



VETERANS SUCCESS CENTER STUDENT SERVICES ANNUAL PROGRAM REVIEW 2015-2016 AND PLAN 2016-2017

Committee Members:

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1. Program Mission/Description:

Program Mission and Relationship to College Mission:

The mission of Veterans Success Center is to assist student veterans to achieve their educational and professional goals by helping remove barriers in transitioning into civilian student life, acclimate to the academic culture, and to empower the student veteran to compete globally.

Program Description:

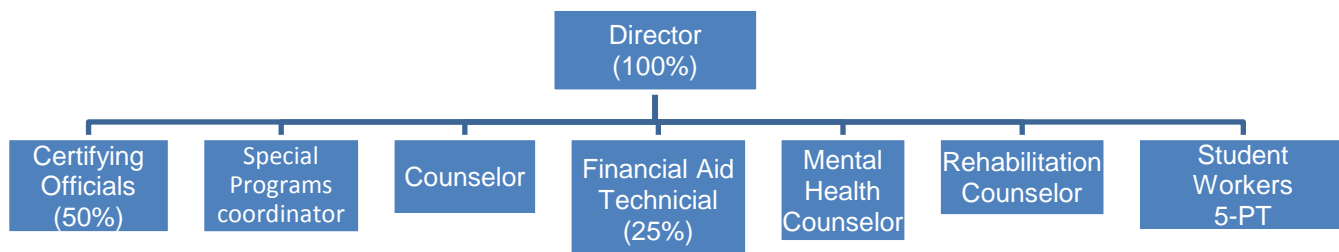
The Veterans Success Center provides a one-stop location for student veterans to receive assistance with Government Issue (GI) Bill educational benefits, and support services. Staff members certify eligibility, process benefits, verify that coursework meets eligibility requirements, make counseling appointments, provide academic counseling and referrals, pull transcripts, assist with priority registration, and meet with professors to ascertain whether failing grades are the results of non-completion.

Student veterans also receive information about various services such as workshops for student veterans, information on the transitional class Counseling 161, Veterans Administration (VA) Vocational Rehabilitation services, community resources and the Veterans Network Club. The COUNS 161 is a three-unit transferrable elective that is designed to help a student veteran's transition from military to civilian life.

2. Key Functions/Goals:

- To increase student retention and academic success by providing services that improve the transition from military life to civilian student life.
- Promote the development of skills needed by students to succeed in their transfer and professional lives.
- To develop and promote resources for student veterans.
- Organize on-campus events to provide student veterans with information about community resources.
- Comply with GI Educational Bill Federal Mandates.

Organization 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?*

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 and/or document with a survey.

Populate with the existing Unit Outcomes				
	Outcome	Assessment	Result	Change
1	Student veterans, faculty and staff will identify the Veterans Success Center (VSC) as a place that provides support and contributes towards student veteran’s academic success.	Veterans Center Student Satisfaction Survey See Appendix A.	In spring 2016, 95 respondents completed the VSC Student Satisfaction Survey using a 5 point Likert Scale. Results for Q2 showed that 51.6% strongly agreed and 34.7 % agreed that the VSC is a place that provides support and contributes toward student veterans’ academic success. Q3 Indicated the lowest level of familiarity and awareness of services offered at the VSC. Overall, 86.3% of the survey respondents agreed that VSC trainings offered were very good and the VSC will strive to increase these results.	The VSC will be offering campus wide trainings on services available to student veterans beginning fall 2016. The VSC is working with the counseling department to help accommodate the high demand for counseling among student veterans in the VSC. The STEM department has agreed to provide tutoring hours in the VSC. VSC has added staffing to better assist student veterans with services.
2	Student veterans will identify the VSC as a place for peer support, counseling support and tutoring support.	Veterans Center Student Satisfaction Survey	This SLO was not assessed in 2015-2016, will assess for 2016-2017	
3	Female veterans will identify the Veterans Success Center as a place that provides support and contributes toward their academic success. CCSP 2.1.1	Veterans Center Student Satisfaction Survey	This SLO was not assessed in 2015-2016, will assess in 2016-2017.	

4. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by **month/year**.

	Previous Recommendation/ Goals 2015-2016	Person(s) Responsible	Status/ Progress	Completed
1	To train faculty and staff on veterans issues. CCSP 2.1.1	Director and Dean of Students	Offered Vet Net Ally Training September 9, Next Training offered October 28, Providing departmental trainings through June 2017.	June 2017
2	Create programs/systems to welcome female veterans. CCSP 2.1.1	Director, Staff, and Dean of Students	The female veteran population attending Citrus College increased from 14% to 22.3%	May 2015
3	Provide professional conduct training to mentors and tutors. CCSP 2.1.1	Director, Staff and Dean of Students	The VSC Developed and provided professional conduct trainings to student workers	February 2015
4	Implement strategies to help female veterans feel welcome in the Veterans Success Center. CCSP 2.1.1	Director, Staff, and Dean of Students	The female veteran population utilizing the VSC increased from 43% to 76%	May 2015
5	Increase persistence rate of veteran students by 8% CCSP 2.1.1	Director and Dean of Students	Cohort classes increased persistence rate from 56% from spring 2016 to 100% by fall 2016 semester	June 2016
6	Increase student veteran enrollment by 3% CCSP 2.1.1	Director, Dean, and Students Mentors	Completed 130 students enrolled over the past 1 year	June 2016
7	Raise awareness campus wide and gain faculty support for the creation of a learning community for new student veterans. CCSP 2.2.4	Director and Dean of Students	Met with faculty to continue the cohort support	December 2016

5. New Recommendations/Goals:

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), CCSP Annual Implementation Plan (AIP) item, and/or the Educational Facilities Master Plan (EFMP) goal, using the following format.

Examples: CCSP 5.3, AIP 5.1.2, and/or EFMP pg. 361

	New Recommendation/ Goals 2016-2017	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	Implement Fall 2016 cohort for Ludwick Scholars CCSP 5.2; AIP 5.2.2.	Director, Counselors, Dean of Students	August 2016	2
2 nd	To train faculty and staff on veterans issues. CCSP 5.3; AIP 5.2.2; EFMP pg. 361	Director and Dean of Students	June 2017	2
3 rd	Connect student veterans to VA medical services and collaborate with local community resources. CCSP 5.2	Director, Mentors and Dean of Students	June 2017	1

4 th	Increase certifying official hours to improve staffing needs to ensure federal mandates are followed. CCSP 5.3	Director and Dean of Students	June 2017	1
5 th	Expand outreach efforts to the military reserve installations and the community. CCSP 9.1; AIP 2.4.2	Director, Mentors and Dean Students	June 2017	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
Veterans Success Center	Completed	In Progress	Not yet begun
EFMP – 1 Increase mental health services for student veterans.	X		
EFMP – 2 Establish a peer-to-peer mentoring program (Veteran 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 Increase support for the Veterans Center and Club.	X		
EFMP – 7 Establish a campus-wide student veteran support team.	X		

6. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the “Discuss impact on goals / SLOs” field below. Use the Link to Planning Key found on the General Budget Guidelines page to complete the Link to Planning column.

Veterans Success Center

Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Certifying Official – 100%	<p>Goal: To increase efficiency of student veterans utilizing their GI Bill benefits, and ensure that federal mandates and guidelines are adhered to.</p> <p>Impact: This will ensure successful certification process in a timely manner optimizing students' VA processing, which enables student's success and completion.</p> <p>New recommendation # 4</p>	Salary \$45,546 Benefits \$6,167 Health \$21,909 <hr/> Total: \$73,622	1	CCSP 5.3; AIP 5.2.1, 5.2.2

Admin Secretary I – 100%	<p>Goal: To help increase persistence and retention of student veterans and ensure changes to proper guidelines and mandates are implemented.</p> <p>Impact: Administrative support for the director and program services.</p> <p>New recommendation # 4</p>	<p>Salary \$29,202 Benefits \$6,241 Health \$21,909 <hr/>Total: \$57,352</p>	2	CCSP 5.3
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Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Attend conferences and VA trainings	<p>Goal: To increase assurance that federal mandates and guidelines of GI Bill Educational Benefits are adhered to.</p> <p>Impact: Attendance provides training and mandated VA Educational Benefit updates specifically directed toward VA processes and compliance mandates.</p> <p>New recommendation #1</p>	\$2,500	1	CCSP 5.1, 5.6

Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
New Copier	<p>Goal: To increase efficiency of processing the student veterans GI Bill benefits information and ensure that federal mandates and guidelines are adhered to in a timely manner.</p> <p>Impact: A copier in the VSC will ensure proper procedures of the certification process, which enable student success and completion.</p> <p>New recommendation #1</p>	\$6,000- \$8,000	1	CCSP 5.1; AIP 5.2.2

Supplies (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Appendix A

Question 1: What is your primary role at Citrus College?

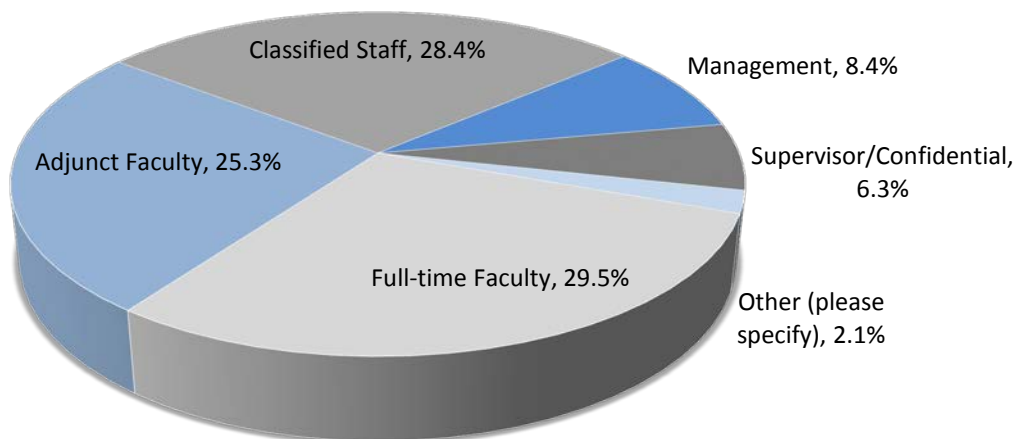
Answer Options	Response Percent	Response Count
Full-time Faculty	29.5%	28
Adjunct Faculty	25.3%	24
Classified Staff	28.4%	27
Management	8.4%	8
Supervisor/Confidential	6.3%	6
Other (please specify)	2.1%	2
<i>answered question</i>		95
<i>skipped question</i>		0

Other (please specify)

