Annual Update Report

SIS - Veterans Services

Increase the total number of students served at the Veterans Center. (Goal 1)

Program Goal: Increase the total number of students served at the Veterans Center.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Equitable Access:** Increase the total number of students served at the Veterans Center. (**X**)
- **Eliminate Equity Gaps in Course Success:** Increase the total number of students served at the Veterans Center. (**X**)
- **Increase Persistence and Eliminate Equity Gaps:** Increase the total number of students served at the Veterans Center. (**X**)
- **Increase Completion and Eliminate Equity Gaps:** Increase the total number of students served at the Veterans Center. (**X**)

Increase outreach with local military bases and other military friendly organizations. (Goal 2)

Program Goal: Increase outreach with local military bases and other military friendly organizations.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Equitable Access:** Increase outreach with local military bases and other military friendly organizations. (**X**)
- **Increase Completion and Eliminate Equity Gaps:** Increase outreach with local military bases and other military friendly organizations. (**X**)

Program Goal #3

Program Goal: Enhance student success rates among African American students by developing and implementing new strategies that better connect our students to essential support services.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Equitable Access:** Enhance student success rates among African American students by developing and implementing new strategies that better connect our students to essential support services. (**X**)
- **Eliminate Equity Gaps in Course Success:** Enhance student success rates among African American students by developing and implementing new

strategies that better connect our students to essential support services. (**X**)

- **Increase Persistence and Eliminate Equity Gaps:** Enhance student success rates among African American students by developing and implementing new strategies that better connect our students to essential support services. (**X**)
- **Increase Completion and Eliminate Equity Gaps:** Enhance student success rates among African American students by developing and implementing new strategies that better connect our students to essential support services. (**X**)

Service Area Overview and Update

Please briefly share the ways in which you collaborated with colleagues within and outside of your department to gather input to inform your program review.

I collaborated with colleagues both within Veterans Services and across the college to ensure the program review reflected a broad range of perspectives. Internally, I met with team members such as our Veterans Coordinator, Certifying official and Dean of Counseling. We discuss service usage trends, student needs, and operational challenges. Externally, I engaged with departments such as Counseling, Admissions & Records, Financial Aid, and Student Equity to gather their insights on how our services intersect and where improvements could strengthen support for student veterans. These conversations helped me incorporate diverse input and ensure the program review accurately represented the needs and priorities of our students and the institution.

Dean/Manager(s)
2024/2025 - Agustin Orozco

Please briefly share the ways in which you collaborated with your Dean on your program review to discuss your vision, goals, and resource needs/requests.

I collaborated closely with my Dean throughout the program review process. We met regularly to discuss my vision for the program, review current data, and identify both strengths and areas for growth. During these meetings, I shared proposed goals and the rationale behind them, and we worked together to align these goals with institutional priorities. I also presented our resource needs, such as staffing, equipment, and professional development, and we discussed which requests were most strategic and feasible.

Please summarize the significant changes and achievements that have occurred in your service area since the last program review.

Our College Administrators approved the creation of a permanent full-time Veterans Center Coordinator position. The coordinator is projected to start sometime in the fall 2025 semester. This role has been identified as essential in the Veterans Services Program Review for the past eleven years. The job duties outlined in the staffing request, along with data on student veterans' success, underscore the importance of establishing this position.

The Veterans Center Coordinator provides key leadership within the student success team and is central to developing comprehensive support services for student veterans. Because these students rely on VA educational benefits, which require structured, guided pathways to meet strict timelines, dedicated oversight is critical. This position is responsible for managing all Veterans Center operations, including hiring and scheduling personnel, supervising classified staff and student workers, and collaborating with departments across the college. The role has been vital to maintaining and expanding the Veterans Center's capacity to serve our students.

Significant Changes

Veterans Services continued to face major staffing challenges during the 2024–2025 academic year when our certifying official unexpectedly took a leave of absence. As a result, we relied on an interim certifying official who was only available for 30 hours per week. This disruption had a negative impact on our student population.

VA benefits—such as the Post-9/11 GI Bill—provide essential support to those who have served on active duty or in the Select Reserve. Benefit amounts vary based on length of service and can cover full tuition and fees, provide a monthly housing allowance, and offer up to $1,000 per year for books and supplies. These resources play a crucial role in helping student veterans access and complete higher education.

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Due to complications in our certification process during this staffing transition, many students did not receive their educational benefits on time.

Student Learning Outcome/Service Area Outcome Assessment and Student Success

Student Access, Learning, and Achievement
Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?

Veterans Services gathers data through SARS reports, comparison reports, and student surveys. Our department is supported by Institutional Effectiveness, Success, and Equity (IESE), which assists with assessments, data collection, research, and evaluation. These efforts are designed to identify the needs of student veterans, measure their success, evaluate the services provided, and ultimately enhance outcomes for this population. IESE plays a crucial role by providing key data, such as comparison reports between student veterans and the general student body. These reports highlight metrics like course retention, course success, persistence, and GPA, offering valuable insights into how student veterans perform relative to all students at Cuyamaca College. Additionally, we use SARS reports and student surveys to track the number of veterans served at the Veterans Center. This data helps us identify key partnerships essential for supporting student veterans' success

Please discuss any equity gaps in access or success the data revealed. What action will the department or discipline take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what the program did to achieve this. If equity gaps still exist, consider the specific steps your department will take to address equity gaps.

