivity is the key to veteran's success.  Impact: The director supports the integrity of the Veterans Success Center; provides counseling support and encourages veterans to succeed and reach their academic goals.	Salary \$87,487 Benefits \$9,100 <u>Health \$21,909</u> Total: \$118,496	1
Counselor - 100%	Goal: To ensure successful Student Educational Plan (SEP) development.  Impact: To provide a plan for academic success.	Salary \$54,699 Benefits \$6,373 <u>Health \$21,909</u> Total: \$82,981	1

### Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
Certifying Official - 100%	Goal: To ensure successful certification process in a timely manner.  Impact: To optimize Veterans Administration processing in an effort to enable veterans to succeed and reach their academic goals.	Salary \$45,546 Benefits \$6,167 <u>Health \$21,909</u> Total: \$73,622	1
Admin Secretary I - 100%	Goal: To provide administrative support to director and program.  Impact: Position will reduce processing delays due to limited staff.	Salary \$29,202 Benefits \$6,241 <u>Health \$21,909</u> Total: \$57,352	2

**Staff Development (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Veteran Administration Training	<p>Goal: The training provides updates specifically directed towards Veteran Administration educational benefits and mandates required for certification.</p> <p>Impact: For the Veterans Success Center to remain current on certification process and procedures.</p>	\$1,500 Approximate	1
Western Association of Veterans Educational Specialist (WAVES) conference	<p>Goal: The annual WAVES conference provides important updates about Veteran services.</p> <p>Impact: The conference provides vital information regarding Veterans educational benefits and programs.</p>	\$3,000	1

**Facilities (Facilities)**

<b>Describe repairs or modifications needed</b>	<b>Discuss impact on goals / SLOs</b>	<b>Building / Room</b>	<b>Priority</b>
Electrical Outlets	<p>Goal: Installation of additional electrical outlets will increase the number of available computers in the center.</p> <p>Impact: Having extra computers in the Veterans Success Center provides an opportunity for veterans to work together and assist one another. Additionally, it provides a positive support network to help veterans achieve their academic goals.</p> <p>Note: There is limited space for computers due to lack of electrical outlets near internet access portals.</p>	Building IC / Room 189-192	2

**Computers / Software (TeCS)**

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

**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>
Office and Printing Supplies	<p>Goal: To provide necessary office supplies for mandated documentation.</p> <p>Impact: To ensure documentation of Veterans Administration mandates are adhered to.</p>	\$4,000	1

