

#14

COMPLETE

**Collector:** Email Invitation 1 (Email)  
**Started:** Saturday, February 09, 2019 9:22:15 PM  
**Last Modified:** Monday, February 11, 2019 7:59:34 PM  
**Time Spent:** Over a day  
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Page 1: I. Program Overview and Update

**Q1 Service Area(s) Reviewed:**

Veterans Services

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**Q2 Lead Author and Collaborators:**

Osvaldo Torres

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**Q3 Lead/Dean:**

Nicole Jones

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## Student Services Program Review Annual Update

**Q4 Service Area Update (Required):** Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review annual update. Note you can access previous years' program reviews here (requires a District username and password).

Changes/Additions: Temporary .5 FTE VRC Coordinator and .375 Specialist were hired in September 2018.

Achievements: Our department received a \$200,000 grant for the Veterans Resources Center to expand supportive services for students who are current or former members of the Armed Forces and dependents. The Veterans Resource Center Grant Program will assist in improving our institutional capacity to provide support services and increase retention, persistence and completion of degrees among veteran students. The funds allocated from the state will be used for services that are currently not available or to enhance current services offered. Below is a list of services that will be offer through the Veterans Resource Center Grant.

- 1) Academic Survival Kits – Veterans will be provided with school supplies such as paper, binders, a flash drive, calculators, pens, pencils, highlighters, Scantrons, and bluebooks. The Academic Survival kit will be given to all student veterans who utilize the Veterans Resource Center.
- 2) Food Pantry – Community food pantry that provides free food to student veterans that will be located in the VRC.
- 3) Computers and Printers – Veterans Resource Center will receive new computers and printers.
- 4) Text Book Lending Library – The funding requested will be utilized to help grow the veteran's textbook lending library. Through our lending library program, students will be allowed to borrow textbooks for courses offered in the fall, spring, and/or summer and utilize them for the entire semester. The lending library program is an important resource for student veteran success, as it will eliminate a financial and economic barrier for those students unable to afford college textbooks. We currently have a textbook lending library. However, we are only able to buy textbooks when there is a budget for them. Additional funding for the program would allow us to grow our textbook lending library and serve more student veterans.
- 5) VRC Coordinator – the college recently approved a temporary part-time Veterans Resource Center coordinator. The coordinator will act as a liaison between student veterans and campus resources/local veteran agencies to ensure that the issues unique to student veterans are adequately addressed. The coordinator will provide general information on how to use veteran resources and connect the student veteran with the appropriate individuals on campus and in the community to address more in-depth questions. The coordinator will also assist with assessing how the needs of student veterans are being met and will identify student concerns and how the college can address them.

Veterans Services held its 5th annual The Veterans Recognition Ceremony. The ceremony is an annual event that honors the academic achievements of our veteran student population by giving them an opportunity to celebrate amongst their family, friends and supporters. The Ceremony provided an opportunity to highlight the men and women who have served our country and who completed a Certificate, Associates Degree and/or plan to transfer in the fall.

Veterans Services collaborates with different departments and organizations to create a week of campus awareness. Veterans Week honors U.S. service members and veterans with a full week of activities.

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### Page 2: II. Student Learning Outcomes/Student Services Outcomes Assessment Reflection

**Q5** Please provide a summary of your service area's student learning outcome (SLO) and student services outcome (SSO) assessment efforts and findings from 2017/18. For assistance locating assessment information stored in TracDat, please contact the Institutional Effectiveness, Success, and Equity Office at [brianna.hays@gcccd.edu](mailto:brianna.hays@gcccd.edu).

Veterans Services assessed two SLO's

- 1) Students will be able to learn the skills to select the appropriate coursework towards their educational goals.
  - 2) Students who are receiving VA benefits will complete a comprehensive educational plan.
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**Q6 OPTIONAL:** Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Cuyamaca College Veterans Services Surve1.docx(13.6KB)**

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**Q7** How did (or will) your service area use its 2017/18 SLO and SSO assessment findings to advance student success and improve services to students?

Cuyamaca College Veterans Services is dedicated to providing military members, veterans and their families the support they need to transition from military service to a college education. We commit ourselves to helping veteran students, their dependents and active duty personnel with receiving entitled educational benefits, assisting students in achieving educational and professional goals.

SLO 1: 90% of students surveyed were able to successfully register for courses required for their major. A total of 50 students completed the survey.

SLO 2: 84% of students who applied for VA benefits completed a comprehensive educational plans.

SLO's assessed in 2017/2018 exceeded criteria for success. Veterans Services will continue to work on assuring that students complete a comprehensive educational plan and that they are able to select appropriate coursework. SLO's 1 and 2 assessment findings helps improve student success by assisting students to define their life, career, and/or educational goals, and develop and monitor and action plan for successfully achieving those goals.

