# 2018 Veterans Resource Center Annual Program Plan
## VETR Veterans Resource Center

**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 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.

**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**

**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 prior program goal:**

- The VRC finished creating and refining the current PSLO with two measures.
- We have begun reviewing initial baseline data which will culminate with end of Spring 2018 data for complete comparison of persistence data. Upon review of all data will identify how we may want to modify or add additional PSLOs after the first program review at the end of this 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: We will need to consult with PRIE on pulling data for comparison of persistence rates for Fall 2017 and Spring 2018. It wasn't available when we pulled the last bassline reports in Dec 2017. We may need to modify reports accordingly.

**Progress on program implementation/ activities from AY16-17 APP:**

Space Enhancement:

- Added two private office spaces this AY (December-January)
- This has created further opportunities to grow and expand outreach activities in the VRC and grown/ enhanced the work that the Program Coordinator can do.

Technology/ Equipment:

- SARS sign-in computer was replaced with institutional funds.
- Laptop (assigned to VRC coordinator and used for outreach and inreach activities (in second office space by community partners and by presenters) was replaced.
- Color printer  for student use and front desk computer were purchased with department funds.

Peer Mentor Program:

- Volunteers from Student Veterans of America chapter were secured and paired up with new students as a basic preliminary run. Program was more informal in nature, limited in staffing support, and had minimal participation.
- Identified need for peer mentor lead to assist with program implementation. Recommendation is further assessment of the scope of leading a larger scale peer mentor program and appropriate staffing resources identified/ implemented.

Unified Veterans Forms/ Services:

- Currently working with counseling and certifying officials to create counseling checklist for both student veterans/ military affiliated students and counselors to use. This will hopefully bridge gaps in services for student veterans who meet with general counselors and provide additional training tool/ guide for all counselors.

Outreach/ In-reach:

- Increased student assistant outreach across campus (will need to identify the best way to track this).
- Provided faculty/staff training resources (supporting student veterans presentation in partnership with SFVA, presenting in April at the Veterans Summit). 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, and on campus resources such as Financial Aid, DRC, Learning Center, and SparkPoint to interact with students in VRC. The addition of the two private office spaces this AY has created further opportunities to grow and expand outreach activities for campus partners in the 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). The addition of the two private office spaces this AY has created further opportunities to grow and expand outreach activities for community partners in the VRC.

Data Collection:

- Established data collection method and baseline reports to support PSLO data assessment methods. Need to continue collaboration with PRIE to modifiy reports as needed to support program review and PSLO assessment measures.
- Gained access to SARS Grid. Need to continue to identify how this access can support student assistants and student veterans.

**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 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. The goal is also to create a space that is state of the art and encourages learning/ studying to support persistence to educational goals.
- Two private office spaces were created for coordinator and community partners to have sensitive private conversations with student veterans in the Veterans Resource Center and perform daily tasks. This creates opportunity to grow the services provided in the VRC and helps promote access to support resources on and off campus. This is in direct support of our PSLO allowing opportunities to enhance the student veterans' ability to persist to complete their educational goals. The spaces are wonderful, but the furniture being used is out dated and does not fit the spaces properly. There is a direct need to also replace the furniture in the office spaces to create a warm, state of the art feel as well.

Technology:

- Over the past year we have enhanced 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 and presenters also use the laptop. There have been a few times when the laptop needs to be used by multiple individuals (it is also assigned to the program coordinator). Our goal is to increase the services provided in that office space. Therefore, there is a need for a desktop computer in that space.

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.
- A survey supported by the SFVA was collected in Fall 2017 and data supports the need for a peer support model. 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. 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. 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

We have begun reviewing initial baseline data which will culminate with end of Spring 2018 data for complete comparison of persistence data. Upon review of all data will identify how we may want to modify or add additional PSLOs after the first program review at the end of this 2017-2018 academic year.

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

Areas where further effort is needed: We will need to consult with PRIE on pulling data for comparison of persistence rates for Fall 2017 and Spring 2018. It wasn't available when we pulled the last baseline reports in Dec 2017. We may need to modify reports accordingly.

### 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 computers (SARS, Front Desk (still needs to be installed), and laptop. and added color printer.
- Computers 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 needs. Community partners are able to use an updated laptop to perform their tasks while in the VRC.
- More students are noting use of Veterans Resource Center for computer/ printer use than previously.
- Increased use of computers puts a strain on the printer. Replacement printer has been procured to handle the center's printing needs.
- Helps support students' persistence and access. Will be monitoring functionality of equipment.

