

2017 Veterans Resource Center Annual Program Plan

VETR Veterans Resource Center

I.A. 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? (**Program Profile: Purpose**)

Narrative

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

- Create an environment at the VRC that is informative, accessible, inclusive and supportive.
- Provide high quality professional services that support veteran and military applicants/ students from admission to completion of their educational goals.
- Provide student veterans with superb support services for personal growth, development, and educational success.
- Connect Veterans 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 community and help ensure it flourishes on campus.

These goals strongly correlate with the college's mission.

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

Narrative

Progress on prior program goal:

- The VRC finished creating and refining the current PSLO with two measures.
- The goal is still to establish initial baseline data and identify how we may want to modify or add additional PSLOs after the first program review- set to be the 2017-2018 academic year.
- Data to support measurement of the PSLO will be collected annually via sign in computer.

Areas where further effort is needed: Data will need to be compiled and calculated to identify initial baseline data since the end of year 1 will occur after the Spring 2017 semester is completed.

Progress on program implementation/ activities from AY15-16 APP:

Technology/ Equipment:

- Three student computers were replaced with new computers and a fourth student computer was added with desk and partition.
- Fax/copier was added.

Peer Mentor Program:

- Volunteers from Student Veterans of America chapter were secured and paired up with new students as a basic preliminary run.
- Will assess lessons learned after Spring 2017 semester.
- Identified need for peer mentor lead to assist with program implementation.

Unified Veterans Forms:

- Worked with counterparts across three district campuses to identify create unified VACA and VCR forms used by veterans.
- Currently working with counseling to assess need for Veteran specific SEP modeled after American River College.

Outreach/ In-reach:

- Increased student assistant outreach across campus (working on ability to track on SARS Grid).

- Provided faculty/staff training resources (suicide prevention for veterans and veterans counseling training). Still working on more trainings and exploring the possibility of online training modules/ videos.
- Increased awareness and exposure of Skyline College VRC in the veteran support community (i.e. with community support organizations and 4-year colleges).
- Continued work on creating more opportunities for veterans counselors and certifying officials to interact with students at VRC.
- Created more opportunities for community veterans support agencies to have a presence on campus and/or at the VRC (Veterans Resource Event, SM County Veteran Service Office and SFVA Medical Center on campus on a continual basis).

Data Collection:

- Established data collection method and baseline reports to support PSLO data assessment methods.
- Gained access to SARS Grid. Need to continue to identify how this access can support student assistants and student veterans.

II.B. 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. (**Analysis: Program Environment**)

Narrative

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

Space/ Facilities:

- Furnishings in the Veterans Resource Center are becoming antiquated. There is a significant noticeable decrease this Spring 2017 semester in the appearance and functionality of the couches and study chairs in the lounge area of the VRC. There is a need for updated, clean and functioning chairs/couches in the lounge area to promote an inviting, welcome, warm environment and increase access to the Veterans Resource Center.
- There is a growing need for private office space for coordinator and community partners to have sensitive private conversations with student veterans in the Veterans Resource Center. This will help promote access to support resources on and off campus, and provide additional support towards student veterans' ability to persist to complete their educational goals.

Technology:

- Over the past year we have established partnerships with the SF VA Medical Center and San Mateo County Veterans Service Office. This has resulted in representatives from SF VA Medical Center on campus once a week and the SMCVSO on campus once a month. Both entities need to use the VRC laptop that has become outdated and impacts their ability to sufficiently do their job. There is a need for a new laptop to support their efforts.

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 for more peer-to-peer support and integration of student workers into mentors. This will not only help students persist, but will also support outreach/in-reach efforts to grow awareness of and access to VRC.

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.

- II.C.** (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. (**Analysis: Student Learning Outcomes (SLOs and PSLOs)**)

Narrative

No assessment was done because this is an off-cycle year; therefore, this item is not applicable.

PSLO was updated and assessment methods were further defined this past year. Data collection and analysis reports have been established with PRIE office in preparation for the comprehensive review this 17-18 academic year.

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

Narrative

Key findings to enhance program effectiveness:

Technology:

- Replaced antiquated student computers and added another totaling 4 student computers. Added copier/fax
- Computers are functioning sufficiently and there is an increase in use of student computers in the VRC.
- More students are noting use of Veterans Resource Center for computer use than previously.
- Increased use of computers puts a strain on the printer. Printer is being monitored closely. There may be a need for an additional or replacement printer to handle the center's printing needs.
- Helps support students' persistence and access. Will be monitoring functionality of equipment, including sign in computer, printer, student computers and fax/copier.

Facilities/ Space:

- One additional desk/ partition set up was installed to support introduction of new student computer.