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**Q8 OPTIONAL:** Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Respondent skipped this question**

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**Q9** What are your service area's assessment plans (i.e., which SLOs and/or SSOs will be assessed) for 2018/19?

Veterans Services will have two SLO's assessed for the 2018/2019

SLO 1: Student Veterans will learn how to utilize resources available in the Veterans Resource Center.

SLO2: Students who are receiving VA benefits will complete a comprehensive educational plan.

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**Q10 OPTIONAL:** Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Respondent skipped this question**

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### Page 3: III. Student Achievement and Institutional Effectiveness

**Q11** Please review any research data and/or reports for your service area and summarize the findings and implications for practice.

Many veterans have a difficult time transitioning from the military to civilian life. At Cuyamaca College student veterans are impacted by an identified range of academic and non-academic barriers including: difficulty in transitioning from military to civilian life, mental health issues, limited finances, poor study habits, and familial challenges. As a result, our student veterans face unique social, academic and physiological issues that differ from our typical student population. A recent report for the 2016-2017 academic year showed that student veterans have a lower percentage rate of course success, persistence and academic year GPA versus the general college student population. A similar report for 2015/2016 showed similar results:

- Veteran course success rates are lower than the college-wide average (69% versus 74%)
  - Veteran persistence rates (fall-to-fall) are lower than the college-wide rates (33.5% versus 37.4%)
  - Veterans mean academic year GPA is lower than college wide average (2.53 versus 2.78)
-

## Student Services Program Review Annual Update

**Q12 OPTIONAL:** Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Veterans (CC) Comparison Report Last 3 Academic Years- 2017 170825.pdf (22.2KB)**

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**Q13** What steps will the service area take to improve services and/or outcomes (e.g., course success, persistence, degree/certificate completion, or transfer) for the College's disproportionately impacted student groups? To access a detailed report on the College's equity data, click here. To access college-wide student demographic and outcome data, click here.

Cuyamaca College Veterans Services was awarded \$200,000 grant. The Veterans Resource Center Grant Program will assist in improving our institutional capacity to provide support services and increase retention, persistence and completion of degrees among veteran students. The funds allocated from the state will be used for services that are currently not available or to enhance current services offered. Below is a list of services which we will offer through the Veterans Resource Center Grant.

1 Academic Survival Kits – Veterans will be provided with school supplies such as paper, binders, a flash drive, calculators, pens, pencils, highlighters, Scantrons, and bluebooks. The Academic Survival kit would be given to all student veterans who utilize the Veterans Resource Center. This service is currently not offered.

2 Food Pantry – Community food pantry that provides free food to student veterans that will be located in the VRC. This service is currently not offered.

3 Computers and Printers – Veterans Resource Center is in urgent need of new computers and printers for student veteran use. Current computers in the VRC were last updated in 2012.

4 Text Book Lending Library – The funding will be utilized to help grow the veteran's textbook lending library. Through our lending library program, students will be allowed to borrow textbooks for courses offered in the fall, spring, and/or summer and utilize them for the entire semester. The lending library program is an important resource for student veteran success, as it will eliminate a financial and economic barrier for those students unable to afford college textbooks. We currently have a textbook lending library. However, we are only able to buy textbooks when there is a budget for them. Additional funding for the program would allow us to grow our textbook lending library and serve more student veterans.

5 VRC Coordinator – The college recently approved a temporary part-time Veterans Resource Center coordinator. The coordinator will act as a liaison between student veterans and campus resources/local veteran agencies to ensure that the issues unique to student veterans are adequately addressed. The coordinator will provide general information on how to use veteran resources and connect the student veteran with the appropriate individuals on campus and in the community to address more in-depth questions. The coordinator will also assist with assessing how the needs of student veterans are being met and will identify student concerns and how the college can address them.

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**Q14 OPTIONAL:** Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

**Respondent skipped this question**

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Page 4: IV. Previous Goals: Update (If Applicable)

**Q15** Would you like to provide an update for your previous program review goal(s)?

**Yes**

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Page 5: Previous Goal 1

## Student Services Program Review Annual Update

### Q16 Previous Goal 1:

increase outreach with local military bases and other military friendly agencies

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### Q17 Link to College Strategic Goal(s):

**Student Validation and Engagement**

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### Q18 Goal Status

Deleted - Please explain below::  
Veterans Services did not have adequate staffing to provide outreach services.

