



Skyline College

SKY SS PRU Report

2023 - 2024

SKY SS - Veterans Resource Center Program

William Minnich

Will Minnich

11/30/2023

Assessment Unit Information

Program Type

Student Services

Division

Enrollment Services (ES)

Assessment Contact

Lauren Wagner

Comprehensive Program Review

2027 - 2028

Program Review Update

Fall 2023, Fall 2025

SKY Student and Learning Support Services Program Review Update

Submitter Name:

Lauren Wagner

Submission Date:

11/15/2023

DIVISION:

Enrollment Services (ES)

PROGRAM NAME:

Veterans Resource Center

YEAR OF REVIEW

2023-2024

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

PSLOs were not fully assessed during the pandemic.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

N/A

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

The support strategy of the Veterans Resource Center (VRC) has evolved to embrace a hybrid model that integrates both virtual and in-person services. With this adjustment, the VRC will assess the PSLO: Veterans and Military-Connected Students who are engaging with resources to enhance their persistence from the Fall semester to the Spring semester.

iv. Please indicate whether the following tasks have been completed.

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

Engaging and connecting with Veterans and Military-Connected Students continues to pose a persistent challenge in both physical and virtual contexts. The VRC has effectively established a virtual presence utilizing platforms such as Zoom, phone, website, email, and Canvas. Continuous collaboration with colleagues is

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centered on identifying and implementing best practices to improve engagement and accessibility to the VRC and campus resources, both in face-to-face interactions and virtual settings. These endeavors directly contribute to our overarching goal of fostering persistence.

The VRC continues to operate with limited resources, there is only one permanent staff, Program Services Coordinator. That PSC actively participates in multiple committees, holds regular meetings with both internal and external partners, and organizes and attends various events throughout the year. The VRC encounters an additional challenge with the introduction of new regulations and policy/procedural requirements from the Isakson Roe legislation. A permanent OA II position is integral to support core center operations, services and federal compliance. This position is also necessary in order to keep in-person services open consistently for future terms and to support the goal of persistence.

3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Cultivate Knowledge Sharing with All Campus Stakeholders

Goal and Desired Impact on Students

Increasing avenues and opportunities for faculty and staff to access training and resources related to supporting student veterans in the campus environment. Cultivating knowledge sharing creates a support network for student veterans across the campus, resulting in a more positive student experience.

Year Initiated

2023 - 2024

Implementation Step(s) and Timelines

Peer Learning and Knowledge Sharing - Email Updates and Workshops (ongoing / 2x - 3x a semester)

Mapping

- SKY College Values: (X - Selected)

- Academic Excellence: X
- Community Partnership: X
- Open Access: X
- Student Success and Equity: X
- Sustainability: X

GOAL

Increase Collaboration and Visibility of Events and Services For Student Veterans

Goal and Desired Impact on Students

Increase collaboration and enhance events, services and activities provided to student veterans through partnerships with campus and community support services/ agencies. Establish district wide steering committees with key stakeholders.

Year Initiated

2023 - 2024

Implementation Step(s) and Timelines

Needs Assessment and Planning (on-going), Integration into Admission and Academics (Start of Term, Mid-Term, Close of Term), Student Organizations and Co-Curricular Activities (Start of Term, Mid-Term, Close of Term), Campus-Wide Partnerships (on-going)

Mapping

- SKY College Values: (X - Selected)

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Student Success and Equity: X
- Sustainability: X

STATUS

Goal Status Date

10/27/2023

Academic Year Updated

2023 - 2024

Goal Status

On Schedule

Goal Status Narrative

As of Fall 2023, the VRC has launched a district-wide Canvas Shell for Veteran and Military-Connected Students. This resource provides a centralized location for all relevant information. It hosts important documents, event calendars, and announcements. This accessibility ensures that all members are on the same page and aware of upcoming events and activities. Additionally, the Canvas Shell functions as a central hub for various resources such as strategies for academic success, mental health resources, navigating VA education benefits, job fairs, and scholarship information. Members have the ability to ask questions and interact, ensuring a diverse pool of knowledge accessible to all.

GOAL

Increase Access, Support and Awareness to Veterans Resource Center and Partner Resources/Services

Goal and Desired Impact on Students

Build successful strategies and campus wide partnerships in order to incorporate Veterans and military-connected students into Skyline's fabric through admission, academics, student organizations and co-curricular activities that embrace the military culture.

Year Initiated

2023 - 2024

Implementation Step(s) and Timelines

Needs Assessment and Planning (on-going), Integration into Admission and Academics (Start of Term, Mid-Term, Close of Term), Student Organizations and Co-Curricular Activities (Start of Term, Mid-Term, Close of Term), Campus-Wide Partnerships (on-going)

Mapping

- SKY College Values: (X - Selected)

- Academic Excellence: X
- Community Partnership: X
- Open Access: X
- Student Success and Equity: X
- Sustainability: X

Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2023 - 2024

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

OA II

Resource Description

Requesting full time permanent OA II position

Funds Type – Mark all that apply.

Categorical, Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

Given the new regulations and VA policy/procedural requirements as a result of the Isakson Roe legislature, a permanent OA II position is integral to support core center operations, services and federal compliance. This position is also necessary in order to keep in-person services open consistently for future terms and to support the goal of increased access and awareness to Veterans Resource Center and partner resources.

This resource requests aligns with all of our goals by creating and maintaining systematic initiatives and intentional partnerships. Additional office support will strengthen an inclusive atmosphere that successfully transitions veterans to our campus, enables them to adapt to the academic environment, engage in the campus community, persist through to graduation, and continue to support the institution as alumni.

Cost

84,207.73

Level of need, with 1 being the most pressing

1

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Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2023 - 2024

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

OA II

Resource Description

Requesting Part Time Position at 75%

Given the new regulations and VA policy/procedural requirements as a result of the Isakson Roe legislature, a permanent OA II position is integral to support core center operations, services and federal compliance. This position is also necessary in order to keep in-person services open consistently for future terms and to support the goal of increased access and awareness to Veterans Resource Center and partner resources.

This resource requests aligns with all of our goals by creating and maintaining systematic initiatives and intentional partnerships. Additional office support will strengthen an inclusive atmosphere that successfully transitions veterans to our campus, enables them to adapt to the academic environment, engage in the campus community, persist through to graduation, and continue to support the institution as alumni.

Funds Type – Mark all that apply.

Categorical, Recurring Cost

Cost

63,155.8

Level of need, with 1 being the most pressing

2

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