2019-20 Veterans Resource Center Annual Program Plan

I.A. **Program Profile: Purpose**
Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

Narrative
The purpose/ goals/ focus of Veterans Resource Center (VRC):

- Create an environment at the VRC that is informative, accessible, inclusive, supportive and helps facilitate learning.
- Provide high quality professional services that support veteran and military affiliated applicants/ students from admission to completion of their educational goals.
- Provide student veterans, reservists/ national guard member, active duty service members, and dependents with superb support services for personal growth, development, and educational success.
- Connect veterans, reservists/ national guard member, active duty service members, and dependents to information on appropriate campus and community services, assist with access to educational benefits and help support a successful transition to college life.
- Help build a strong veteran/ military affiliated community and help ensure it flourishes on campus.

These goals strongly correlate with the college's mission.

I.B.   Program Planning Team

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

Narrative

Gina Ciardella Palmer, Program Service Coordinator, Veterans Resource Center

II.A. **Analysis: Progress on Prior Program Objectives (Goals) and Activities**
Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

Narrative
Progress on program implementation/ activities from previous APP:

Data Collection in Support of PSLO:

- Data to support measurement of the PSLO is collected on a semester basis and submitted to PRIE to run reports.

  We have continued reviewing initial baseline with comparison of persistence data. Strategies for further consideration are in the process of being discussed/developed along with a list of action items.

Space/ Facilities:

- New state of the art furnishings that support/ enhance learning were purchased and installed in 2 phases for the VRC which is now complete. Quotes for any remaining items to enhance VRC swing space will be requested as needed.

Technology:

- Current technology including computers, printer, fax/copier are functioning appropriately. Continuing to monitor function and address areas where there additional needs.

- Purchased laptops, new printer for student use and new copier, scanner, fax combo for center use with grant funding that was obtained. (VRC Grant through the Chancellor's Office).

Peer Support:

- Student veteran VA Work Study students serve in roles as informal peer mentors.

- Additional support/ work needed to create veterans peer mentor/ ambassador model program.

Recruitment/ Outreach Initiatives:

- Create more pathways to recruit and retain veterans and military affiliated students by collaborating with Outreach Department. Goal is to form a

direct pipeline for this population to access Skyline College and persist to achieve their educational goals by working closely with the Outreach Department. This area needs further focus for the upcoming year in addition to additional work on outreach to faculty and staff re: promoting veterans resource center services to student veterans as well as resources/ services to best assist faculty/staff serving veterans.

- Work still needed around researching, establishing and funding a Veterans Student Ambassador to serve as point for communication between counseling and outreach ambassadors, attend campus events on behalf of the Veterans Resource Center, and also serve as peer mentor lead.

- Funding resources secured to create veterans specific marketing materials and video advertising to use on campus and within the veterans support community (i.e. community partners). Next steps are to work with Marketing to create updated materials.

- Office space and computer set up allows for increased opportunities for veterans certifying officials, counselors, and community partners to have a continual presence in the Veterans Resource Center spare office.

- The Veterans Resource Program previously funded through PIF continues in its modified format to include multiple smaller events throughout the year to increase opportunities for access to resources and to highlight specific resource categories (i.e. Health Care, Education, Benefits, Career, etc.). Funding secured through Chancellor's office (ongoing funding allocations) to support these activities.

II.B. **Analysis: Program Environment**
Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

Narrative
Recent internal/external changes impacting the Veterans Resource Center include:

Space/ Facilities:

- Furnishings in the Veterans Resource Center lounge area, offices and kitchen have been updated. Funding was secured previously to address the need for updated state of the art furniture. Our goal is to continue to improve future VRC space (as we move into Swing Space for the next academic year and beyond) we will continued to provide a space that promotes an inviting, welcome, warm environment, increase access to the Veterans Resource Center and encourages learning/ studying to support persistence to educational goals.

- As the location of our center changes during construction, our goal is to continue to have resources that are located across campus and within the local veterans support community into our space to support easy access to and connection to resources for the student veteran and military affiliated population.

Technology:

- As the footprint of our space changes and more functions are being done remotely, there is an increased need for additional technology- laptops, chromebooks, etc. To use both in the VRC as extra computer and printing access and as part of a potential loan program if needed to support remote learning.

