



Program Review All Fields

Student Services - Veteran's Resource Center - 2023 - 2024

Main

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Overview

Academic Year 2023 - 2024

Originator Cisneros, Carina

Division Non-Instructional Admin Units

Department Student Services

Program Veteran's Resource Center

Program Type Student Services

Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Contributor

- Guerrero, Marisol
- Stuckey, Dewitt

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).

The Veterans Resource Center (VRC) at Gavilan College provides resources and services for student veterans. The center is committed to helping veterans manage the transition from military service to the college campus setting, while also assisting student veterans understand and successfully navigate the college environment to meet their educational goals. The VRC provides a warm and welcoming place for veterans to connect with one another, learn about available campus services, receive counseling services specific to veterans' academic needs and connect to the many veteran resources in the community. The VRC is designed to be a one-stop shop to support the unique needs of student veterans; staffed by one part-time Program Services Specialist who is the School Certifying Official (SCO) for student veteran educational benefits and one part-time designated Counselor who is familiar with student veteran

transition experience, benefits and resources. The VRC also provides space and advising to the student veterans club and participates in outreach activities in community events.

On the PIPR website, locate and review your previous program plan and subsequent annual updates. After studying, please list

Response and follow-up to previous program reviews

1. **In 2020 the Veteran Resource Center set a goal to increase the number of community partnerships and awareness of student veteran needs and services. The plan to address the concerns of student-veterans attending Gavilan College was successfully completed and continues to improve. Since the goal was set in 2020 the Veteran Resource Center has partnered with the Gilroy Veterans of Affairs to assist student-veterans with the ability to connect with their comrades as they transition into civilian world. The Veteran Resource Center has also connected with the Palo Alto Veterans Affairs to provide resources and training opportunities to faculty. Lastly, the Veteran Resource Center has also connected with Operation Freedom Paws to assist student-veterans with a service connected disability that may benefit from the use of a service animal.**
- 2.
- 3.
- 4.

Have the services or courses of your program changed over the past three years? Please explain (300 words or less).

Over the past three years, there have been no changes in services provided by the Veteran Resource Center. The center continues to be staffed by one half-time (20%) VRC Counselor and one half time School Certifying Official that provide academic counseling services and assistance with processing GI Bill benefits for student-veterans and dependents. During COVID, the SCO was able to update all processes to eliminate paper by using Microsoft teams.

Student and Program Outcomes

College Goal for Student Achievement

The following questions refer to data regarding student achievement.

Success

The following questions refer to data regarding student achievement.

What are your set goals for course success? Do your individual course and department rates meet this goal?

Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?

Path: Tableau - Program Review/ Equity - D3. Course Rates by Unit

This section does not apply. The VRC does not offer courses, but we do help the college meet the goal of increasing the transfer rate by ensuring that VRC students maintain progress towards reaching their educational goals.

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

See Success and Retention dashboard in Tableau's Program Review section.

Fall 2020- Summer 2021 = 314 Certifications

Fall 2021- Summer 2022 = 205 Certifications

Fall 2022- Fall 2023 =164 Certifications

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).

Student-veterans who attend two consecutive semesters at Gavilan College and utilize academic support services increase their success rate of completing their educational goal. To address student retention rates for veterans, the Veterans Resource Center is committed to developing a new student-veteran orientation to help student-veterans understand academic resources and how to maximize their GI Bill benefits at Gavilan College. In addition, the center has improved its intake process when assisting student-veterans with the evaluation of official transcripts from previous institutions attended. Lastly, the Veteran Resource Center is seeking to hire four student-veteran work-studies to assist student veterans with general information and assist with peer-to-peer tutoring inside the Veteran Resource Center.

Equity

Equity

Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: LOCATE Success and Retention dashboard in Tableau's Program Review section. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Please find Equity information in Tableau's Success and Retention dashboard.

Contact your support team for any needed assistance in using Tableau.

According to data provided through California Community College Chancellors Office Gavilan College's student-veterans have a 95.06% Retention rate (Fall 2020-Fall 2022). However, the student success rate has been identified as an area to improve coming in at 73.90%. The data also revealed student-veterans have a higher success rate while participating in in-person classes compared to distance-learning education. Some of the factors that could be responsible for the low success rate in distance-learning education could be the result of student-veterans dealing with mental health challenges or lack of accountability to actively participate in course material.

Our Equal Employment Opportunity (EEO) Plan States

"Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination."

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.

The Veterans Resource Center (VRC) has continued to grow its partnerships with the Veterans Affairs Hospital to provide training opportunities to staff and faculty. The Veteran Resource Center has also partnered with the Remembering Our Fallon Memorial Exhibit (CA) to provide awareness of the veteran experience. Lastly, the Veterans Resource Center Counselor has attended trainings through the Veterans Affairs (VA) regarding veterans within the LGBTQ+ community to better understand struggles these students endure.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on creating opportunities for success of students who have historically been underserved? How do you plan to address EEO outcomes in your employee hires?