Data gathered from comparison reports for the past four years that our student shows that our student population's success rates are higher than the general student population. Equity gaps have been reduced with our Latinx student population. Our Latin student population data shows that success rates have been higher compared to Latinx students in the general student population.

2021-2022 – Success Rates

Veterans (Hispanic/Latino)		All Other Students (Hispanic/Latino)	
Fall	Spring	Fall	Spring
75%	77%	66%	70%

2022-2023 – Success Rates

Veterans (Hispanic/Latino)		All Other Students (Hispanic/Latino)	
Fall	Spring	Fall	Spring
71%	72%	68%	70%

2023-2024 – Success Rates

Veterans (Hispanic/Latino)		All Other Students (Hispanic/Latino)	
Fall	Spring	Fall	Spring
72%	82%	71%	74%

2024-2025 – Success Rates

Veterans (Hispanic/Latino)		All Other Students (Hispanic/Latino)	
Fall	Spring	Fall	Spring
80%	83%	74%	78%

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However, comparison reports from the past two years indicate that equity gaps are wider for our African American students than for the overall African American student population. Addressing this disparity is critical, as every student deserves equal access to academic success and opportunities for growth. Improving success rates for our African American students not only promotes fairness and inclusion but also strengthens our overall learning environment by fostering diverse perspectives and achievement. By identifying barriers, providing targeted support, and implementing equitable practices, we can create a more supportive educational experience that empowers all students to reach their full potential.

2023-2024 – Success Rates

Veterans (African American)		All Other Students (African American)	
Fall	Spring	Fall	Spring
59%	66%	62%	74%

2024-2025 – Success Rates

Veterans (African American)		All Other Students (African American)	
Fall	Spring	Fall	Spring
54%	72%	67%	73%

Related Documents - Student Access, Learning, and Achievment
cuyamaca-veterans-automated-comparison-report-2024-2025-20250905.pdf

Service Area Assessment
Did your program complete and submit SLO/SAO assessment in the last year?
Yes

Which SLO/SAOs did you assess in the last year?

> 1. Enhance student success rates among African American students by developing and implementing new strategies that better connect our students to essential support services.
> 2. Increase the total number of students who access essential services, such as Counseling Services, Book Vouchers and VA certification in order to advance their educational and life goals.

If you responded no above, please describe the department's plan to update SLOs/SAOs.
N/A

If you did not assess in the last year, please share why, including whether your program is experiencing barriers to assessment or data submission, and/or if your program would benefit from outcomes and assessment support.
N/A

Please share any outcomes assessment projects your service area has completed in the last year and how the service area used the results for improvement.
SAO/SLO #1
The Veterans Center at Cuyamaca College is deeply committed to developing programming that is inclusive, reflective, and responsive to the diverse needs of all veteran students. As part of this commitment, the Center conducted a survey in March 2025 specifically focusing on the experiences of African American students. This effort was driven by the recognition that African American veteran

students and their dependents may face unique challenges that are not always visible through general data or broader student feedback.

The primary goal of the survey was to gain a clearer understanding of their academic interests, personal experiences, and overall sense of support on campus. By examining these perspectives more closely, the Veterans Center aims to strengthen its ability to promote academic success, persistence, and equitable outcomes.

The insights gathered from the survey will guide the Center in identifying barriers that may hinder student progress, designing more targeted and culturally informed support services, and implementing equitable practices that foster belonging. Through this work, the Veterans Center seeks to create a learning environment where all students, particularly those from historically underrepresented communities, feel supported, valued, and empowered to reach their full potential.

SAO/SLO #2

The Veterans Center is dedicated to fostering a campus environment that prioritizes and supports our student veterans, providing comprehensive services and connecting them with essential resources at Cuyamaca. Our SAO goal was to increase the number of students utilizing key services such as Counseling Services, Book Vouchers, and VA certification to further their educational and life objectives. By analyzing data from the 2023-2024 academic year, we identified strategies to enhance student engagement and strengthen the sense of community among our veterans. To support this, our department held monthly meetings to discuss programming initiatives aimed at building camaraderie.

Our student contact data from 2024-2025 demonstrates significant progress in student engagement. In 2023-2024, we had 407 student appointments and 2,144 students utilizing the Veterans Center. In 2024-2025, these numbers increased to 491 appointments and 3,091 students served. This represents a significant increase in total student contacts compared to the previous year.

Related Documents - Service Area Assessment
Veterans_Center_Survey_Report.pdf

Program Goals

Program Goals Status
I have updated the progress on my previous goals.

Program Goals Mapping
Mapping for all active Program Goals complete.

Submission

Program Review response is complete and ready for review.
Yes - Response is complete and ready for review

<div style="background-color:#006666; color:white; text-align:center;">2025 - 2026</div>

Dean Approval and Feedback

I have reviewed the program review with the author and provided feedback.
Yes - Review and feedback complete

Feedback
Our Veterans Resource Center team experienced many stressors and staffing issues this last year but, truly pulled together as an incredible team. Now at full staffing I look forward to how goals will continue to be reached and the impact will be even that much stronger on our students for years to come.