



VETERANS SUCCESS CENTER STUDENT SERVICES ANNUAL PROGRAM REVIEW 2014-2015 AND PLAN 2015-2016

Committee Members:

Shauna Bigby	Monica Christianson	Sheila Hatfield
Barry Kuan	Martha McDonald	

1. Program Mission/Description:

Program Mission and Relationship to College Mission

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

Program Description:

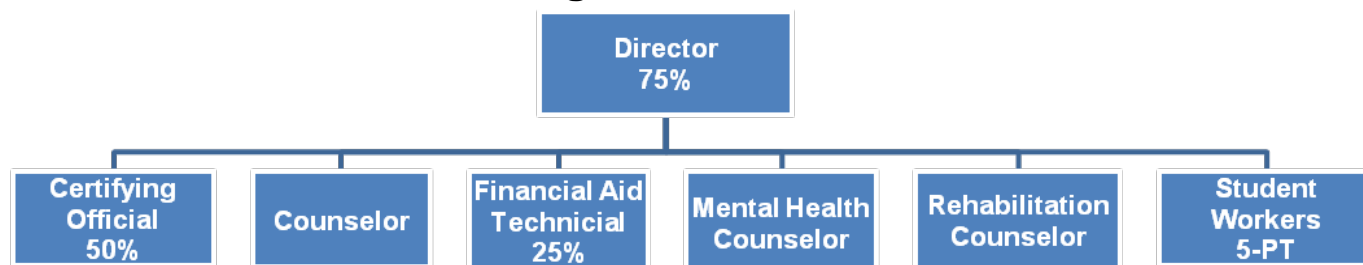
The Veterans Success Center provides a one-stop location for student veterans to receive assistance with Government Issue (GI) Bill educational benefits and support services. Staff members certify eligibility, process benefits, verify that coursework meets eligibility requirements, make counseling appointments,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

2. Key Functions/Goals:

- 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.

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 fall 2014, 63 respondents completed the Veterans Center Student Satisfaction Survey using a 5 point Likert Scale. Results for Q1-16 ranged from 4.55 – 4.99. Respondents were satisfied with the general services at the VSC. Q2. Results were 4.78, which is lower than expected due to higher demand for needed counselor in the VSC and decreased availability of counselors in the VSC. Q6. Results were 4.6, which is lower than expected due to lack of tutoring services available within the VSC. Q15. Results were 4.57, which is lower than expected due to lack of full time staffing at the VSC.	The survey will include faculty and staff to assess the VSC awareness campus wide. A new survey was conducted in spring and fall 2014 that included questions relating to female veterans. The VSC is working with counseling to find alternatives to help accommodate the higher demand of students utilizing VSC to meet with counselors. STEMS department has agreed to provide some tutoring hours in the VSC. VSC has added staffing to help our veteran students.
2	Student veterans will identify the Veterans Success Center as a place for peer support, counseling support and tutoring support.	Veteran Center Student Satisfaction Survey See Appendix A.	In fall 2014, 63 respondents completed the Veterans Center Student Satisfaction Survey using a 5 point Likert Scale. Results for Q1-16 4.55 – 4.98 Q9. Was 4.55 and 4.76.	The VSC was able to Increase the results from 4.66 to 4.89 on Questions 1-11 overall Increased the results from 4.66 to 4.89 This survey cycle was completed in fall 2014. The VSC is working with counseling to add more counseling hours to the VSC. The VSC has reached out to professors to help tutor students. New forms were developed to ensure accurate information and to control proper routing of student, to help counselors and the staff at the VSC.

