

BASIC PROGRAM INFORMATION

Program Review is about documenting the discussions and plans you have for improving student success in your program and sharing that information with the college community. It is also about linking your plans to decisions about resource allocations. With that in mind, please answer the following questions.

Program/Department Name: Veterans Resource Center

Division Name: Student Services

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

Name	Department	Position
San Lu	DRC/VRC	Interim Dean
Mimi Rea	VRC	VRC Counselor
LeeAnn Emanuel	DRC	Counselor
Janet Weber	DRC	Counselor
Carmela Xuereb	VRC	Veterans' Resource Specialist

Number of Full Time Faculty:

0

Number of Part Time Faculty:

1

Please list all existing Classified positions: *Example: Administrative Assistant I*

Veterans' Resource Specialist

SECTION 1: PROGRAM REFLECTION

1A. Program Update: Based on the program review [data](#), please tell us how your program did last year. We are particularly interested in your proudest moments or achievements related to student success and outcomes.

As was stated in last year's program review, the mission of the VRC is to offer veterans a chance to adapt their military skills to civilian life, while learning skills, obtaining an associate degree and/or completing transfer requirements for Universities. The VRC especially wants to provide a supportive environment so that veteran students can successfully complete classes that are necessary for their academic/career goals. The VRC continues to provide academic counseling, peer support, mentoring, presentations, panel discussions, and a computer room with internet access and printing privileges. These well deserved perks and programs are not only meant to provide easier access to supplemental supportive services, but to also increase veteran community building, where veteran student peers as well as veteran alumni can help others maneuver through bureaucratic systems in both education and with the VA to meet their academic/career goals.

The Veterans Resource Center has had a successful year in terms of affiliated students being relatively successful in courses. Even more specifically, underrepresented veteran students were slightly more successful in terms of course completion in comparison to last year. Less veteran students from non-targeted groups withdrew from classes in comparison to last year. Underrepresented veteran course withdrawal rates remained the same from last year. Female veteran students course success rates remained the same, while their non-success rates decreased and the percentage of withdrawals from classes remained the same. With the changes in management, the implementation of a new tracking system, the VRC sees these consistent percentages as a success.

Reasons for this success can be attributed to a dedicated part-time counselor who provided drop-in counseling sessions, which seems to be the preferred method for veterans, when trying to access academic counseling. One of the VRC SAO's is to have a dedicated VRC counselor for at least 2 hours per week. We currently have a VRC counselor with a DRC background, who can provide counseling for veterans with disabilities. Having a DRC Counselor provides more effective support. Also, the partnering with DRC and the physical sharing of the 5400 Building has allowed veterans to easily access accommodations, assistive technology and DRC staff, in order to support a more equitable learning process, for those with disabilities.

Assistive technology is being utilized by veteran students through the DRC and VRC. In 2014-2015, 11 veterans successfully completed the ALCA 201 Computer Access Evaluation course. Veterans taking the ALCA course are required to demonstrate the technology and how it is used to other veterans. They become the technology representatives for the Veterans Resource Center, which helps encourage other veterans to use assistive technology. Six veterans took advantage of the laptop loan program and 20 veterans borrowed smart pens.

Another achievement is the partnership that has developed between the VRC and the Los Altos Rotary Club. This continues to support Foothill veteran students in providing mentorship and fundraising for scholarship, assistive technology, and the anticipated Plaza, which will be located right outside the Veterans Resource Center. It will include tables, where our veterans and students can congregate and host events. It will also have an accessible garden, where veterans and the community can come together. Veterans thrive in settings that provide relationship building and camaraderie. This project will begin in 2016.

1B. Program Improvement: What areas or activities are you working on this year to improve your program? Please respond to any feedback from the supervising administrator from last year's program review.

Tracking and collecting data is key to understanding why students are succeeding or not. In previous years the VRC obtained data from sign-in sheets, filing records with the VA or from various data collection systems such as SARS and Banner. The new Clockwork system installed this year will streamline the data collection process. However, we are still figuring how to utilize ClockWork to capture retention data, which was a goal from last year. Looking at disqualification and graduation rates through Banner during a 3 year comprehensive review might provide additional insight into actual retention rates. This process is under review by the VRC.

One aspect of retention is course completion rates, which we get through Banner. The college wide goal was to increase course completion rates for targeted student by 3 percentage points. Although Foothill's VRC course completion rates did increase for targeted populations, it was only by 1 percentage point. We are planning to provide additional veteran tutoring support to increase these rates, as noted in the goals section.

The Veteran's Resource Center is anticipating both a potential retirement of the Veterans' Resource Specialist and an increase of veterans needing supportive services in the local area due to the expansion of the Palo Alto VA. With these changes, and from the Dean's feedback from last year, it will be necessary to have 2 people to staff the Veterans Resource Center: 1) A Program Coordinator, who can certify veterans, provide outreach to the VA and other potential funding resources, as well as manage the Center and its activities. 2) An Administrative Assistant, who can also certify veterans, manages the programming, and the administrative needs of the Center.