ASCC

Professional Expert

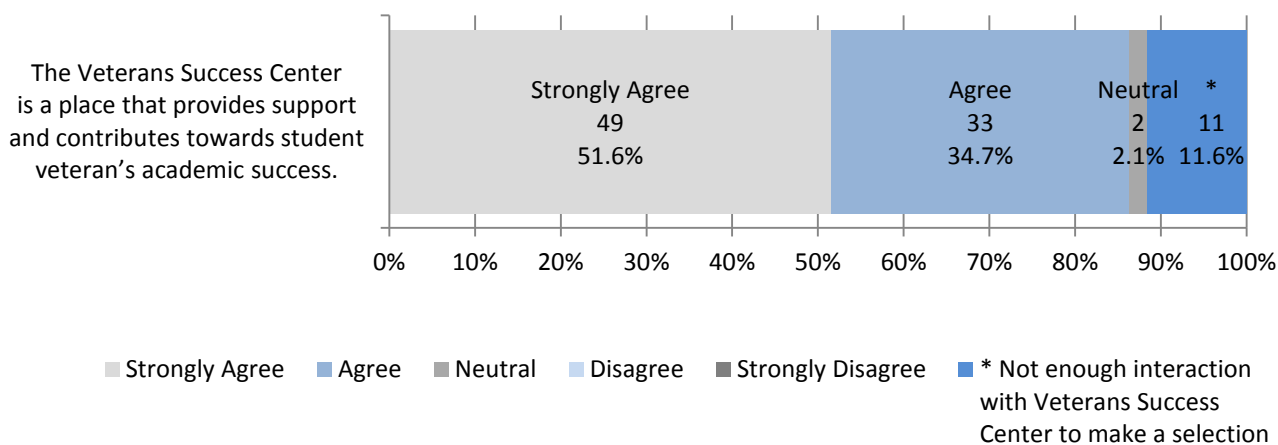
Primary Role at Citrus College



Question 2: From your experience and interaction with the Veterans Success Center, what is your level of agreement to the following statement: The Veterans Success Center is a place that provides support and contributes toward student veteran’s academic success?

Answer Options	Response Percent	Response Count
Strongly Agree	51.6%	49
Agree	34.7%	33
Neutral	2.1%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Not enough interaction with Veterans Success Center to make a selection	11.6%	11
<i>answered question</i>		95
<i>skipped question</i>		0

From your experience and interaction with the Veterans Success Center, what is your level of agreement to the following statement:



Question 3: How familiar are you with the following services offered at the Veterans Success Center? Do you know this service? Do you want to know more about this service? (Please indicate knowing the service and whether you want to know more about it)

This question contains two parts that allow respondents to answer both, just one part, or not answer at all. Consequently, for each service, the “n” values for each part will not add up to the Response Count. The Response Count represents the number of respondents who answered at least one part of this question.

Part I – Knowing/Not knowing about this service;

Part II – Wanting to know more/Not wanting to know more

Services	Yes I know about this service	No I do not know about this service	n	Yes I want to know more	No I do not want to know more	n	Rspns.
Mental Health Counseling	61 77.2%	18 22.8%	79	21 87.5%	3 12.5%	24	90
Stress Management	51 67.1%	25 32.9%	76	24 92.3%	2 7.7%	26	90
Anger Management	47 61.8%	29 38.2%	76	24 92.3%	2 7.7%	26	90
Anxiety Management	49 64.5%	27 35.5%	76	24 92.3%	2 7.7%	26	90
Crisis Intervention	51 65.4%	27 34.6%	78	22 88.0%	3 12.0%	25	90

Housing Support	30 39.0%	47 61.0%	77	24 88.9%	3 11.1%	27	90
Transportation to the VA Hospital	25 34.7%	47 65.3%	72	26 86.7%	4 13.3%	30	89
Veterans Administration Vocational Rehabilitation	32 43.2%	42 56.8%	74	24 88.9%	3 11.1%	27	89
Counseling Services	72 88.9%	9 11.1%	81	18 85.7%	3 14.3%	21	91
Student Veteran Club "The Veterans Network"	57 71.3%	23 28.8%	80	17 85.0%	3 15.0%	20	90
Financial Aid Advisement	61 75.3%	20 24.7%	81	17 81.0%	4 19.0%	21	91
GI Educational Benefits Certification	56 69.1%	25 30.9%	81	14 77.8%	4 22.2%	18	90
Tutoring Services	68 81.9%	15 18.1%	83	16 84.2%	3 15.8%	19	91

Services	I know about this service.		n	I want to know more.		n
	Yes	No		Yes	No	
Mental Health Counseling	77%	23%	79	87%	13%	24
Stress Management	67%	33%	76	92%	8%	26
Anger Management	62%	38%	76	92%	8%	26
Anxiety Management	64%	36%	76	92%	8%	26
Crisis Intervention	65%	35%	78	88%	12%	25
Housing Support	39%	61%	77	89%	11%	27
Transportation to the VA Hospital	35%	65%	72	87%	13%	30
Veterans Administration Vocational Rehabilitation	43%	57%	74	89%	11%	27
Counseling Services	89%	11%	81	86%	14%	21
Student Veteran Club "The Veterans Network"	71%	29%	80	85%	15%	20

Financial Aid Advisement		81		21
GI Educational Benefits Certification		81		18
Tutoring Services		83		19

Question 4: If you indicated wanting to know about a service at the Veterans Success Center, how would you like to know more? Please check the way(s) you would like to be contacted.