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### Q19 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

**Respondent skipped this question**

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### Q20 Please provide the rationale for this goal:

**Respondent skipped this question**

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### Q21 Please provide the goal action steps for the year (previously "Activities"):

**Respondent skipped this question**

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### Q22 **\*\*OPTIONAL\*\*** Previous Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

**Respondent skipped this question**

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### Q23 Do you have another goal to update?

**Yes**

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## Page 6: Previous Goal 2

### Q24 Previous Goal 2:

Offer English and math tutoring services at the VRC.

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### Q25 Link to College Strategic Goal(s):

**Basic Skills Acceleration** ,  
**Guided Student Pathways** ,  
**Student Validation and Engagement**

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### Q26 Goal Status

**Completed**

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## Student Services Program Review Annual Update

**Q27** How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Met with tutoring center coordinator, Mary Graham, to establish tutoring services at the VRC. Student veteran was identified and completed tutoring training. Tutoring services were offered during Fall 2017 and Spring 2018. A total of 98 tutoring appointments were schedule during the 2017/2018 academic year. Veterans Services will continue to work with the tutoring center to assure that we have tutoring services available at the VRC

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**Q28** Please provide the rationale for this goal: **Respondent skipped this question**

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**Q29** Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

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**Q30** **\*\*OPTIONAL\*\*** Previous Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

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**Q31** Do you have another goal to update? **Yes**

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Page 7: Previous Goal 3

**Q32** Previous Goal 3:

Expand VRC textbook lending library.

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**Q33** Link to College Strategic Goal(s): **Basic Skills** ,  
**Acceleration**  
**Guided Student** ,  
**Pathways**  
**Student Validation and**  
**Engagement**

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**Q34** Goal Status **In Progress**

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**Q35** How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Textbooks were purchased in Spring 2018. A total of \$2,000 we utilized from our veterans state budget to purchase textbooks. A report of students who utilize the textbook lending library will be utilized to evaluate goal number 3.

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## Student Services Program Review Annual Update

**Q36** Please provide the rationale for this goal:

The lending library program is an important resource for student veteran success, as it will eliminate a financial and economic barrier for those students unable to afford college textbooks. We currently have a textbook lending library. Additional funding for the program would allow us to grow our textbook lending library and serve more student veterans.

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**Q37** Please provide the goal action steps for the year (previously "Activities"):

Cuyamaca College Veterans Services was awarded a grant from that State that will allow us to expand our textbook lending library. We received \$20,000. We have until December 2021 to utilize the funds. Textbooks will be purchased will be purchased by Spring 2019.

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**Q38** **\*\*OPTIONAL\*\*** Previous Goal 3 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

**Respondent skipped this question**

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**Q39** Do you have another goal to update?

**No**

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Page 8: Previous Goal 4

**Q40** Previous Goal 4:

**Respondent skipped this question**

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**Q41** Link to College Strategic Goal(s):

**Respondent skipped this question**

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**Q42** Goal Status

**Respondent skipped this question**

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**Q43** How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

**Respondent skipped this question**

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**Q44** Please provide the rationale for this goal:

**Respondent skipped this question**

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**Q45** Please provide the goal action steps for the year (previously "Activities"):

**Respondent skipped this question**

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**Q46** **\*\*OPTIONAL\*\*** Previous Goal 4 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

**Respondent skipped this question**

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**Q47** Do you have another goal to update?

**Respondent skipped this question**

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Student Services Program Review Annual Update

Page 9: Previous Goal 5

**Q48** Previous Goal 5: Respondent skipped this question

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**Q49** Link to College Strategic Goal(s): Respondent skipped this question

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**Q50** Goal Status Respondent skipped this question

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**Q51** How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

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**Q52** Please provide the rationale for this goal: Respondent skipped this question

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**Q53** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q54** **\*\*OPTIONAL\*\*** Previous Goal 5 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

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Page 10: V. New Goals (If Applicable)

**Q55** Would you like to propose any new goal(s)? Yes

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Page 11: New Goal 1

**Q56** New Goal 1:

Increase the total number of students served at the VRC

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**Q57** Link to College Strategic Goal(s): Student Validation and Engagement ,  
Organizational Health

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## Student Services Program Review Annual Update

**Q58** Please provide the rationale for this goal:

Many veterans have a difficult time transitioning from the military to civilian life. At Cuyamaca College student veterans are impacted by an identified range of academic and non-academic barriers including: difficulty in transitioning from military to civilian life, mental health issues, limited finances, poor study habits, and familial challenges. As a result, our student veterans face unique social, academic and physiological issues that differ from our typical student population. We are committed to the delivery of comprehensive support services for student veterans. Veterans Services promotes a campus climate that values veterans and fosters a culture of trust and connectedness across the college community. The College works to ensure that the unique needs from student veterans and dependents are met by coordinating with various campus services.