One area that the VRC is planning to incorporate on a more regular basis is updating the VRC SAO's. VRC did not address the active SAO on encouraging veterans to take a learning skills inventory. This was an old SAO that was never deactivated in the system.

1C. Measures of Success: What data or information will you use to measure your success (e.g. student success rates, changes in student or program learning outcomes)?

In the future, the VRC will continue to use the data we get from Institutional Research in terms of veteran enrollment, class success/non-success, class withdrawal for targeted and non-targeted groups, and gender course success differences. Other ways to measure success will include newly developed SAO's that will focus on Enrollment and Retention, especially around targeted students, utilizing data from Banner, Clockwork, focus groups, and surveys to respond to newly developed SAO's.

1D. EMP Goal: The 2015-2020 Educational Master Plan (EMP) includes the following goal:

"Create a culture of equity that promotes student success, particularly for underserved students."

Based on the program review [data](#), tell us some of the things your program will be doing this year to support this goal. You will be asked to report on any accomplishments on your next comprehensive program review.

In support of the EMP goal of creating a culture of equity, the VRC serves as a thriving hub for veterans to access the special support services they need for equitable learning to be successful in their academic and career goals. In order to continue to provide a supportive environment to promote student success our goals include incorporating the adjacent space, next to the VRC, with the addition of a door to access classroom space for workshops, special events, networking, peer support, mentoring, tutoring or studying. This would ease congestion in the current space so that a more comfortable atmosphere can be provided for camaraderie and wellness in addition to support with academics and VA affairs. VRC continues to support the workforce needs of our veteran students through partnering with the Rotary Club of Los Altos to provide fundraising, networking and career opportunities. Members of the Rotary Club will continue to mentor and provide talks about various careers on a regular basis. Also our goals include continuing to help veterans adjust to civilian life and adapt to life on a college campus by partnering with the DRC to provide a "one-stop shop" experience for our student veterans. Students have found it much easier to access services such as counseling (which is key to their academic success) which has been provided through partnering with the DRC. VRC is also providing a stand-alone, part-time Veteran's Counselor, located in the VRC for Drop-In appointments. Other goals include providing financial relief for Foothill veteran students while they attend college and offering individualized tutoring services for veterans who need more individualized support in classes. Ideally these tutors would be recruited from students, instructors, or alumni, who are also veterans. This also might help increase percentage points for our targeted veteran students. The VRC will continue to partner with the Rotary Club to raise funds for scholarships and book vouchers. In addition the Rotary has raised funds to expand access to the center by providing a courtyard and paved outdoor area adjoining the center, which will break ground next year. This outdoor area will greatly help expand the center which continues to grow and so that we can continue to provide a welcoming environment for our vets to seek support. Between the added direct services, such as counseling in the VRC and the community partnerships, such as the fundraising that is being done in tandem with the Rotary, Foothill College veteran students are receiving much needed academic and financial support. Since successful course completion rates for underrepresented veteran students went up this year, these relationships and services are seen as part of the positive cause and effect.

SECTION 2: PROGRAM OBJECTIVES & RESOURCE REQUESTS**2A. New Program Objectives:** Please list any new objectives (do not list your resource requests).

Program Objective	Implementation Timeline	Progress Measures
<i>Example: Offer 2 New Courses to Meet Demand</i>	<i>Winter 2016 Term</i>	<i>Course Enrollment</i>
Offer tutoring services to help increase course success rates	<ol style="list-style-type: none"> 1. Check into funding options for tutoring positions, specifically to support veterans 2. Include the offering of stipends for individualized tutoring for those students that self identify as needing that type of support. 2. Recruit tutors from math department, non-profit organizations, and veteran students/ instructors/ alumni 	<ol style="list-style-type: none"> 1. Number of veterans that need tutoring as determined through counseling and certification contacts 2. Number of veterans that receive tutoring 3. Survey veterans on how tutoring supported their course success. 3. Assess future needs for tutoring
Access adjacent space to expand upon the physical size of the VRC	<ol style="list-style-type: none"> 1. Check into funding options 2. Assess the requirements for accessing the adjacent space 3. Send for approval 4. Set up project timeline 	<ol style="list-style-type: none"> 1. Number of veterans using the adjacent space 2. Number of workshops and events held in the new space
Hire Admin Assistant position to ensure that veterans are certified, support is provided for applications and using ClockWork, VA administrative paperwork is filed on time in order to use GI benefits and assistance with events, such as fundraisers, is provided	<ol style="list-style-type: none"> 1. Based on potential retirement of current Coordinator 2. Assess the level of personnel needed for this position 3. Create job description 4. Send for approval from PARC 5. Set up hiring committee 	<ol style="list-style-type: none"> 1. Number of veterans certified 2. Survey veterans on support provided by administrative assistant
Hire VRC Program Coordinator to oversee the daily operations, track and analyze data on veteran success rates, supervise student workers and provide outreach and event planning.	<ol style="list-style-type: none"> 1. Based on potential retirement of current Coordinator 2. Assess the level of personnel needed for this position 3. Create Job Description 4. Send for approval from PARC 5. Set up hiring committee 	<ol style="list-style-type: none"> 1. Growth of Veteran Resource Center and number of veterans utilizing the center 2. Number of outreach events and activities.