Facilities/ Space:

- Two private office spaces were added this AY (December-January).
- This has created further opportunities to grow and expand outreach activities in the VRC (campus and community partner engagement in the VRC) and has grown/ enhanced the work that the Program Coordinator can do.
- SFVA partner has reported that she saw more students in the first couple of weeks of this semester than she did all last semester in the room down the hall. Exposure to her as a resource in the VRC has made a huge impact in students seeking and accessing the service.
- There is an identified need to purchase new state of the art furniture that creates an engaging study space for the VRC general space and the two offices that support our goal of increasing persistence rates.

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 progress and 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.
- We have begun reviewing initial baseline data which will culminate with end of Spring 2018 data for complete comparison of persistence data. Upon review of all data will identify how we may want to modify or add additional PSLOs after the first program review at the end of this 2017-2018 academic year.
- We will need to consult with PRIE on pulling data for comparison of persistence rates for Fall 2017 and Spring 2018. It wasn't available when we pulled the last baseline reports in Dec 2017. We may need to modify reports accordingly.

### 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**

Data Collection in Support of PSLO:

- Data collection is in progress and 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.
- We have begun reviewing initial baseline data which will culminate with end of Spring 2018 data for complete comparison of persistence data. Upon review of all data will identify how we may want to modify or add additional PSLOs after the first program review at the end of this 2017-2018 academic year.
- We will need to consult with PRIE on pulling data for comparison of persistence rates for Fall 2017 and Spring 2018. It wasn't available when we pulled the last baseline reports in Dec 2017. We may need to modify reports accordingly.

**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:**

Data Collection in Support of PSLO:

- Data collection is in progress and 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.
- We have begun reviewing initial baseline data which will culminate with end of Spring 2018 data for complete comparison of persistence data. Upon review of all data will identify how we may want to modify or add additional PSLOs after the first program review at the end of this 2017-2018 academic year.
- We will need to consult with PRIE on pulling data for comparison of persistence rates for Fall 2017 and Spring 2018. It wasn't available when we pulled the last baseline reports in Dec 2017. We may need to modify reports accordingly.

Space/ Facilities:

- Address need for updated, clean and functioning chairs, couches, tables 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 with already secured one time funds. Preference for new state of the art furnishings that support/ enhance learning.
- Work with facilities and appropriate administrators to purchase new furniture for private office spaces 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 desktop computer meet the needs of SFVA Medical Center Representatives and other campus/ community partners like the San Mateo County Veterans Service office, Financial Aid, DRC, SparkPoint, Counselors, etc.

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 could 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.
- Institutionalize the Veterans Resource Program that has been previously funded through PIF the last three years.

**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.

**Narrative**

See associated objectives that outline action plans and associated objectives.

| Associated Objectives |
|---|
| 📕 390-Customize the Veterans Resource Program to support increased retention rates |
| 📕 305-Enhance Veterans Resource Center Facility Space/ Technology |
| 📕 Budget and Objectives of Veterans Resource Center |

# Objectives of Veterans Resource Center

**Planning Year: 2018-2019**

**Planning Year: 2018-2019**

| Unit Code | Planning Unit | Unit Manager |
|---|---|---|
| **2333VETR00** | **Veterans Resource Center** | **Ciardella, Gina** |

**Objective Status: New/In Progress**

305     Enhance Veterans Resource Center Facility Space/ Technology

Goal:
Our goal is also to create a space that is inclusive of state of the art furniture and learning space that supports persistence to educational goals.
Purpose:
The current furnishings in the Veterans Resource Center lounge, computer and study area are dirty, outdated and not functioning properly. There is also need for new furniture in the two private office spaces in the center and new technology for office space as well. This objective provides updated, clean and functioning furniture/ technology in the lounge area, study area, and private office spaces to promote an inviting, welcome, up to date environment and increases access to the Veterans Resource Center. This is in direct alignment with our PSLO.

390     Customize the Veterans Resource Program to support increased retention rates

Goal:
Our goal is to combine the strong external partner relationships that the Veterans Resource Program has helped establish with internal campus relationships to create customized support for student veterans that leads to increased retention rates.

How:
We will focus on a customized approach inclusive of both the internal and external support communities rather than casting a wide net to impact the success of our student veterans. The enhanced Veterans Resource Program will focus on a customized approach to supporting student veteran success at the student level and throughout the internal campus community.
The tailored approach for student veteran success includes opportunities for 1:1 interaction on a regular basis with support resources from the external veteran service community as well as the campus community in the newly designed office space in the VRC. An example of this approach is to provide individualized 1:1 services for veterans and their family members from the San Mateo County Veterans Service Office in the Veterans Resource Center on a monthly basis.
An example of an internal campus community approach is to create training resources (both in person and online) to assist faculty with supporting student veteran success.