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COMPLETE

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Page 1: Classified Position Request Form

Q1

Please enter the following:

Department	Veterans Services
Position Title	Veterans Supervisor
Salary Range	\$70,362
Annual Salary at Step B*	S1
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	12 Months

Q2

Current goal this position will directly advance/support

The position will directly advance/ support Goal 1 and 2.

Q3

How will this position directly advance/support the goal listed above?

We are committed to the delivery of comprehensive support services for student veterans and Dependents. This position would help ensure that the unique needs from student veterans and dependents are met by coordinating with various campus services. Duties and responsibilities for this position will assist in increasing the students we serve at the veterans' center.

Q4

Position currently funded by grant funds

What type of position is being requested?

Q5

Respondent skipped this question

Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).

Q6

What are the actual duties and responsibilities that are specific to this requested position that you would like to highlight to help the Classified Hiring Priorities Committee understand the need for this position?(200 words or less)

Duties and responsibilities would include:

1. Coordinate and perform complex technical administrative work pertaining to specialized veterans programs and services.
 2. 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.
 3. 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.
 4. Plan, organize and participate in informational booths at fairs, college nights and various other marketing events.
 5. Serve as a liaison between Cuyamaca College and community agencies that assist the veteran population.
 6. 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.
 7. 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.
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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)

A lack of support for a fulltime supervisor 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 supervisor 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 .45 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 current comparison report shows an improvement in student veteran's GPA. It has steadily improved in the last four years when compared to the general student population. The report includes data from 2017-2018 to 2020-21, these are some of the highlights:

- 2017-2018 Veterans "mean academic year GPA" compared to the general student population (2.71 versus 2.88)
- 2018-2019 Veterans "mean academic year GPA" compared to the general student population (2.70 versus 2.86)
- 2019-2020 Veterans "mean academic year GPA" compared to the general student population (2.89 versus 2.98)
- 2020-2021 Veterans "mean academic year GPA" compared to the general student population (2.95 versus 2.87)

Student veteran's data also shows course retention is higher and has steadily increased compared to general student population.

- 2017-2018 Veterans course retention academic year mean compared to the general student population (90.2% versus 87.7%)
- 2018-2019 Veterans course retention academic year mean compared to the general student population (89.1% versus 87.9%)
- 2019-2020 Veterans course retention academic year mean compared to the general student population (86.4% versus 84.9%)
- 2020-2021 Veterans course retention academic year mean compared to the general student population (91.5% versus 88%)

Student veteran's data also shows Academic Year Units Completed is higher compared to general student population.

- 2017-2018 Veterans Academic Year Units Completed compared to the general student population (13.5 versus 12.7)
- 2018-2019 Veterans Academic Year Units Completed compared to the general student population (12.8 versus 12.4)
- 2019-2020 Veterans Academic Year Units Completed compared to the general student population (13.4 versus 12.4)
- 2020-2021 Veterans Academic Year Units Completed compared to the general student population (14.2 versus 12.6)

Cuyamaca College Veterans Services was awarded a \$200,000 grant in 2018. The funds allocated from the state is being used for services that are currently not available and to enhance current services offered. Funding was also requested to increase staffing to help build comprehensive support services for our student veterans. In particular, a part-time Veterans Center coordinator was hired through the VRC grant. An increase in staffing is crucial in increasing engagement activities and assisting with the management of duties of the Veterans Center. An increase in staffing is critical to sustaining the operations and growth of the Veteran Center. Overall, Veteran Services strives to increase the likelihood that veteran students will successfully transition from the military environment to campus life, and that students receive much needed support for completing their educational goals. The grant has assisted in improving our institutional capacity to provide support services and we believe it has led to an increase in retention and GPA among our veteran.

Q9

Which of the College's strategic priorities will this position most directly support? Note: Selecting more than one strategic goal will not impact the Classified Hiring Priorities Committee rating of the position.

Guided Student Pathways,

Student Validation and Engagement,

Organizational Health

Q10

Please explain how the requested position will support the college strategic priority(ies) identified above. (200 words or less) (Rubric Criterion 3)

The Veterans Center Supervisor's 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 Supervisor is a leader on the student success team and is central to building comprehensive support services for student veterans. Veteran students attend on educational benefits from the VA. The students need specific and guided pathways to meet the limited time requirements for their educational benefits. This position provides for the co-curricular engagement activities, manages the duties of the center including, hiring and staffing of personnel, supervising classified staff and student hourly and collaborating with the college community on guided pathways and other strategic priorities. This position is critical to sustaining the operations and growth of the Veteran Center. 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, Organizational Health and Guided Student Pathways.

Additionally, the organizational health of the veteran center is extremely important. This program was launched over ten years ago and it has grown tremendously to support one of our most vulnerable and disproportionately impacted student groups. This program needs to be institutionalized and positions moved away from grant funding. When grant funding goes away, the services will be impossible to maintain for students. The organizational health, strategic goals of the institution and the morale of the veteran students and employees will be adversely impacted. 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. Veterans Services Specialist would provide on-going education and training for students, faculty and staff. Thus, supporting the institutions strategic priorities.

Q11

How will the position impact the ability of the program or service area to innovate and meet changing needs? (200 words or less) (Rubric Criterion 3)

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. A counseling report shows that our student contact increased from 148 in 2019-2020 to 382 in 2020-2021. Student contact includes: Counseling appointment, Veterans Specialist appointment, drop-in counseling, and online advising. The significant increase in student contact demonstrates the importance of having adequate staffing to successfully coordinated support services for our veterans and dependents.

Q12

Please confirm that you have discussed this faculty position request with the dean or manager and that you understand that deans and managers will be providing feedback to help inform the prioritization process.

Yes, I have discussed this position request with the Dean or Manager