Answer Options	Response Percent	Response Count
Email	41.4%	24
Presentation or Workshop	56.9%	33
Brochure	39.7%	23
Poster	6.9%	4
Other (please specify)	8.6%	5
<i>answered question</i>		58
<i>skipped question</i>		37

Other (please specify)

Maybe an annual or bi-annual newsletter? (or, a brochure)

In class presentation

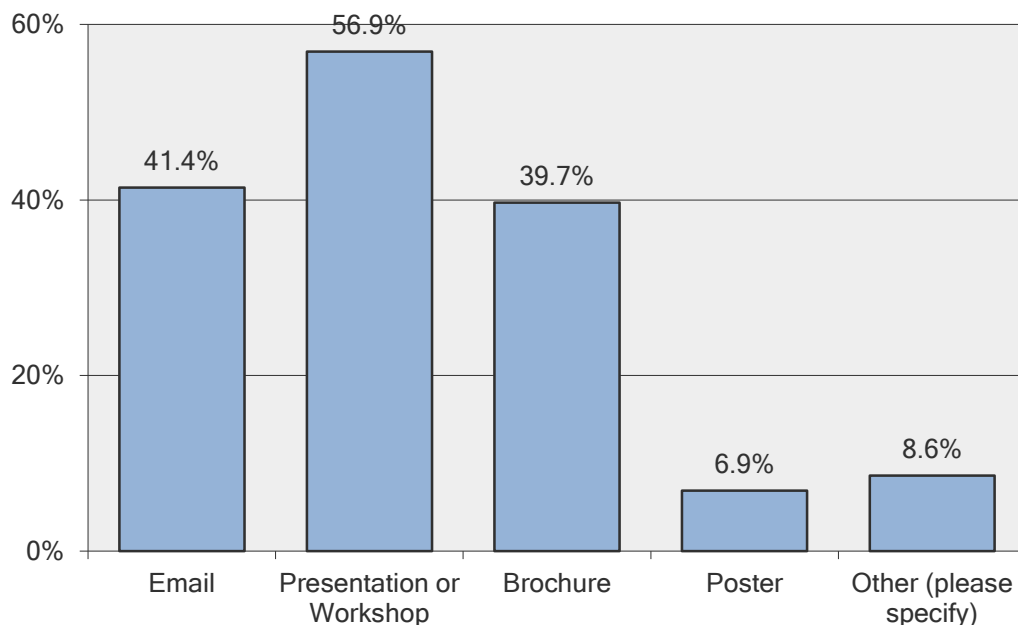
Informal talks at worksites, or Open Houses

Veterans Center webpage

Website

Note: Due to possibility of multiple answers, the percentages do not add up to 100%.

If you indicated wanting to know about a service at the Veterans Success Center, how would you like to know more? Please check the way(s) you would like to be contacted.

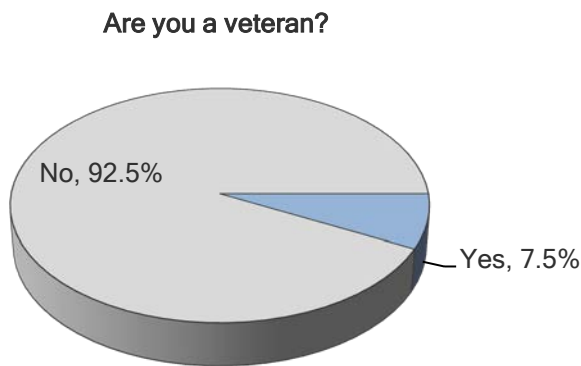


Question 5: If you indicated you would like additional information by email can you please provide your email address below.

Answer Options	Response Count
	21
<i>answered question</i>	21
<i>skipped question</i>	74

Question 6: Are you a veteran?

Answer Options	Response Percent	Response Count
Yes	7.5%	7
No	92.5%	86
<i>answered question</i>		93
<i>skipped question</i>		2



Question 7: Do you have any other comments to make about the Citrus College Veterans Success Center?

