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Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Veterans Services

Q2

1.2 Lead Author:

Osvaldo Torres

Q3

I.3 Collaborator(s) - List any person that participated in the preparation of this report:

Dean of Counseling Services, Nicole Jones

Q4

I.4 Dean/Manager:

Dean of Counseling Services, Nicole Jones

Q5

I.5. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2020 program reviews on the program review webpage.

Student Services Program Review Annual Update - Spring 2021

Program Changes

A veteran focused bond measure was passed by the city of El Cajon, California. Funds from the bond measure were used to remodel our Veterans Recourse Center. The construction bond was completed on November of 2019. With the completion of the construction, the Veterans Resource Center facilitates increased the overall size of our floor plan from 870 square footage to 2487 square footage. The remodel relocated the certifying official, Veterans Coordinator, Veterans Specialist and Counselor to one central location. As a result, counseling services, VA benefit certification and the Veterans Center has become more accessible to students. Student veterans and military affiliated students now have access to a "one-stop shop" to get all of their student needs met including the services offer through the VRC grant.

Achievements

Comparison reports from 2016-2017 through 2019-2019 has shown an increase in GPA percentage as it compares to the general student population. For the exception of 2018-2019, courses success percentage for veterans as it compares to the general student population has also increased.

19-20 Comparison Report

- Veteran course success rates compared to college-wide average (74.4% versus 74.8%)
- Veterans mean academic year GPA compared to college wide average (3.12 versus 3.14)

18-19 Comparison Report

- Veteran course success rates compared to college-wide average (72.65% versus 75.7%)
- Veterans mean academic year GPA compared to college wide average (2.79 versus 2.94)

17-18 Comparison Report

- Veteran course success rates compared to college-wide average (75.66% versus 76.05%)
- Veterans mean academic year GPA compared to college wide average (2.73 versus 2.89)

16-17 Comparison Report

- Veteran course success rates compared to college-wide average (69.2% versus 74%)
- Veterans mean academic year GPA compared to college wide average (2.53 versus 2.78)

In the past three years, we have been able to hire a part-time Veterans Coordinator and Specialist through grant funds. As a result, we have also been able to expand the services that we offer, such as:

- Academic Survival Kits - New student veterans are given school supplies such as paper, binders, a flash drive, calculators, pens, pencils, highlighters, scantrons, and bluebooks.
- Food Pantry - Community food pantry for our student veterans.
- Formal and informal focus groups - Veteran Service monitors and tracks the needs of current student veteran population.
- Workshops - Scholarship, Financial education, VA benefits, and relaxation workshops
- Text Book Lending Library-Textbook lending library

The Increase in staffing and from the State has allowed our program to offer comprehensive services for our student veterans. That data indicates that the increase in support services has had a positive impact on improving student success that is evident in our comparison report. Our department is also leveraging State funds such as the VRC grant, in efforts to improving our institutional capacity to provide support services and increase success, retention, persistence and completion of degrees among student population. The funds allocated from the state is being used for to enhance current services that are offered.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success, and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area.

Veterans Services works with the Institutional Effectiveness, Success and Equity (IESE) office. IESE assists our area of with assessments, data collection, research and evaluation. These activities are intended to help identify student veterans' needs, measure student veteran success, assess services provided, and ultimately improve outcomes for student veterans. Veterans Services is also collecting data on the total number of students that are served at the Veterans Center. We are in the process of having SARS installed in at the Veterans Center to help track student participation. We are also utilizing student surveys for the 2020-2021 academic year to better understand the needs of our veterans' population.

Q7

II.2. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

Veterans Services at Cuyamaca College is committed to continue to deliver comprehensive support services for student veterans. Campus closure due to COVID-19 has forced our department to re-examine how we provide services for our student veterans and dependents. We will continue to ensure the unique needs from student veterans and dependents are met by coordinating with various campus services through an online remote services that include:

1. Schedule Zoom workshops
2. Offer counseling services through Zoom appointments
3. Make Veterans Services forms accessible online
4. Continue to host Veterans Week
5. Offer book voucher and supplies. Students will have books and supplies shipped to their home address.

