

#9

COMPLETE

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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):

Brianna Cuellar, Debbie Ayers, Kaylin Rosal, and Allan Estrada

Q4

Dean/Manager(s):

Nicole Jones

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the Spring 2021 program reviews on the program review webpage.

Achievements

Veterans Services offered comprehensive remote support services, such as:

- \$450 Book Vouchers through the Cuyamaca College Bookstore website.
 - Academic Survival Kits – Provided \$150 school supplies voucher through the Cuyamaca College Bookstore website.
 - Made all Veterans Services forms accessible online.
 - Remote Counseling Service.
 - Veterans Week -Veterans Week honors U.S. service members and veterans with a full week of activities. We offered remote workshops, such as: CSU application review, VA disability workshop, Center for Water Studies webinar, Point Loma University transfer workshop, and Cuyamaca College Veterans Services food distribution.
 - Veterans Recognition Drive-Through Ceremony - The ceremony provides an opportunity to highlight the men and women who have served our country and who have completed a Certificate, Associate Degree, and/or plan to transfer.
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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. Please include information on the implications for practice (e.g., on how your service area used the data for improvement).

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.

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. Veteran students rely on educational benefits from the VA. The students need specific and guided pathways to meet the limited time requirements for their educational benefits. 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 students.

Q7

II.2. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience in the future?

Veterans Services experienced some issues with the transition to remote operations during Spring 2020 but we successfully engaged students through remote services during the 20-21 academic year. 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 that Veterans Services has successfully transitioned to remote services. Anecdotal student responses have indicated that the popularity of remote services is due to the accessibility and the convenience of online services that allows students to attend an appointment while they are on a break from work or at home. Veterans Services is discussing ways in which we can engage our student population, such as student surveys, to determine what type of remote services we will offered post pandemic.

Q8

II.3. 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?

We are actively engaged in conversations with campus Administrators to help increase Veterans Services staffing. 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 temporary. In order to address student veteran success and increased services for our students, funding and resources in terms of staffing are needed. Although our college strives to address the needs of our student veterans, additional funding for these services is needed to help support our veteran population. Increase in staffing would assist student veterans' transition back to civilian life as a California Community College student. An increase in support services would help improve retention, persistence and completion of degrees and certificates among veteran students. Limited staffing has greatly hindered the ability to serve student veterans

Q9

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

Cuyamaca Veterans Comparison Report Last Four Academic Years 20210915[41551].pdf (95.6KB)

Q10

Respondent skipped this question

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

Q11

Yes

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

Q12

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

No, please describe your plan:

SAO's were not assessed during the 2019-2020 academic year. Veterans Services will work with SLO coordinator to establish and assess SAO's during the 2020-2021 academic year.

Q13

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?

Respondent skipped this question

Page 4: III. Previous Goals: Update

Q14

1. Previous Goal 1:

Increase the total number of students served at the Veterans Center.

Q15

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

Student Validation and Engagement

Q16

3. Goal Status

In Progress - will carry this goal forward into next year

Page 5: III. Previous Goals: Update continued

Q17

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

Respondent skipped this question

Q18

Do you have another goal to update?

Respondent skipped this question

Page 6: III. Previous Goals: Update continued

Q19

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).

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. Zoom workshops
2. Remote counseling services
3. Gather student contact data from SARS report (Student Services Scheduling System)
4. Host Veterans Week
5. Continue to offer book voucher and supplies. Students will have books and supplies shipped to their home address

Q20

No

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q21

Respondent skipped this question

1. Previous Goal 2:

Q22

Respondent skipped this question

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

Q23

Respondent skipped this question

3. 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

1. Previous Goal 3:

Q29

Respondent skipped this question

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

Q30

Respondent skipped this question

3. Goal Status

Page 11: III. Previous Goals: Update continued

Q31

Respondent skipped this question

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

Q32

Respondent skipped this question

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q33

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).

Q34

Respondent skipped this question

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q35

Respondent skipped this question

1. Previous Goal 4:

Q36

Respondent skipped this question

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

Q37

Respondent skipped this question

3. Goal Status

Page 14: III. Previous Goals: Update continued

Q38

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

Q39

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

Q40

Yes

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

Page 17: IV. New Goals continued

Q41

1. New Goal 1:

Increase to total number of Veterans dependents served at the Veterans Center.

Q42

Student Validation and Engagement

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

Q43

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

We are committed to the delivery of comprehensive support services for student veterans and Dependents. Veterans Services promotes a campus climate that values veterans and fosters a culture of trust and connectedness across the college community. Veterans Services works to ensure that the unique needs from student veterans and dependents are met by coordinating with various campus services. Services provided by the Veterans Center will assist with Organizational Health and Student Validation and Engagement.

Q44

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q45

5. 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).

1. Collaborate with Cuyamaca College Outreach department to help identify Dependents.
 2. Collaborate with Cuyamaca College Financial Aid to help identify CalVET recipients (Dependents).
-

Q46

6. How will this goal be evaluated?

SARS report will be generated for the 2020-2021 academic year to determine how many dependents utilized the Veterans Center.

Q47

No

Do you have another new goal?

Page 18: IV. New Goals continued

Q48

Respondent skipped this question

1. New Goal 2:

Q49

Respondent skipped this question

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

Q50

Respondent skipped this question

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

Q51

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q52

Respondent skipped this question

5. 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).

Q53

Respondent skipped this question

6. How will this goal be evaluated?

Q54

Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q55

Respondent skipped this question

1. New Goal 3:

Q56

Respondent skipped this question

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

Q57

Respondent skipped this question

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

Q58

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q59

Respondent skipped this question

5. 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).

Q60

Respondent skipped this question

6. How will this goal be evaluated?

Q61

Respondent skipped this question

Do you have another new goal?

Page 20: IV. New Goals continued

Q62

Respondent skipped this question

1. New Goal 4:

Q63

Respondent skipped this question

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

Q64

Respondent skipped this question

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

Q65

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q66

Respondent skipped this question

5. 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).

Q67

Respondent skipped this question

6. How will this goal be evaluated?

Page 21: Resources Needed to Achieve Goal(s)

Q68

Classified Resource Needs

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

Page 23: Final Check

Q69

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 and click "Next."