Answer Options	Response Count
	36
<i>answered question</i>	36
<i>skipped question</i>	59

Note: Responses included below

Response Text

1. I think the VSC does amazing work--so proud of Citrus College for supporting this extremely valuable resource for those who have served our country.
2. I think this is one of the best centers we have on our campus.
3. Continue all the great work that you, your staff and faculty do!
4. I wish they had a place like this when I got out (1968)
5. The veterans that have taken my classes are focused and respectful. I would be willing to work directly with veteran services to tutor or counsel vets that are interested in career options in science.
6. My son-in-law is a vet, deployed three times overseas. He came to Citrus College and went through the auto mechanics program. Citrus College was very instrumental in my son-in-law's transformation from soldier to husband and dad. This was a very hard time for his family, but Citrus College helped guide him. After Citrus College, Wes went on to use some of his military education credit at DeVry and this institution did little to assist him. They screwed him during his last semester and he ended up with a sizeable loan. Thank you for all you do for our veterans!
7. It's great to see the needs of so many different kinds of students recognized at Citrus. Thanks for your hard work.
8. You do an outstanding job! Keep up the good work!
9. This is a great center. I have visited several times and each time I am impressed with the center.
10. Thankful Citrus is such a welcoming environment for people who have foremost served our country in a manner in which civilians on our own could never repay. Grateful college leadership from BOT, S/P, and President's Cabinet are all supportive of transitional services for military who need support to effectively create a meaningful life.
11. I have worked with veterans in the center and in class.
12. Vets Center is very important to Citrus, the community, and our students. Strong effort should be made to insure all students and veterans are made aware of the Vets Center and the excellent service and comfort it provides to our veterans.
13. Great job! Keep doing what you are doing and thanks. :)
14. You are doing a great job. Thank you!
15. Great Work done by the VSC!!!
16. Good job.
17. I've spoken with a couple of Vets who expressed their appreciation of the center
18. Best I have seen -- and I have worked at others colleges.
19. AWESOME place/services/personnel. THANK YOU!
20. Thank you for helping our student Veterans!
21. I think the VSC does a phenomenal job in helping our veteran students.
22. I am proud to work on a campus that supports its Veteran students the way ours does. It makes me sad that so much of its sustainability is predicated on donors and outreaching to local social service agencies.
23. I have spoken to Monica several times and she has been very helpful. I do believe that faculty members need a lot of additional training so that we are able to help our wounded warriors. Thank you for sending out the survey.
24. I would like to know more about the Veterans Success Center. Offering tours/workshops/presentations at the beginning of each semester would help us to know about the services you provide. I occasionally have veterans in class and would like to be able to support them in a better way. I appreciate all the work you do for veterans!
25. So happy you have this service for our hard-working vets!
26. Keep up the good life saving work.
27. Thanks for all the wonderful support you provide for our veterans and for providing a safe place for them here at Citrus!
28. i think it needs to collaborate more with the DSPS department
29. Your center is a true asset to veterans and a model for other colleges to follow. Keep up the outstanding work.
30. The VSC team is doing a fantastic job! Thank you!!!
31. I think the college has gone above and beyond to make the veterans feel welcomed on our campus. Kudos to everyone involved.
32. I appreciate all that the Center does for the veterans. I have visited the center several times, and I know that Monica and the staff are always pleasant and welcoming. I did not know about some of the specialized help that veterans can receive. I enjoy seeing the Veterans Center be more visible on campus, year after year. It has grown so much.
33. So very happy the Foster/Kinship Office is located right next door to the Veterans SUCCESS center!
34. I think communication between the departments would make it easier for the students. If they're being sent to the Student Services Building, please call the department ahead of time so that you know the staff is available to help them as they arrive. This would reduce their frustrations from walking back and forth across campus. #1 Need: There absolutely needs to be a full-time Admissions technician & Financial Aid help available during business hours to assist the Veterans and Counselors when the assistance turns into a counseling session. I think any full-time counselor/faculty/staff in that department needs complete training for efficiency so that the veterans benefit from consistent information and processes from everyone in that department.
35. Staff is very helpful. Available services are great. Only thing is the academic counselors should be there more than two days a week and the certifying official should be there full time.
36. not at this time