

Peralta Community College District

STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2013-2014

This presents the common elements to be addressed by each student services unit/area in its annual program update. Depending on College preferences, elements may be formatted or addressed slightly differently.

I. OVERVIEW

		Date Submitted:	11.20.13
College	College of Alameda	Administrator:	Amy H. Lee, Ed.D.
Unit/Area	Veterans		
Completed By:	La Shawn Brumfield & Amy H. Lee, Ed.D		
Mission/History and Description of Service Provided <i>Brief, one paragraph.</i>	The Veterans Affairs Program provides assistance to veterans and to eligible dependents of veterans in their pursuit of an education and in obtaining veterans' benefits. Services including counseling, tutorial assistance, outreach, recruitment, referral service for job placement, and financial assistance.		
Student Learning Outcomes (SLOs) <i>(or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)</i>	<p>SLO 1: Students will have a defined educational goal by the second semester of their enrollment (Measured by the number of updated EdPlans)</p> <p>SLO 2: Students will understand how to access their Educational Benefits (Measured by the number of students who are certified by the 4th week of school.)</p> <p>SLO 3: Students will be knowledgeable about campus resources. (Measured by student survey.)</p>		
SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)	<p>SLO 1 is mapped to College ILO# 5 Civic Responsibly</p> <p>SLO 2 is mapped to College ILO#1 & 2 Problem Solving and decision making & Technology and Communication.</p> <p>SLO 3 is mapped to College ILO # 1 Problem Solving and Decision Making.</p>		

II. ASSESSMENT, EVALUATION AND PLANNING

Quantitative Assessments																	
<p><i>Include service area data such as number of students served by your unit/area. Include data and recommendations from program review.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>SLO 1: 67 out of 67 Students will have a defined educational goal (Measured by the number of complete Ed Plans SLO 2: 57 out of 96 students were certified by the 4th week of school.</p> <p>Table 1. Breakdown of VA Certified Students</p> <table border="1"> <thead> <tr> <th>Semester</th> <th>Veterans</th> <th>Dependents</th> <th>Total Certified</th> </tr> </thead> <tbody> <tr> <td><i>Fall 2012</i></td> <td><i>44</i></td> <td><i>9</i></td> <td><i>54</i></td> </tr> <tr> <td><i>Spring 2013</i></td> <td><i>57</i></td> <td><i>10</i></td> <td><i>67</i></td> </tr> <tr> <td><i>Fall 2013</i></td> <td><i>74</i></td> <td><i>11</i></td> <td><i>96</i></td> </tr> </tbody> </table>	Semester	Veterans	Dependents	Total Certified	<i>Fall 2012</i>	<i>44</i>	<i>9</i>	<i>54</i>	<i>Spring 2013</i>	<i>57</i>	<i>10</i>	<i>67</i>	<i>Fall 2013</i>	<i>74</i>	<i>11</i>	<i>96</i>
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Qualitative Assessments	
<p><i>Present evidence of community need based on advisory committee input, student surveys, focus groups, etc.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>Both the Dean and the Staff Assistant/ Certifying Official have received regular feedback from students that they are satisfied with the quality and consistency of COA Veteran's Services.</p> <p>Veterans consistently seek La Shawn Brumfield to share their experience on campus and seek advice.</p> <p>The Dean and the Staff Assistant/ Certifying Official have helped Veterans establish a veteran student group so that student can come together and reduce the feeling of isolation on campus.</p> <p>In October, the Veteran's Student Group and the Office of Student Services co-hosted a student luncheon to introduce students to the concept of the Veteran's Resource Center. We had a strong turnout and level of engagement of students. They were particularly excited about having a space to congregate and be together. Student reaction validates staff's perception that Veteran students need a safe space on campus where they feel they have privacy and a sense of home.</p>

Identifying Strengths, Weaknesses, Opportunities, and Limitations

<p>Strengths <i>What are the STRENGTHS of your unit/area?</i></p>	<p>Staffing: We have a committed VA Certifying Official who is passionate about her work. She proactively connects veterans of resources within the college and the community such as scholarships, employment, and health services.</p>
<p>Weaknesses <i>What are the current WEAKNESSES of your unit/area?</i></p>	<p>Online Resources: The Veterans Website is undergoing revision to provide more information for enrolled and prospective students.</p> <p>Connecting students to other resources: Currently, Veterans who may benefit from DSPS or Mental Health Services on campus are referred out to these departments. While the Vet's office has good relationships with these departments, students may not follow through because they are unfamiliar with staff in these areas. We have introduced Veteran's to these services, but hope</p>

