

Basic Program Information

Department Name: Veterans Resource Center

Division Name: Student Services

Program Mission(s):

The Veterans Resource Center (VRC) offers veterans a chance to adapt their military skills to civilian life while learning skills, obtaining an associate degree or specialty career certificate, and completing transfer requirements for universities. Our goal is to help our veteran students achieve their goal in a supportive environment through academics, camaraderie and wellness. We provide veterans with a comfortable atmosphere where they can receive academic counseling, peer support, mentoring workshops, presentations, and panel discussions. We also have a computer room where they can print, copy, have internet access, and study for their classes.

Please list all Program Review team members who participated in this Program Review:

Name	Department	Position
Carmela Xuereb	VRC	Veterans Resource Specialist
Teresa Ong	VRC	Dean

Please include the following information about your program:

Total number of Full Time Faculty:	0
Total number of Part Time Faculty:	0
Total number of Classified Professionals:	1

Please list all existing Classified positions:
Veterans Resource Center Specialist

List all Programs* covered by this review & check the appropriate column for program type:

Program Name	Certificate of Achievement Program	Associate Degree Program	Pathway Program

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*If you have a supporting program or pathway in your area for which you will be making resource requests, please analyze it within this program review (i.e. Integrated Reading and Writing, Math My Way, etc.) You will only need to address those data elements that apply.

Section 1: Data and Trend Analysis

Please complete the appropriate data elements.

A) Instructional Program Data:

Data will be posted on <http://foothill.edu/staff/irs/programplans/programreviewdata.php>

You must manually copy data in the boxes below for every degree or certificate of achievement covered by this program review.

Certificate and Degree Programs	2011-2012	2012-2013	2013-2014	% Change

	2011-2012	2012-2013	2013-2014	% Change
Enrollment				
Productivity (College Goal 2014-15: 535)				

B) Student Services Programs Data

Please enter the number of students served over the last 3 years.

We started using SARSTrak to keep better track of student visits beginning Fall 2014. Previously, the VRC kept paper records of students who walked in. The following are records from 12/13 and 13/14. These reflect the annual number of student contacts per year at VRC (duplicated headcounts).

	2011-2012	2012-2013	2013-2014	% Change
Students Served		2183	2297	

This data was obtained via the following sources (circle): CCC Apply, Ask Foothill, Credentials, SARS, Other (List)___SARS and paper records

C) Administrative Unit Data

Please enter the information below.

Dimension	2011-2012	2012-2013	2013-2014
Students Served (Unduplicated)			
Faculty Served			
Staff Served			
Full-time FTEF			
Part-time FTEF			
Full-time Staff			
Part-time Staff			

Using the data entered for your program above, briefly comment (1-3 paragraphs) on changes in students or staff served, enrollment and/or productivity for your program in the last year.

What changes have been made or are planned as a result of your analysis of the data? (for example, new curriculum, new pre-requisites, a focus on student retention, changes in teaching approaches informed by SLO Assessments, changes in when classes are scheduled, better use of technology, etc.)

Section 2: Student Equity

The college is committed to student equity, defined by the Student Equity Workgroup as fostering similar outcomes for all students. One targeted area for improvement in this year's Student Equity plan is to increase the course completion rates for African American, Latino, and Pacific Islander students over the next three years by 3 percentage points.

Please describe how you see members of your program contributing to this goal.

The CCCC reports the following, " Experts on veterans' education issues note that veterans not only must adjust to civilian life and manage a host of social and health issues, but also adapt to life on a college campus. While community colleges can provide the education and training that veterans need, veterans often find it difficult and confusing to utilize their well-earned GI Bill education benefits, and even more difficult to find and access the special support services they need to be successful."

To that end, the Veterans Resource Center has partnered with Disability Resource Center to provide a "one stop shop" experience for student veterans. The Veterans Resource Center moved in September 2014 to the Student Resource Center and are located next to Disability Resource Center. We have been able to share resources with Disability Resource Center especially with staff. DRC counselors, Computer Access Lab Coordinator, DRC Supervisor and Accommodations Coordinator have been working with the veterans providing wrap-around services such as counseling, disability evaluation and proctoring, technology evaluation, training and workshops. The Veterans Resource Center Specialist, Carmela Xuereb, continues to provide crucial advising for veterans regarding the use of their GI Bill benefits and other financial resources for paying for school.