We are also planning on hosting targeted workshops that are VA related. 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 housing benefits. It has hundreds of facilities throughout the United States, including hospitals, residences and clinics. 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.

Q8

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

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

Q9

OPTIONAL UPLOAD 2: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Veterans (CC) Comparison Report - 2018.pdf (19.7KB)

Q10

OPTIONAL UPLOAD 3: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Cuyamaca Veterans Comparison Report 2019-2020.pdf (865.3KB)

Q11

Respondent skipped this question

OPTIONAL UPLOAD 4: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q12

Yes

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

Q13

Yes

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

Q14

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

In the past, Veterans Services only assessed SLOs. For the 2020-2021 academic year, Veterans Services will assess SAOs during the Spring 2021 semester. We are working with the SLO coordinate to finalize our SAOs

Q15

Respondent skipped this question

OPTIONAL: Please use the Upload button below to attach any additional documentation you would like to include.

Page 4: III. Previous Goals: Update

Q16

Goal 1:

Increase the total number of students served at the Veterans Center

Q17

In Progress - will carry this goal forward into next year

Goal Status

Page 5: III. Previous Goals: Update continued

Q18

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q19

Respondent skipped this question

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q20

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

2020-2021 participation will be drastically reduced due to campus closure. However, the continuation of this goal is important because we believe that the services that we offer, whether they are in-person or online, helps promote a climate that values veterans and dependents. We work hard to ensure that our student population will be able to transition from military to civilian life at Cuyamaca College. We are committed to offering comprehensive services and will attempt to engage students through remote services.

1. Schedule Zoom workshops.
 2. Offer counseling services through Zoom appointments.
 3. Make Veterans Services forms accessible online.
 4. Continue to host Veterans Week.
 5. Offer book voucher and supplies. Students will have books and supplies shipped to their home address.
-

Q21

No

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q22

Respondent skipped this question

Goal 2:

Q23

Respondent skipped this question

Goal Status

Page 8: III. Previous Goals: Update continued

Q24

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q25

Respondent skipped this question

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q26

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Q27

Respondent skipped this question

Do you have another goal to update?

Page 10: III. Previous Goals: Update continued

Q28

Respondent skipped this question

Goal 3:

Q29

Respondent skipped this question

Goal Status

Page 11: III. Previous Goals: Update continued

Q30

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q31

Respondent skipped this question

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q32

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Q33

Respondent skipped this question

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q34

Respondent skipped this question

Goal 4:

Q35

Respondent skipped this question

Goal Status

Page 14: III. Previous Goals: Update continued

Q36

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Page 15: III. Previous Goals: Update continued

Q37

Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Page 16: IV. New Goals

Q38

No

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

Page 17: IV. New Goals continued

Q39

Respondent skipped this question

New Goal 1:

Q40

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q41

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q42

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q43

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q44

Respondent skipped this question

How will this goal be evaluated?

Q45

Respondent skipped this question

Do you have another new goal?

Page 18: IV. New Goals continued

Q46

Respondent skipped this question

New Goal 2:

Q47

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q48

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q49

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q50

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q51

Respondent skipped this question

How will this goal be evaluated?

Q52

Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q53

Respondent skipped this question

New Goal 3:

Q54

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q55

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q56

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q57

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q58

Respondent skipped this question

How will this goal be evaluated?

Q59

Respondent skipped this question

Do you have another new goal?

Page 20: IV. New Goals continued

Q60

Respondent skipped this question

New Goal 4:

Q61

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q62

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q63

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q64

Respondent skipped this question

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q65

Respondent skipped this question

How will this goal be evaluated?

Page 21: V. Resources Needed to Achieve Goal(s)

Q66

Classified Resource Needs

What resources is your program requesting this year to achieve the program's goal(s)?

Page 23: Final Check

Q67

I am ready to submit my program review

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."