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2B. Resource Requests: Using the table below, summarize your program's unfunded resource requests. Refer to the Operations Planning Committee (OPC) [website](#) for current guiding principles, rubrics and resource allocation information.

Resource Request	\$	Program Objective (Section 2A)	Type of Resource Request			
			Full-Time Faculty/Staff Position	One-Time B-Budget Augmentation	Ongoing B-Budget Augmentation	Facilities and Equipment
Offer tutoring services for veteran students		Offer tutoring to help increase course success rates	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Facilities expansion		Access adjacent space to expand upon the physical size of the VRC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Admin Assistant		Hire Admin Assistant position to ensure that Veterans are certified and VA paperwork is filed in order to use GI benefits.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VRC Program Coordinaor		Hire VRC Program Coordinator to oversee the daily operations, track and analyze data on veteran success rates, as well as provide outreach.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2C. Unbudgeted Reassigned Time: Please list and provide rationale for requested reassign time.

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SECTION 3: FEEDBACK AND FOLLOW-UP

This section is for the Dean/Supervising Administrator to provide feedback.

3A. Strengths and successes of the program as evidenced by the data and analysis:

We have had much success this year since moving into the newly renovated Student Resource Center. The Veterans are now able to incorporate direct counseling, assistive technology, equipment loan programs, and utilize their accommodations with less barriers. With increased financial interest and Veteran support from our community organizations and Foothill College we hope to expand the programs, services, and physical space of the Veteran Resource Center.

3B. Areas of concern, if any:

One area of concern is the pending retirement of our Certifying Veteran Official, but with adequate notice and training we hope this process will be seamless and not effect Veteran services and programs.

3C. Recommendations for improvement:

I also recommend the need for additional personnel or reclassification of duties for the developing programs, existing services, and the continued coordination of information for our Veterans.

3D. Recommended Next Steps:

- ☒ Proceed as Planned on Program Review Schedule
☐ Further Review / Out-of-Cycle In-Depth Review

This section is for the Vice President/President to provide feedback.

3E. Strengths and successes of the program as evidenced by the data and analysis:

Considering the small space and single staff person to serve veterans, the program continues to do an outstanding job engaging and serving student veterans.

3F. Areas of concern, if any:

The current Veteran's space is too small to serve the growing population of Veterans coming into the Center. There is a significant need for additional; space to accommodate the participation.

3G. Recommendations for improvement:

Add an additional classroom to the current Veterans Center space.

3H. Recommended Next Steps:

- ☒ Proceed as Planned on Program Review Schedule
☐ Further Review / Out-of-Cycle In-Depth Review

Upon completion of Section 3, the Program Review document should be returned to department faculty/staff for review, then submitted to the Office of Instruction and Institutional Research for public posting. Please refer to the Program Review timeline.

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 - VA Ed Plan - Students will create a VA Education Plan updated annually Year(s) to be Assessed: End of Quarter Start Date: 09/05/2011 End Date: 06/15/2012 SA-SLO Status: Inactive			
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 Academic Year Start Date: 09/22/2014 End Date: 06/26/2015 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	12/14/2015 - DRC/VRC have been going through changes in management and coordination. SAO's have not been a priority. However, Counselors have seen over 3 student veterans during drop-in per week on average for the 2014-15 school year. Result: Target Met Year This Assessment Occurred: 2014-2015	
SA - Veteran's Resource Center - Learning Profile - Students designated as veterans are encouraged to take a learning skills inventory. Year(s) to be Assessed: End of Quarter	Assessment Method: Count the number of veteran students who seek to attend the workshop given by veteran counselors. Assessment Method Type: Data Target:		

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
SA-SLO Status: Active	Promote and increase the number of veteran students seeking out the services year to year.		
SA - Veteran's Resource Center - Veterans Successful Skills - A student who uses the Veterans Resource Center (VRC) is more likely to demonstrate successful college skills.	Assessment Method: Survey students who attend Financial Aid workshop. Assessment Method Type: Survey		
SA-SLO Status: Inactive	Assessment Method: Survey students who learn about services with DSPS Assessment Method Type: Survey		
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. Year(s) to be Assessed: End of Quarter Start Date: 09/17/2012 End Date: 07/31/2013 SA-SLO Status: Active	Assessment Method: Count how many veteran students come to the workshop requesting smart pens. Assessment Method Type: Data Target: Create a baseline to measure utility of the smart pen technology as it applies to Veteran Students.		