The Los Altos Rotary has also provided a tremendous amount of support by contributing financially and funding a 15-hour a week Office Assistant to assist VRC Specialist. This new position primarily works with volunteers in scheduling workshops, pairing veterans and volunteer tutors or mentors together and assisting student veterans in their application process for their benefits.

Another important goal for the VRC is to financially help our student veterans to go to college. For many of our veterans, GI Bill benefits do not sufficiently cover living and college expenses. Further, many veterans also wish to save their benefits for use during their enrollment at the more expensive four-year institutions. Together with the Foothill De Anza Foundation, the VRC has been able to fund raise almost \$100,000 in scholarships and book vouchers through grants and gifts from the Los Altos Town Crier Holiday Fund, San Jose Mercury Fund and other private donors.

Please review the equity data available to you on the students served in your program and their outcomes by ethnicity (including, for instructional programs, course success rates by ethnicity). If differences exist, what efforts have members of your program undertaken or discussed to address them? If your program has undertaken any initiatives or interventions

as a result of these efforts or discussions, please share what you have learned as a result of these initiatives.

We are working with institutional research to accurately count the number of veterans at Foothill. Currently there are multiple ways when a student may identify him/herself as a vet. A student may identify himself when he/she applies on CCCApply. Or they may identify themselves when they are certified for benefits. Others identify themselves when they apply for financial aid. We are working on the methodology so that we can accurately count and track veterans for this data set.

At this time, veterans are not tracked as part of the equity data. As mentioned previously, IR has not yet identified a methodology to track this data.

In conjunction with the Los Altos Rotary, VRC conducted an informal survey to better understand educational goals and job search needs of veterans at Foothill. The survey was conducted in person and via email. A total of 54 veterans participated in this survey.

The following findings were notable:

- 1) 73% of participants listed their educational goal as either “transfer to 4 year college with a degree” or “transfer to 4-year college without a degree”.
- 2) 12% of participants listed their educational goal as “obtain a 2 year AA or AS degree”.
- 3) 63% listed resume writing as an area where they need assistance.
- 4) 67% listed interviewing skills as an area where they need assistance.

In follow up meetings, VRC and the Veterans Committee in the Los Altos Rotary Club agreed to do the following:

- 1) VRC will refer students on a case by case basis to Rotarians.
- 2) The Rotarians will coach students in areas such as resume writing and interviewing.
- 3) The Rotarians will also reach out to their network of businesses to help place the student in a job or internship.

The goal is to be able to place 3-5 veterans in part-time or full time positions in a 12 month period.

Section 3: Outcomes Assessment Summary

- A) Attach 2013-2014 Course-Level** (for Instructional Programs Only) – Four Column Report for CL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.
- B) Attach 2013-2014 Program Level** – (for all programs) Four Column Report for PL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.

Section 4: Assessment and Reflection

Based on your assessment data and reflections, please respond to the following prompts.

- A) For instructional programs only, what curricular, pedagogical or other changes have you made as a result of your course level student learning outcomes (CL-SLO) assessments?**

- B) For instructional programs only, how has assessment of program-level student learning outcomes led to certificate/degree program improvements? Have you made any changes to your program based on the findings?**

For all programs: Instructional, Students Services, Administrative

C) How do the objectives and outcomes in your area relate to the program-level student learning outcomes and to the college mission?

Mission Statement: Foothill College offers educational excellence to diverse students seeking transfer, career preparation and enhancement, and basic skills mastery. We are committed to innovation, ongoing improvement, accessibility and serving our community.

Like the college, the VRC is committed to creating access to education for our veterans. As previously mentioned, our goals are (1) to provide one-stop shop services for veterans and (2) to provide financial relief for veterans while they attend college. Since the relocation of the VRC, students have found it much easier to access services such as counseling, which is key to their academic success.

D) What do members of your program do to ensure that meaningful dialogue takes place in both shaping and evaluating/assessing your program's student learning outcomes?

Both DRC and VRC meet weekly to assess and evaluate the program's student learning outcomes and to discuss student success issues.

Section 5: Program Goals

Please comment on progress you have made on program goals from prior program reviews.
Check the appropriate status box & provide explanation in the comment box.