Peer Support/ Outreach:

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

Data Collection in Support of PSLO:

- Data collection is in its first year. Sign in computer has been established for 2 semesters now. Baseline methods to collect and assess data in support of PSLO have been created with the PRIE office and needs to be compiled after Spring 2017 semester has finished.

III.B. If the 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. (**Reflection: ISLOs**)

Narrative

No assessment was done because this is an off-cycle year; therefore, this item is not applicable.

PSLO was updated and assessment methods were further defined this past year. Data collection and analysis reports have been established with PRIE office in preparation for the comprehensive review this 17-18 academic year.

IV.A. 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. **(Strategy for Program Enhancement: Continuation/Modification)**

Narrative

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

Data Collection in Support of PSLO:

- Data collection is in its first year. Sign in computer has been established for 2 semesters now. Baseline methods to collect and assess data in support of PSLO have been created with the PRIE office and needs to be compiled after Spring 2017 semester has finished.

Space/ Facilities:

- Address need for updated, clean and functioning chairs/couches in the lounge area to promote an inviting, welcome, warm environment and increase access to the Veterans Resource Center. Work with facilities and appropriate administrators to find suitable furnishings through purchasing or surplus. Preference for new items.
- Work with facilities and appropriate administrators to create private office space for coordinator and community partners to have sensitive private conversations with student veterans in the Veterans Resource Center.

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.
- Secure funding and work with IT to purchase a new laptop to meet the needs of SFVA Medical Center Representatives and serve as back-up for other community partners like the San Mateo County Veterans Service office and VRC presentations.

Peer Support:

- Utilize student veteran leaders to help modify/ create new peer mentor program.
- Create and fund position for student worker to serve as peer mentor lead (note this position would also serve as peer ambassador- see below).

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.
- 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.
- Secure additional funding resources to create veterans specific marketing materials and advertising to use on campus and within the veterans support community (i.e. community partners).
- Provide more opportunities for veterans certifying officials, counselors, and community partners to have a continual presence in the Veterans Resource Center.

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

Narrative

See associated objectives that outline action plans and associated objectives.

Associated Objectives

-  [140-Create and Implement Peer Support Model](#)
-  [144-Enhance Technology](#)
-  [141-Enhance Veterans Resource Center Facility Space](#)
-  [142-Increase Outreach and Marketing Initiatives for Veterans](#)
-  [145-Strengthen Partnerships On and Off Campus](#)

Task Details Report

Planning Year: 2017-2018

Planning Unit: Veterans Resource Center

Unit Manager: Ciardella, Gina

Objective: 140 - Create and Implement Peer Support Model

Objective Description:

Feedback from student veteran leaders has shown a need to modify/ create new peer mentor program. Veterans programs like that at American River College correlate peer mentor programs and peer support to student veteran success. In addition, the peer mentor program serves to enhance student veteran connection and access to support resources to help them persist to their educational goal. It would serve as a pipeline to accessing the Veterans Resource Center and other on and off campus resources.

Start Date:

4/27/2017

Task Type:

Department/Division/Unit

Priority Level:

High

Task Order:

1

Due Date:**Completion Date:****Task Status:**

New/Pending

Budget:

\$12,500

We would like to take our existing, very basic, peer to peer mentor model and scale it up. To do so requires creating and funding a position for student worker to serve as peer mentor lead to provide administrative support and coordination for the program. This individual would be supervised by the Veterans Resource Center Coordinator and will recruit volunteer peer mentors with the help of student veteran leadership from the Skyline SVA. This position would also have a role in campus outreach for veterans (As a Veterans Student Ambassador). Potential cost for this position totals \$10,000 annually.

Program creation would occur in the Fall 2017 semester and it would be piloted through the 2017-2018 Academic Year. To create the program, we would use feedback from student veteran leaders on campus (Skyline SVA) and successful models like that at American River College. VRC Coordinator, Gina Ciardella, has direct access to their director for feedback and training materials. We would use surveys as means to assess effectiveness of the program.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Task Details Report

Budget Details:

GL Code	Account	Description	Requested	Approved
2392	Veterans Resource Center	Student Assistant Salary for Academic Year 2017-2018 Max 20 hrs per week plus benefits	\$10000.00	\$0.00
2392	Veterans Resource Center	Money to offset student assistant work study budget for the 17-18 Academic Year. Based on last year, it is estimated that we may need up to \$2500 for the year. This funding would apply to federal work study student workers to account for any overage they incur once they run out of FWS funding. These students would be responsible for front desk staffing, would serve as potential mentors in the program, and would provide basic office administration support. (Note, this is separate from the request for the Peer Mentor Lead/ Veterans Student Ambassador position.	\$2500.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Veterans Resource Center
Unit Manager: Ciardella, Gina

Objective: 141 - Enhance Veterans Resource Center Facility Space

Objective Description:

The current furnishings in the Veterans Resource Center lounge area are dirty and not functioning properly. There is also a lack of private space for the coordinator and community partners that visit to have confidential and sensitive conversations with students, faculty, staff, and administrators. This objective provides updated, clean and functioning chairs/couches in the lounge area to promote an inviting, welcome, warm environment and increase access to the Veterans Resource Center. It also creates a private office space in the Veterans Resource Center.

