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Page 1: Classified Position Request Form

Q1 Please enter the following:

Department	Veterans Services
Position Title	Veterans Center Coordinator
Salary Range	B-2
Annual Salary at Step B*	\$69,256
Hours/week and # of months	40 Hours a week, 12 Months

Q2 Provide the following information for the new position or the increase in FTE for an existing position that is being requested, or the request to fill a vacant, frozen or defunded position:

Position classification and number	CLASSIFIED MANAGEMENT
Proposed FTE	1.0

Q3 Contract type **12-month****Q4** What type of position is being requested? **Position currently funded by grant funds**

Q5 Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).	Respondent skipped this question
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Q6 What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

Coordinator duties would include:

- Coordinate and perform complex technical administrative work pertaining to specialized veterans programs and services.
- Serve as a technical information resource to student veterans and others regarding available programs and services; explains and interprets policies, regulations and operational procedures to persons contacting the office such as faculty, students, staff and the general public.
- Plan and coordinate various veterans outreach programs and services; prepare brochures, newsletters and other informational materials to keep student veterans and others informed regarding changes in VA benefits and college policies.
- Plan, organize and participate in informational booths at fairs, college nights and various other marketing events.
- Serve as a liaison between Cuyamaca College and community agencies that assist the veteran population.
- Performs research on internal and external data, methods and processes; perform technical data analyses and comparisons; monitor and review veteran-related legislation; compile, prepare and present on issues/recommendations to management for evaluation.
- Enter, maintain, and tracks complex data in manual and/or automated systems; develops and runs computerized queries; tabulates, summarizes and evaluates data; identifies trends and concerns; prepares summary reports.

Q7 Please address the following: How are the duties of the requested position currently being performed, if at all? How does the lack of this position impact the program or service area? What impact, if any, have frozen or vacant positions within the department had on services or staff workload? (200 words or less) (Rubric Criteria 1)

Some of the duties are currently performed by our Veterans Center Coordinator who is employed on a temporary grant funded bases at .5 FTE. A lack of support for a fulltime coordinator would greatly impede our ability to improving our institutional capacity to provide support services and increase course success, GPA and completion of degrees among veteran students. The ability to grow the program and provide outreach efforts is greatly affected by the limited staffing in Veterans Services. The Veterans Center coordinator would assist in providing services that are currently not available and/or enhance current services offered. Additional resources and support for veteran students would amplify the existing services and establish new and more student friendly services.

Veterans services currently has only one full time employee. Below is a list of employee at Veterans Services:

- One fulltime Certifying Official
- One counselor at .5 FTE
- Veterans Center Coordinator at .5 FTE
- Veterans Services specialist at .3 FTE

The Veterans Center coordinator and specialist positions are grant funded and are temporary. Services such as our Veterans food pantry, monthly workshops, book voucher program, and textbook lending library would be greatly reduced. On-going education and training for students, faculty, staff, and the greater community on issues and opportunities relevant to student veterans, military personnel, and their family members that foster a deeper awareness and understanding would also be impacted. A Veterans Services staff that only has one fulltime certifying official and on .5 FTE counselor is unable to sustain the services that are currently offered.

Q8 How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? **Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/ intern/ volunteer/work-study, and services provided.** (200 words or less) (Rubric Criterion 2)

A 2018-2019 comparison report showed that student veterans have a lower percentage rate of course success and GPA versus the general college student population. A similar report for 2017-2018 showed similar results:

- Veteran course success rates are lower than the college-wide average (72% versus 75.7%)
- Veterans mean academic year GPA is lower than college wide average (2.79 versus 2.94)

A veteran focused bond measure was passed by the city of El Cajon, California in 2012. Funds from the bond measure was used to remodel our Veterans Center. The construction bond helped improve our Veterans Center facilitates by increasing the overall size of our floor plan from 870 square footage to 2487 square footage. The remodel relocated the certifying official and counselor to one central location. As a result, Counseling services and VA benefit certification have become more accessible to students. Student veterans and military affiliated students have access to a "one-stop shop" to get all of their student needs met. It is critical to student success that student veterans have a fully staffed center that is able to help identify student veterans' needs, measure student veteran success, assess services provided, and ultimately improve outcomes for student veterans.

Q9 How would this position's main duties specifically support the institution's strategic priorities? Acceleration Guided Student Pathways Student Validation and Engagement Organizational Health (200 words or less) (Rubric Criterion 3)

The Veterans Center primary duties are to coordinate services that assist student veterans transition 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. The Veterans Center coordinator would help in building a comprehensive support services for student veterans. The duties outlined in this staffing request will help promote a campus climate that values veterans and fosters a culture of trust and connectedness across the college community. Thus, supporting Student Validation and Engagement and Organizational Health.

Q10 How will the position impact the ability of the program or service area to innovate and meet changing needs? (150 words or less) (Rubric Criterion 3)

The VA today is a huge organization, serving millions of veterans. It offers a variety of benefit programs that include programs for health care, education, disability and educational benefits. Navigating the VA can be complicated. One of the biggest frustrations voiced by veterans is the daunting and unfamiliar bureaucracy of higher education and VA educational benefits. Student veterans are required to complete substantial paperwork in order to receive financial assistance while attending College. Our Veterans Services would be better able to serve veterans if we had the resources to hire more staff members specifically dedicated to veteran services. Limited staffing and complicated VA benefits rules leads to a focus on immediate needs and legal mandates, which leads to an overly strong focus on VA educational benefits compliance. More personnel would allow staff to get to know veterans individually and coordinate support activities with other offices throughout the college.

Q11 Please confirm that you have discussed this faculty position request with the Division Dean and that you understand that Division Deans will be providing feedback to help inform the prioritization process.

Yes, I have discussed this position request with the Division Dean