3	Female veterans will identify the Veterans Success Center as a place that provides support and contributes towards their academic success. CCSP 2.1.1	Veteran Center Student Satisfaction Survey See Appendix A.	In fall 2014, 63 respondents completed the Veterans Center Student Satisfaction Survey using a 5 Point Likert Scale. Results for Q1-16. Overall females were more satisfied with the services at the VSC. Q13. Results were 4.83 for females compared to males 4.9. This question addresses the staff helpfulness of the VSC.	As a result of hiring more female veteran students as mentors, there has been an increased usage of Veterans Success Center services which is evidenced by sign in logs. This survey cycle was completed in fall 2014. Three (3) Female Empowerment luncheons were held spring 2015 and over 45 female veterans participated. A revised survey will be conducted in fall 2015 and spring 2016. Ongoing training will be provided to VSC staff and campus wide to insure updated on Government Issue (GI) Bill Education Information and campus wide information and to ensure proper helpfulness of the VSC staff.
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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 2014-2015	Person(s) Responsible	Status/ Progress	Completed
1	To train faculty and staff on veterans issues. CCSP 2.1.1	Director and Interim Executive Dean	Completed	2014-2015
2	Create programs/systems to welcome female veterans. CCSP 2.1.1	Director, Staff, and Interim Executive Dean	Completed	May 2015
3	Provide professional conduct training to mentors and tutors. CCSP 2.1.1	Director, Staff and Interim Executive Dean	Completed	February 2015
4	Implement strategies to help female veterans feel welcome in the Veterans Success Center. CCSP 2.1.1	Director, Staff, and Interim Executive Dean	Completed	May 2015

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) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendation/ Goals 2015-2016	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	Increase persistence rate of veteran students by 8%	Director and Interim Executive Dean	June 2016	2
2 nd	Increase student veteran enrollment by 3%	Director, Interim Executive Dean, and Student Mentors	June 2016	2

3 rd	Increase directors position from 75% to 100%	Director and Interim Executive Dean	June 2016	2
4 th	Raise awareness campus wide and gain faculty support for the creation of a learning community for new student veterans.	Director and Interim Executive Dean	June 2016	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
	Completed	In Progress	Not yet begun
Veterans Success Center			
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 Center and Club.	X		
EFMP – 7 Establish a campus-wide Operation Vets 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 below 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
Full Time Director	<p>Goal: To increase persistence and retention of student veterans.</p> <p>Impact: Connectivity is the key to successful student outcomes and completion; this will directly impact the integrity of the department and help to ensure student success and completion.</p> <p>New recommendation #1, 2</p>	<p>Salary \$95,487</p> <p>Benefits \$9,100</p> <p>Health \$21,909</p> <p>Total: \$126,496</p>	1	CCSP 2.3.2
Full Time Veterans Counselor	<p>Goal: To help student veterans attain their academic goals.</p> <p>Impact: This will ensure successful Student Educational Plan (SEP) development mandated by the Veterans Administration, which will ensure compliance with federal agencies and ensure a successful plan for academic success.</p> <p>New recommendation #1, 2</p>	<p>Salary \$54,699</p> <p>Benefits \$6,373</p> <p>Health \$21,909</p> <p>Total: \$82,981</p>	1	CCSP 2.3.2

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 assurance 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 # N/A</p>	Salary \$45,546 Benefits \$6,167 <u>Health \$21,909</u> Total: \$73,622	1	CCSP 2.3.2
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 # 1</p>	Salary \$29,202 Benefits \$6,241 <u>Health \$21,909</u> Total: \$57,352	2	CCSP 2.3.2

Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Attendance at 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 #N/A</p>	\$2,500	1	CCSP 2.3.2

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals/SLOs	Building / Room	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
1 Computer	<p>Goal: Purchase a state of the art computer with camera capabilities.</p> <p>Impact: To be used by students to access Veterans Administration (VA) medical care givers via Tele-health can improve services and student success.</p> <p>New recommendation #N/A</p>	\$2,000	2	CCSP 2.3.2

Equipment

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

Supplies (Division)

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

Appendix A

Survey Questions	Men	Women
1. Meeting with Financial Aid Representative	4.91	4.94
2. Meeting with Academic Advisor	4.78	4.83
3. Meeting with Mental Health Counselor	4.89	4.9
4. Information on GI Benefits	4.82	4.89
5. Certification of Benefits	4.76	4.88
6. Tutoring Services	4.6	4.73
7. Meeting with Mentor	4.77	4.67
8. Information of Services Offered	4.99	4.95
9. On-going academic advising	4.76	4.55
10. Talking with someone about my problems	4.89	4.99
11. Information about certification of benefits	4.82	4.78
12. Advisor requirements for transfer	4.67	4.76
13. Staff is helpful at the Veterans Success center	4.9	4.83
14. Staff is helpful on the phone	4.98	4.95
15. There is someone at the center I can talk to	4.57	4.65
16. Advisor has helped educational goals	4.88	4.87