Peer Support:

- Student Veterans of American chapter has been established on campus in January 2017. Serves as the voice of student veterans with a purpose of advocacy and community integration. Student veteran leaders are providing vital feedback to the VRC to enhance the services we provide.

- There is a voiced need from students (through verbal comments and survey responses) for more peer-to-peer support and integration of student workers into mentors or ambassadors who can provide student veterans and military affiliated students with orientation to the campus and local community and connection to support resources. This will not only

help students persist, but will also support outreach/in-reach efforts to grow awareness of and access to VRC.

- There is expressed need for a veteran specific orientation supported by peer mentors/ambassadors (online and in person that would be supplemental in addition to the college's already established orientation).

Recruitment/ Outreach Initiatives:

- As we see the number of veterans using and accessing the center increasing, we desire to reach more veterans and their family members to help increase their access to college and support retention and persistence of educational goals with the veteran and military affiliated population.

- There is also an increased need voiced from faculty/ staff for additional resources related to supporting student veterans. Therefore, there is a need for continued work on faculty/staff training resources around encouraging student awareness and access to VRC resources as well as tools and resources to support student veterans in the classroom/ office.

II.C. **Analysis: Student Learning Outcomes (SLOs and PSLOs)**
  1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
  2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

Narrative

While we are currently not in an assessment cycle, data to support measurement of the PSLO is continuously collected on a semester basis and submitted to PRIE to run reports.

We continue to review data of veterans who access the VRC compared to the general student veteran population in areas of access, persistence, and withdrawal rates. Upon review of data from previous semesters (Fall 2018, Spring 2019, Fall 2020), points for further discussion have been identified.

Areas where further effort is needed:

Based on the reports run, three populations have been identified with lower access numbers to the VRC resources that we would like to work on engagement strategies for. The three populations are Female Veterans, Veterans Aged 40+ and part-time student veterans.

Follow-up steps:

Conduct further assessment on what methods/ strategies have high success rates in getting these populations connected with VRC resources at other campuses.

Further assessment on persistence and withdrawal rates and strategies for increased support for these three populations in addition to veterans identifying as Filipino and Hispanic Race/Ethnicity and Black/Non-Hispanic Race/Ethnicity.

III.A. **Reflection: Considering Key Findings**

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

Narrative
Key findings to enhance program effectiveness:

Technology:

- Replaced antiquated technology (student printer and fax, copy, scan combo) and added laptops to the VRC space. Current computers and printers are functioning sufficiently. Data collection is running smoothly. There is an increase in use of student computers in the VRC and thus an increased use in printing, copy, scan and fax needs.

- More students are noting use of Veterans Resource Center for computer/ printer use than previously.

- Voiced need for more power outlets/ charging station for laptops/ cell phones in new space.

- Helps support students' persistence and access. Will be monitoring functionality of equipment.

Facilities/ Space:

- Further opportunities to grow and expand outreach activities in the VRC (campus and community partner engagement in the VRC) with upgrade of furniture to VRC space and offices. This has grown/ enhanced the work that the Program Coordinator can do.

- There is an identified need to maintain state of the art furniture and flexible learning space in the new space that the Veterans Resource Center occupies and increase technology despite decreased footprint.

Peer Support/ Outreach:

- Requests from students and community partners to establish mentorship program using student assistants and volunteers.

- Request from students for veteran specific orientation.

- Requests from faculty/staff for additional resources related to supporting student veterans.

Data Collection in Support of PSLO:

- Data collection is in progress with reports have been created with PRIE. Data to support measurement of the PSLO is collected on a semester basis and submitted to PRIE to run reports.

- Based on the reports run, three populations have been identified with with lower access numbers to the VRC resources that we would like to work on engagement strategies for. The three populations are Female Veterans, Veterans Aged 40+ and part-time student veterans. Lower persistence and higher withdrawal rates noted in addition for veterans identifying as Filipino and Hispanic Race/Ethnicity and Black/Non-Hispanic Race/Ethnicity.

III.B. Reflection: ISLOs

If your program participated in assessment of ISLOs this year:
(1) What are the findings and/or conclusions drawn?
(2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

Narrative

While we are currently not in an assessment cycle, data to support measurement of the PSLO is continuously collected on a semester basis and submitted to PRIE to run reports.