Goal/Outcome (This is NOT a resource request)	Related to prior resource request (Y/N)	Status: Completed, In progress or Revised	Comment on Status
1. Find jobs and internships for veterans and connect veterans to the market place.	Yes	In progress	We are working closely with the Rotary to develop jobs and internships for our students. We are also exploring a partnership with internbound.com to enable students to post resumes for employers to view.
2. Provide scholarships for veterans	Yes	Continuing	We continue to offer \$10,000 worth of scholarships each year for Veterans
3. Provide book vouchers for veterans	Yes	Continuing	We continue to raise funds for book vouchers for veterans. Each quarter, we fund approximately \$200 per student veteran
4. Continue to provide certification and advising on VA benefits in a timely manner	Yes	Continuing	The certifying official's job is to ensure students get the right information about their VA benefits. This is a full time position. To be able to provide adequate programming such as orientations, or job development, and fund raising, an additional FTE is needed. The Los Altos Rotary has currently funded \$10k for a temporary position. This position has been filled.

Please list any new goals for your program you would like to undertake this year. The goals should be linked to the college mission and be driven by data (including student and program learning outcomes reflections).

Goal/Outcome (This is NOT a resource request)	How will this goal improve student success or respond to other key college initiatives?	How will progress toward this goal be measured?
1. Find correct methodology to track veterans retention and	Tracking and collecting data is key to understanding why students are succeeding or not.	1) Set up meetings with IR 2) Streamline data collection process in Banner, SARS and

success.	At this time, we do not have good quantitative data or a good way of tracking this population. This data will need to be reported in future equity reports.	Clockworks. 3) Run first set of data at the end of Spring 2015 for 14/15 academic year. 4) Report in next program review.

Section 6: Program Resources and Support

To be completed only if making a new resource request.

Using the tables below, summarize your program's unfunded resource requests. Refer to the Operations Planning Committee website: <http://foothill.edu/president/operations.php> for current guiding principles, rubrics and resource allocation information.

Full Time Faculty and/or Staff Positions

Position	Related Goal from Table in section 5 and how this resource request supports this goal.	Was position previously approved in last 3 years? (y/n)
Admin Assistant 2	<p>Continue to provide certification and advising on VA benefits in a timely manner.</p> <ul style="list-style-type: none"> With the program expanding, it is not always possible to call or respond to students within 24 hours or meet with students within the week. Students need to be advised on their benefits, the documentation they need and the types of classes they need so that they can access their benefits. <p>This Admin Assistant 2 primarily works with students to file paperwork with the VA and with the college to ensure the use of GI benefits. This person serves as the primary certifying official for the college.</p>	No
VRC Program Coordinator	<p>This position oversees the day-to-day operations of the VRC and is in charge of programs and services provided by the VRC such as equipment loan, scholarships and book vouchers, orientations, counseling and other resource referrals. He/she reaches out to the community to agencies such as the Los Altos Rotary, Blue Star Moms, NASA AMES for outreach and fundraising purposes. The program coordinator tracks data such as</p>	No

	success and retention rates of veterans at Foothill College. The program coordinator also serves as the certifying official whenever necessary. This is a new position.	

Unbudgeted Reassigned Time (calculate by % reassign time x salary/benefits of FT)

Indicate duties covered by requested reassign time:

Responsibility	Related Goal from Table in section 5 and how this resource request supports this goal.		% Time

One Time B Budget Augmentation

Description	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.

Ongoing B Budget Augmentation

Description	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.

Facilities and Equipment

Facilities/Equipment Description	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.

Section 7: Program Review Summary

Address the concerns or recommendations that were made in prior program review cycles, including any feedback from Dean/VP, Program Review Committee, etc.

VRC is grateful for, and would like to acknowledge the support of the President's Cabinet including Judy Miner and Denise Swett.

a. After reviewing the data, what would you like to highlight about your program?

The VRC's relocation to the Student Resource Center was a much celebrated affair. We hosted a Open House this Fall with over 100 guests and donors who were excited about the new facilities. The center serves as a thriving hub for veterans to gather, enjoy comradeship and take care of student and VA affairs all in one place. The growth potential of the center is tremendous. While we were initially limited b space, the center is now large and spacious enough to start developing formal programs to improve the success of our student veterans.