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**Q59** Please provide the goal action steps for the year (previously "Activities"):

Veterans Services will offer services such as a food pantry, tutoring, workshops and other support services that will assist with the increase of student participation at the VRC

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**Q60** How will the goal be evaluated?

The VRC coordinator will monitor a weekly sign-in sheet to determine how many students we serve.

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**Q61** **\*\*OPTIONAL\*\*** New Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

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**Q62** Do you have another new goal?

No

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Page 12: New Goal 2

**Q63** New Goal 2:

Respondent skipped this question

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**Q64** Link to College Strategic Goal(s):

Respondent skipped this question

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**Q65** Please provide the rationale for this goal:

Respondent skipped this question

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**Q66** Please provide the goal action steps for the year (previously "Activities"):

Respondent skipped this question

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**Q67** How will the goal be evaluated?

Respondent skipped this question

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Student Services Program Review Annual Update

**Q68 \*\*OPTIONAL\*\*** New Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

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Page 13: VI. Resources Needed to Fully Achieve Goal(s)

**Q69** Is the program requesting resources this year to achieve this goal? **Yes**

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Page 14: V. Faculty Resource Needs

**Q70** Are you requesting one or more faculty positions to achieve this goal? **No**

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Page 15: Faculty Position Request(s)

**Q71** Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of the Position Requested: **Respondent skipped this question**

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**Q72** Related Program Goal(s): **Respondent skipped this question**

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**Q73** Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here. **Respondent skipped this question**

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**Q74** Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of Position Requested: **Respondent skipped this question**

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**Q75** Related Program Goal(s): **Respondent skipped this question**

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## Student Services Program Review Annual Update

**Q76** Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here. **Respondent skipped this question**

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Page 16: VI. Classified Staff Resource Needs

**Q77** Are you requesting one or more classified positions to achieve this goal? **Yes**

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Page 17: Classified Staff Position Request(s)

**Q78** Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

Veterans Resource Center Coordinator.

The VRC coordinator will assist in providing services that are currently not available and/or enhance current services offered.

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**Q79** Classified Staff Position 1 Related Program Goal(s): **Respondent skipped this question**

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**Q80** Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here.

**2018-19 Classified Position Request Form Veterans.docx (28.4KB)**

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**Q81** \*\*\*OPTIONAL\*\*\* Please use the button below to upload the position classification description (obtained from HR). **Respondent skipped this question**

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**Q82** Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested: **Respondent skipped this question**

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**Q83** Classified Staff Position 2 Related Program Goal(s): **Respondent skipped this question**

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**Q84** Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. **Respondent skipped this question**

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Student Services Program Review Annual Update

**Q85** \*\*\*OPTIONAL\*\*\*Please use the button below to upload the position classification description (obtained from HR).

Respondent skipped this question

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Page 18: VII. Technology Resource Needs

**Q86** Are you requesting technology resources to achieve this goal? **No**

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Page 19: Technology Request(s)

**Q87** Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form

Respondent skipped this question

**Q88** Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form

Respondent skipped this question

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Page 20: VIII. Perkins and Strong Workforce Resource Needs

**Q89** Are you requesting Perkins and/or Strong Workforce resources to achieve this goal? **No**

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Page 21: Perkins Request and Strong Workforce

**Q90** Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

**Q91** Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

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Page 22: IX. Supplies/Equipment Resource Needs

**Q92** Are you requesting supplies and/or equipment resources to achieve this goal? **No**

Page 23: Supplies/Equipment Request(s)

**Q93** Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis. **Respondent skipped this question**

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**Q94** Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request. **Respondent skipped this question**

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**Q95** Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis. **Respondent skipped this question**

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**Q96** Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request. **Respondent skipped this question**

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Page 24: X. Facilities Resource Needs

**Q97** Are you requesting facilities resources to achieve this goal? **No**

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Page 25: Facilities Request

**Q98** Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: [Facilities Request Form](#) **Respondent skipped this question**

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**Q99** Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here:[Facilities Request Form](#) **Respondent skipped this question**

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Page 26: XI. Professional Development Resource Needs

**Q100** Are you requesting professional development resources to achieve this goal? **No**

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Page 27: Professional Development Request

Student Services Program Review Annual Update

**Q101** Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Respondent skipped this question

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**Q102** Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Respondent skipped this question

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Page 28: XII. Other Resource Needs

**Q103** Are you requesting any other resources to achieve this goal? **No**

Page 29: Other Resource Requests

**Q104** Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below.

Respondent skipped this question

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**Q105** Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below.

Respondent skipped this question

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Page 30

**Q106** Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module.

Respondent skipped this question

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