



VETERANS CENTER NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2013-2014

Committee Members:		
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1. Program Mission/Description:

Program Mission:

The mission of the Citrus College 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 veterans to compete globally.

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, makes counseling referrals, prints transcripts, assist with priority registration, and meets 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 Veteran Network club. The COUNS 160 course 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 Veteran Center, initiated in 2008 with a grant from the Wal-Mart foundation, will received \$20,000 until 2013 from that grant.

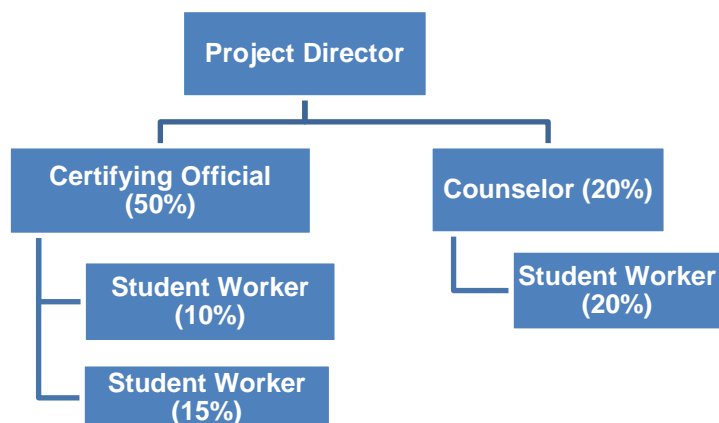
The Veterans Center was one of 292 nationwide applicants for a Department of Education's Centers of Excellence for Veteran Student Success grant. The Veterans Center was awarded the grant in October, 2010 and it is named "Operation VETS" (veterans' educational transition services). The college was one 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.

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

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

Organizational Chart



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?*

Populate with the existing Unit Outcomes

<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1. Students will identify the Veteran Center as a place that provides support and contributes towards their academic success.	Survey	5-point Likert scale. Results 4.69-4.8 Although this is not a huge increase, overall the male veterans are very happy with the services, we needed a baseline in an effort to identify areas of concern.	As we administered this same student satisfaction questionnaire we added a few questions specific to female veterans so that we can identify their concerns in an effort to address those concerns. Same survey will be administered. New survey will include questions relating to female veterans. Increase results from 4.8 to 4.94.
2. Students will identify the veteran center as a place for peer support, counseling support and tutoring support.	Survey	4.66-4.86, out of a 5 point LIKERT scale the results reflected all of the surveys during this term. This survey was conducted to establish what concerns the veterans have in an effort to address those concerns.	The results were increased from 4.66-4.86 to 4.95. Although this was not a huge increase it did enable us to identify the concerns of the veterans in an effort to address their concerns.
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	Completed	The following results shows an increase from previous surveys from 4.66-4.84, although this was not a significant increase it did generated specific concerns that female veterans have and this will help us address those concerns in an effort to provide services to all veterans including female veterans.

4. Recommendations/Next Steps:

	Previous Recommendation	Progress / Persons Responsible	Status	Est. completion
1	Increase veteran student contact with mental health services from 20% to 30% by the end of year three. EMP pg. 361 (bullet 1)	Veteran Center staff (w/mentors and tutors)	Completed	December 2013
2	Increase veteran enrollment in transfer level mathematics from 12% to 15% by end of year three. BG #4 CCSP 2.3.2 EMP pg. 361 (bullet 5)	Veteran Center staff, mentors, Martha McDonald	Completed	December 2013
3	Decrease veteran students on probation or dismissal from 15% to 12% by year three. BG #4	Monica Christianson	Completed	December 2013
4	Increase awareness to student veterans of the Veteran Center and services. BG #4 CCSP 2.3.2 EMP pg. 361 (bullet 6)	Monica Christianson	Completed	December 2013
5	To train faculty and staff on veterans issues. BG #4 CCSP 2.1.1 EMP pg. 361 (bullet 6)	Monica Christianson, Martha McDonald	Completed	December 2013
6	Create programs and systems to welcome female veterans. CCSP 2.1.1	Monica Christianson, Martha McDonald	In progress	June 2014
7	Provide professional conduct training to mentors and tutors. CCSP 2.1.1 EMP pg. 361 (bullet 2)	Monica Christianson, Martha McDonald	In progress	June 2014
8	Implement strategies to help female veterans feel welcome in the Veteran Center. CCSP 2.1.1	Monica Christianson, Martha McDonald	In Progress	June 2014

	New Recommendation	Persons Responsible	Est. completion	Priority
1	Explore funding sources to support the needs of the growing veteran population. BG #5 CCSP 3.2.3	Monica Christianson, Martha McDonald	June 2014	1
2	Create programs and systems to welcome female veterans. BG #4 CCSP 2.1.1 EMP pg. 361 (bullets 2,6)	Monica Christianson, Martha McDonald	Ongoing	1
3	Increase female participation in Veteran Center activities 15%. BG #5 CCSP 2.1.1 EMP pg. 361 (bullets 2,6)	Monica Christianson	June 2014	2

4	Increase accuracy and expediency of the certification process 25%. BG #5 CCSP 2.1.1	Monica Christianson, Sheila Hatfield, mentors	June 2014	1
5	Increase veteran culture awareness 20% campus wide by providing VET NET ALLY workshops and department/division trainings. BG #5 CCSP 2.1.1	Monica Christianson, Martha McDonald	June 2014	2

5. Resources requested:

Veterans Center

Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
Funding Director Position - 100%	Connectivity is the key to successful students; this will directly impact the integrity of the department and help to ensure student success and completion.	\$117,420	1
Funding Counselor - 100%	This will ensure successful SEP development which will ensure a successful plan for academic success.	\$71,838	1

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
Funding Certifying Official - 100%	This will ensure successful certification process in a timely manner optimizing students VA processing, which enables student's success and completion.	\$51,598	1
Admin Secretary I - 100%	Administrative support to director and program.	\$46,974	2

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Attendance at VA trainings	Attendance provides training and updates specifically directed towards VA educational benefits.	\$1,500 Approx.	1

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
Larger Space	The Veterans Center sees an average of 850 students each month, increasing the space and size of the veteran center will help to ensure connectivity and successful completion of their goals.		2

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Scanner software	Enhance efficiency of certification process		1

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			