Section 8: Deans Feedback and Follow Up

This section is for the Dean to provide feedback.

A) Strengths and successes of the program as evidenced by the data and analysis:

This program is a high visible program with a lot of interest from the public and community members. The center is currently staffed by one FTE who is the certifying official, several VA work study students and one TEA who works 20-30 hours a week. The center thrives as a "home away from home" for the vets while they are on campus and the community has stepped in with funding for books and scholarships.

B) Areas of concern, if any

C) Recommendations for improvement:

We are looking at a retirement by our Veterans Programs Specialist sometime in 2015. Currently, only 2 others are trained to certify students for VA benefits (which is the bare requirement for someone in this position). Both these staff members are FT staff in other departments (DRC and Admissions & Records). They both cover the duties of the Veterans Program Specialist when she goes on vacation or is out sick. This is not an ideal situation. The center needs more than just one FTE (who are both trained to certify students for VA benefits) to operate given the numerous needs of our students. The center needs a program coordinator

and an administrative assistant to sufficiently cover all the programming and administrative needs of the center.

D) Recommended next steps:

- ☐ Proceed as planned on program review schedule
- ☐ Comprehensive Program Review (Out of cycle) Recommended
- ☐ Remediation Plan Recommended

Upon completion of section 8, the Program Review should be returned to department faculty and staff for review, and then submitted to the Office of Instruction and Institutional Research for public posting. See timeline on Program Review Cover Sheet.

Unit Assessment Report - Four Column

Foothill College

SA - Veteran's Resource Center

Mission Statement: The Veteran's Resource Center will provide veterans the essential components in assessment and screening, general academic support services, peer counseling, culturally relevant support programs, outreach, student clubs, wellness or access to training in assistive computer technology.

Primary Core Mission: Basic Skills

Secondary Core Mission: Transfer

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
SA - Veteran's Resource Center - Counseling - Faculty counselors will counsel at the center a minimum of 2 hours per week. Year(s) to be Assessed: End of Quarter SA-SLO Status: Active	Assessment Method: Create a baseline for number of student drop-ins for counseling services at the VRC Assessment Method Type: Data Target: Meet with at least 3 student vets per week during drop-ins	12/12/2014 - Counselors met this target. We had one counselor at the VRC for 2 hours per week in Fall and Winter, and 3 hours a week in Spring. Drop-ins varied. There were days when there were no students, and other days where the counselor saw more than 5 students during the hour she was there. As a result of this experience, the counselors have decided to schedule an all day "drop in" day on Fridays so that veterans can have better access. Students can plan on dropping in anytime on Fridays rather than just the scheduled hour. Currently, DRC and VRC share counselors. Veterans can also go to general counseling. However, given the new location of DRC and VRC, it makes sense for students to work with the counselors located and housed in the Student Resource Center, rather than sending them to a different building. The result is that our counselors are very much stretched to the maximum. There is a 3 week wait for a 1-hour appointment at minimum. To reduce the wait time, we are requesting a 50% time counselor for the veterans. Result: Target Met Year This Assessment Occurred: 2013-2014 Resource Request: Additional 50% time counselor for veterans	

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
<p>SA - Veteran's Resource Center - Learning Profile - Students designated as veterans are encouraged to take a learning skills inventory.</p> <p>Year(s) to be Assessed: End of Quarter</p> <p>SA-SLO Status: Active</p>	<p>Assessment Method: Count the number of veteran students who seek to attend the workshop given by veteran counselors.</p> <p>Assessment Method Type: Data</p> <p>Target: Promote and increase the number of veteran students seeking out the services year to year.</p>		
<p>SA - Veteran's Resource Center - VRC. Smart Pen - Veteran student with attention and processing issues who seek out skill workshop on using smart pens will demonstrate increased comprehension.</p> <p>Year(s) to be Assessed: End of Quarter</p> <p>Start Date: 09/17/2012</p> <p>End Date: 07/31/2013</p> <p>SA-SLO Status: Active</p>	<p>Assessment Method: Count how many veteran students come to the workshop requesting smart pens.</p> <p>Assessment Method Type: Data</p> <p>Target: Create a baseline to measure utility of the smart pen technology as it applies to Veteran Students.</p>		