To continue to improve the student and employee equity gap the Veterans Resource Center (VRC) will continue to provide staff and faculty members with best practices and Veteran focused resources.

Learning and Area Outcome

Have you reviewed all of your Service Area Outcomes (SAOs) to ensure that they remain relevant for evaluating the performance of your area?

Are your SLOs, PLOs, SAOs, and ILOs mapped in CurriQunet?

No

Are your SLOs, PLOs or SAOs up-to-date in CurriQunet?

No

Have all of your SLOs, PLOs or SAOs been assessed in the last five years?

Yes

Have you reviewed all of your SLOs/SAOs to ensure that they remain relevant for evaluating the performance of your program?

Yes

If you answered no to any of the above questions, what is your plan to bring SLOs/PLOs/SAOs into compliance?

This is our second year of PIPR for the VRC. We established a baseline for our PLOs and SAOs in 17-18, however, since that time the Veteran Resource Center has not reviewed its PLO or SAO's effectiveness until now. In the future, the Veteran Resource Center plans to survey student-veterans to obtain more data.

Outcome Assessments

Review Outcomes data located in the Course and Program Reports for your area (path below).

After you have examined your results, reflect on the data you encountered.

Student Learning Outcomes (SLO) or Service Area Outcomes (SAO)

Review the SLOs or SAOs data located in CurriQunet. What is your department's acceptable achievement score goal for each outcome?

The primary goal of the (VRC) has been updated to assist student-veterans in completing their educational goals within their approved time to use GI Bill benefits. To ensure that all student-veterans maximize the opportunity to complete their AA/AS degree or a certificate program the (VRC) has also committed to improving the current prior credit process by providing new student- veterans with the information within their first semester.

Institutional Learning Outcomes (ILO)

How do your SLOs/SAOs support the college ILOs or how do your PLOs support the college ILOs? Be specific.

SAO 1) Student Veterans who use the VRC services will attain successful completion of educational goals within their approved timeline to use GI Bill benefits.

SAO 2) Student veterans will receive credit for prior learning and achieve expedited completion of their educational goal.

ILO A: Think Critically and Creatively and **ILO B:** Communicate Effectively

The Veterans Resource Center continues to be creative in their approach to providing their services and outreach activities and ensure that their student voices are heard.

Are you meeting your SLO/SAO success goals? What patterns stand out in your results? If your SLO/SAO results are lower than your goals, what are your plans to improve them?

The Veteran Resource Center will track all student-veterans completion rates beginning Fall 2024 to gather a baseline for the updated goals. At this time the Veteran Resource Center has not met its success goals.

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?**

Full Time Faculty

Part Time Faculty

Full Time Staff

Part Time Staff

Full Time Mgr/Admin

Part Time Mgr/Admin

2. **2020**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

314

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

3. **2021**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

205

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

4. **2022**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

164

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

Faculty Percentages

Percentage Full to Part Time Faculty

Year:2020

FT = 0%

PT = 100.00%

Year:2021

FT = 0%

PT = 100.00%

Year:2022

FT = 0%

PT = 100.00%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

the current structure of having a shared Counselor with AEC works well for Veterans to be able to easily connect with AEC services, if needed. However, our current Counselor is only able to provide 20% time on overload to serve Veterans. Previously, this Counselor was able to serve Veterans at 50/50 split with AEC and Veterans. If our Veterans and AEC student populations grow, this model will not be sustainable.

Additional Comments

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?

No

Program Productivity

Program Productivity Measurements

Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

- **2022 - 2023**

Total Number of student contacts

656

Total allocated budget

58621.000

Total spending

58621.000

Total cost per student (Student Contact/ Total Spending)

\$89.36

- **2021 - 2022**

Total Number of student contacts

820

Total allocated budget

58621.000

Total spending

58621.000

Total cost per student (Student Contact/ Total Spending)

\$71.48

- **2020 - 2021**

Total Number of student contacts

1256

Total allocated budget

58621.000

Total spending

58621.000

Total cost per student (Student Contact/ Total Spending)

\$46.67

Year and Student count

Evaluate your program costs. Are your costs in alignment with your budget? If not, what improvements can be made? Please explain any trends in spending, inconsistencies and unexpected results.

The CCC Chancellor's Office allocates \$58,621 on an annual basis to support the Veterans Resource Center. This funding covers the cost of a part-time staff who serves as the College's SCO and is in alignment with the requirements of Veterans centers. The cost of providing a dedicated Counselor to support Veterans is supported by SEA funding at a 20% overload/assignment. There is a request for \$85,000 to fully support the VRC with a full-time staff person.

It is best practice (and minimum standard) to have a full-time School Certifying Official. In lieu of not having a full-time employee for the VRC, the best practice is to identify a back-up SCO in A&R or Financial Aid. Identifying a back-up SCO has not yet happened and this poses a risk to the institution's ability to continue certifying student veterans.

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration, etc.) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?