We continue to review data of veterans who access the VRC compared to the general student veteran population in areas of access, persistence, and withdrawal rates. Upon review of data from previous semesters (Fall 2018, Spring 2019, Fall 2020), points for further discussion have been identified.

<u>Areas where further effort is needed</u>:

Based on the reports run, three populations have been identified with lower access numbers to the VRC resources that we would like to work on engagement strategies for. The three populations are Female Veterans, Veterans Aged 40+and part-time student veterans.

Follow-up steps:

Conduct further assessment on what methods/ strategies have high success rates in getting these populations connected with VRC resources at other campuses.

Further assessment on persistence and withdrawal rates and strategies for increased support for these three populations in addition to veterans identifying as Filipino and Hispanic Race/Ethnicity and Black/Non-Hispanic Race/Ethnicity.

IV.A. Strategy for Program Enhancement: Continuation/Modification
Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

Narrative
Annual strategy to enhance program effectiveness outlined in the following areas:

Our program is continuing implementation of the last CPR strategy in the following ways.

Data Collection in Support of PSLO:

- Data to support measurement of the PSLO is collected on a semester basis and submitted to PRIE to run reports.
- We have begun reviewing initial baseline with comparison of persistence data. Strategies for further consideration are in the process of being discussed/developed along with a list of action items.
- We will focus on data and further analysis with efforts to increase access and support for Female Veterans, Veterans aged 40+, part time student veterans, and those who identify as Filipino/Hispanic, and African American/ Non Hispanic.

Space/ Facilities:

- Work with facilities and appropriate administrators to move new state of the art furnishings that support/ enhance learning to new swing space. Identify if one time funds can support purchase of any additional furniture items to facilitate state of the art learning that could enhance effectiveness and impact of new space on student veterans success.

Technology:

- Monitor current technology including computers, printer, fax/copier to ensure they are functioning up to center's needs. Alert IT if there are any ongoing issues and identify if any outdated equipment needs replacement.

- Work with facilities team to move charging stations and powered tabletop to new space as well as to ensure correct infrastructure for new space to support increased laptop/ technology use.

- Identify technology that can be purchased with one time funds to enhance VRC learning space (i.e. SMART TV, laptops, IPADS, Chromebooks, software, etc. and work with ITS or appropriate campus entity to purchase.

Peer Support:

- Utilize student veteran leaders to provide feedback to modify/ create new peer mentor program and orientation.

- Research, create and fund position for student worker to serve as peer mentor lead (note this position could also serve as peer ambassador- see below).

- Research, create and fund position for assistant or retention specialist to support daily operations, orientation, and retention efforts for all military affiliated students with emphasis on the populations outlined in the PSLO/ ISLO review. This position could also oversee peer mentor and ambassador program.

Recruitment/ Outreach Initiatives:

- Continue to create more pathways to recruit and retain veterans and military affiliated students by collaborating with Outreach Department. Goal is to form a direct pipeline for this population to access Skyline College and persist to achieve their educational goals by working closely with the Outreach Department.

- Research, establish and fund a Veterans Student Ambassador to serve as point for communication between counseling and outreach ambassadors, attend campus events on behalf of the Veterans Resource Center, and also serve as peer mentor lead.

- Work with Marketing Department (MCPR) to create updated veterans specific marketing materials and advertising to use on campus and within the veterans support community (i.e. community partners) using grant funding secured. Research and discuss ways to create video visuals/ marketing for recruitment, awareness and access to resources for new students, current student as well as faculty and staff.

- Research and establish trainings/ presentations/ resources for faculty/ staff around supporting student veterans in the classroom/office and increasing awareness of VRC resources. Collaborate with SFVA medical center partners.

- Set-up continued monthly programming for these and other resources. Addition of new office furniture and computer set up allows for increased

opportunities for veterans certifying officials, counselors, and community partners to have a continual presence in the Veterans Resource Center spare office. The goal is to continue these opportunities in the new space.

IV.B. **Strategy for Program Enhancement: Action Plan and Resource Requests**

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.
(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals. Need help? Contact the PRIE Office for further instructions.

Narrative

See associated objectives that outline action plans and budget requests.

Associated Objectives

1047-Customize the Veterans Resource Program to support increased retention rates

1048-Enhance Veterans Resource Center Facility Space/ Technology

Enhanced Budget with Objectives and Task Detail

Veterans Resource Center Enhanced Budget with Objectives and Task Detail