Start Date: 4/27/2017	Task Type: Department/Division/Unit	Priority Level: High	Task Order: 1
Due Date:	Completion Date:	Task Status: New/Pending	Budget: \$3,500

To begin as early as Summer 2017:

VRC coordinator will also work with facilities and appropriate administrators to create private office space for coordinator and community partners to have sensitive private conversations with student veterans in the Veterans Resource Center.

VRC Coordinator will work with facilities and appropriate administrators to find suitable furnishings through purchasing or surplus. Preference for new items. Note: this may incur an additional cost other than budgeted.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
4512	Veterans Resource Center	\$2000 : To create walls and door for private office space	\$3500.00	\$0.00
		\$1500: Desk for office space		

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Veterans Resource Center
Unit Manager: Ciardella, Gina

Objective: 142 - Increase Outreach and Marketing Initiatives for Veterans

Objective Description:

To grow the numbers of veterans and military affiliated students accessing education at Skyline College and visiting the Veterans Resource Center, we will increase outreach and marketing initiatives to this population. This will be done through collaboration with Outreach, and creation of a Veterans Student Ambassador. Also necessary is targeted marketing materials for the veteran population.

Start Date: 4/27/2017	Task Type: Department/Division/Unit	Priority Level: Medium	Task Order: 1
Due Date:	Completion Date:	Task Status: Ongoing	Budget: \$3,000

- 1). 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.

- 2). 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.

- 3). Secure additional funding resources to create veterans specific marketing materials and advertising (including promotional video) to use on campus and within the veterans support community (i.e. community partners).

- 4). Provide more opportunities for veterans certifying officials, counselors, and community partners to have a continual presence in the Veterans Resource Center.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
4580	Veterans Resource Center	4580- \$1000 for printed marketing materials	\$1000.00	\$0.00
4510	Veterans Resource Center	\$ 500 for other supplies associated with outreach/ marketing	\$500.00	\$0.00
5690	Veterans Resource Center	\$1500 for promotional video	\$1500.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Veterans Resource Center

Unit Manager: Ciardella, Gina

Objective: 144 - Enhance Technology

Objective Description:

Purchase new laptop to replace outdated laptop currently being used by community partners.

Start Date:
4/27/2017

Task Type:
Department/Division/Unit

Priority Level:
Medium

Task Order:
1

Due Date:

Completion Date:

Task Status:
New/Pending

Budget:
\$1,500

VRC coordinator to work with IT department and appropriate administrators to identify replacement laptop for current outdated one that meets the needs of our community partners.

VRC coordinator will also work with IT to ensure all current equipment is functioning properly.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
5690	Veterans Resource Center	Laptop through Computerland-actual cost will need to be verified through IT.	\$1500.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Veterans Resource Center

Unit Manager: Ciardella, Gina

Objective: 145 - Strengthen Partnerships On and Off Campus

Objective Description:

Strengthen partnerships with community partners and on campus departments to support the success of veterans and military affiliated students. This is to be accomplished by intentional outreach and collaboration between campus departments and community partners. Also, inviting and including community partners in campus events supporting veterans. Creation of Veterans Student Ambassador can also help strengthen partnerships.

Start Date: 4/27/2017	Task Type: Department/Division/Unit	Priority Level: High	Task Order: 1
Due Date:	Completion Date:	Task Status: Ongoing	Budget: \$2,500

Create Veteran Outreach Ambassador. Plan events and activities in support of veterans in partnership with on and off campus partners. Invite on and off campus partners into Veterans Resource Center for outreach and other activities related to student veteran success.

Please note, funding for Veterans Outreach Ambassador is the same funding for the Peer Mentor Lead (outlined and budgeted for in the objective to "Create and Implement Peer Support Model").

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
4510	Veterans Resource Center	500 for supplies to support campus events for the academic year.	\$500.00	\$0.00
5690	Veterans Resource Center	\$2000 for other contracted services to support veterans outreach events throughout the year	\$2000.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	