Communication between the Veteran Resource Center (VRC), Admissions and Records (A&R), and Financial Aid have improved due to the new School Certifying Official coming from the Financial Aid department. There has also been improved communication between the SCO and the Business Office with student account being updated on a monthly schedule. Additional collaboration is needed for improving the credit for prior learning (CPL) experience for students.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan, changes in matriculation or articulation, student population, community and/ or labor market changes, EMSI data and etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?

The part-time School Certifying position within the Veteran Resource Center (VRC) poses a risk of high turnover as it is a non-benefit part-time position and the staff in the current position desires full-time employment. Re-hiring and re-training personnel for this position is a risk and a challenge for the institution as there is a steep learning curve with processing veteran certifications.

A required back-up SCO is a high need for the institution if we cannot fund a full-time employee for the VRC.

What are you discovering about instruction and/or services in a remote environment that you would want to maintain post-pandemic?

Since the pandemic the college's online systems have improved allowing students to receive adequate support remotely. Students are given the option to be assisted over the phone and through zoom. The Veteran Resource Center would like to continue providing online counseling and certification assistance.

What kinds of issues are exacerbated or emerging that are likely to remain, unless addressed?

Issues with curriculum requirements at Gavilan vs the South Bay Regional Academy - Police Academy and Fire Science -- AJ and Fire Science.

Prep classes that are not required at Gavilan, but they are required to complete South Bay Training requirements. The difference in program requirements have caused confusion and frustration for student-veterans and employees serving them.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?

No, the Veterans Resource Center (VRC) does not provide any training/mentoring for faculty directly at this time. However, the VRC has collaborated with the Professional Development Committee in the past to provide assistance in providing requested training opportunities for faculty members to become aware of veteran needs.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.

There remains a need for a fulltime VRC counseling position to return to its original intent as a 50/50 split between AEC and VRC. The current 20% overload is not sufficient to support student veterans. There is a high need for the Certifying Official position to be Full Time (half Certifying half Program Coordinator) to allow enough time to conduct community outreach and develop partnerships.

The VRC is requesting SEA funds to fully fund an SCO full-time to meet the required minimum standards of a VRC.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?

N/A

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?

In 2023, we received a clean audit report from the VA federal auditors who cited the need for Veteran student accounts to be updated regularly as soon as VA payments are made to the institution. This process is now working smoothly as the Business Office and the Veteran SCO meet on a monthly schedule to review and process payments.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.

To continue developing services provided by the Veteran Resource Center, I recommend hiring a full-time School Certifying Official/Program Coordinator to organize student activities and community events.

Goals

Three-Year Program Plan Goals

- Goal # 1: 100 % of student veterans using GI Bill benefits will obtain information regarding GI Bill benefits within their first semester of attending Gavilan College.**

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

SAO 1) Student Veterans who use the VRC services will attain successful completion of educational goals within their approved timeline to use GI Bill benefits.

Proposed Activity to Achieve Goal**

Student-Veteran Orientation

Responsible Party

The Veterans Counselor and School Certifying Official are the responsible parties in ensuring all new student-veterans receive accurate information regarding GI Bill benefits.

Fund amount requested. If a collaboration, what % required from each partner?

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

Fall 2024

How Will You Evaluate Whether You Achieved Your Goal

The above goal will be evaluated by the attendance of student-veterans and tracking their success within their first-year at Gavilan College using GI Bill benefits.

2. **Goal #2: 75 % of student-veterans will receive assistance evaluating official transcripts from previous institutions for credit applied towards their educational.**

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf)
and SAO Results

SAO 2) Student veterans will receive credit for prior learning and achieve expedited completion of their educational goal.

Proposed Activity to Achieve Goal**

All new student-veterans will attend student-veteran orientation that will provide required steps to receive prior learning credit for military and academic transcripts.

Responsible Party

The Veterans Counselor, Counseling Department and Admissions and Records are the responsible parties for the above goal.

Fund amount requested. If a collaboration, what % required from each partner?

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

Spring 2025

How Will You Evaluate Whether You Achieved Your Goal

The above goal will be evaluated by the completion rate of all new incoming student-veterans.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

The Veterans Resource Center (VRC) has yet to fully recover from the impact of the 2020 pandemic. During the pandemic, student-veterans who resided in various counties outside of Santa Clara County transferred to Gavilan College due to the GI Bill housing allowance rate being higher in Santa Clara County. This increased our student-veteran population while adjusting to providing services in an online environment. After the Veterans Affairs (VA) removed its pandemic measures, students were required to return to campus to receive full-time housing allowance status, which caused those who transferred in to return to their home schools. The loss of those student-veterans resulted in certification rates dropping from 2020-2021 to 2021-2022 by 109 certified students.

As of January, 2024 the Chancellor's Office released new minimum standards for Veterans Resource Centers. These standards clarify the need for Gavilan to have a full-time school certifying official (SCO) due to the number of veterans certifications completed annually. It is the goal of the VRC to work towards achieving these minimum standards.

Attach Files

Attached File

ESLEI 24-09 Veterans Resource Center Minimum Standards (2).pdf
(/Form/Module/_DownloadFile/313/46547?fileId=336)