	that the Resource Center will serve as bridge to other campus resources for our Veterans.
Opportunities <i>What are the OPPORTUNITIES in your unit/area?</i>	Veterans Resource Center: The VRC will bring about more opportunities for the Veterans as we reach out to the community on a much broader base to provide the best partners the will benefit the Vets by way of scholarship, employment and health to name a few. Also, the VRC will assist in tutoring, application for benefits as well computer access. There will also be a full-time Counselor and Full-Time Staff Assistant.
Limitations <i>What are the current LIMITATIONS of your unit/area?</i>	In addition to space, there is limited staffing for Veterans' students. We are hopeful that staffing will be complete by Spring 2014.

Action Plan for Continuous Improvement

Please describe your plan for the continuous improvement of your unit/area.

The opening of the new Veterans Resource Center (VRC) which will provide more services and place for veterans to accomplish any business with the Veterans Administration Department as well as help and resources that are based at COA.

A survey: Staff will develop and administer a survey to Veteran's to evaluate the quality of services provided and provide a needs assessment. This survey, in addition to student focus groups, site visits to other VRCs, and collaboration with the Vet Student Group will help us develop programming for COA's VRC.

See also, next section: Additional Planned Activities

Additional Planned Educational Activities towards FTES, Student Success, Persistence, and Completion

Describe your unit/area's plan to meet district FTES target and address student success, persistence, and completion, especially for unprepared, underrepresented, and underserved students. (See Student Success Scorecard-<http://scorecard.cccco.edu/scorecard.aspx>)

<p>Meet District FTES Target for AY2013-2014 of 18,830</p>	<p>Students who are certified through the VA receive benefits such as assistance with tuition and fees and housing. Certifying students in an accurate and timely manner increases the likelihood that they will enroll and persist in school.</p> <p>In addition to supporting currently enrolled students, once on board, the Veteran's Counselor and Staff Assistant will outreach to the Alameda County VSO to promote enrollment at College of Alameda</p> <p>The COA Veteran's website is undergoing revisions to provide information for current and prospective Veteran Students. The website includes steps to enroll at COA and getting VA benefits started at the campus.</p>
<p>Increase Student Success</p>	<p>The Veteran's Counselor and Staff Assistant will coordinate services with the following:</p> <p>COA Resources</p> <ul style="list-style-type: none"> • Mental Health Services/ WRAP • Health Services • DSPS • LRC • Financial Aid • One Stop • Transfer Center <p>Other Resources</p> <ul style="list-style-type: none"> • Alameda County Veteran's Employment Center. • Alameda County Veteran's Services Office • Oakland Vet Center
<p>Increase Persistence <i>Percentage of degree and/or transfer-seeking students who enroll in the first three consecutive terms. This metric is considered a milestone or momentum point, research shows that students with sustained enrollment are more likely to succeed.</i></p>	<p>By Spring 2014, we project that COA will have a full-time Veteran's Counselor who will provide regular and consistent counseling services to our Veteran's population. This individual will also assist students in meeting requirements to maintain priority registration.</p>
<p>Increase College Completion <i>Percentage of degree and/or transfer-seeking students who complete a degree, certificate or transfer related outcomes.</i></p>	<p>See above. Additionally, the full-time Veteran's Counselor will conduct workshops related to college success such as study skills, note taking, stress management, and using online learning resources like Khan Academy. The Veteran's Staff Assistant will coordinate services with the Learning Resources Center and help Veteran's facilitate study groups in the Veteran's Resource Center.</p>

III. RESOURCE NEEDS

Human Resource/Personnel

Please describe any human resource/personnel needs for your unit/area.

Current Staffing Level:		Headcount	FTE Equiv.
	Faculty (Permanent)	0	0
	Faculty (PT/Adjunct)	1	0.3
	Classified Staff (Permanent)	1	0.5
	Classified Staff (Hourly)	0	0
	Students	1	.4
	ICC/Consultant/Other	0	0
<p>Narrative: <i>Describe the current staffing level in relation to the relative need for effective delivery of your unit/area's programs and services.</i></p> <p><i>Discuss any current position vacancies, the need for additional personnel, the need for permanent faculty/staff instead of adjunct/hourly personnel, etc.</i></p> <p><i>Describe implications of the current staffing level in your unit/area to overall service delivery.</i></p>	<p>We currently do not have a staff or faculty member whose time is solely devoted to serving are Veterans. We are in the process of hiring a permanent full-time VA Counselor and a full-time Staff Assistance.</p> <p>The Counseling area also serves at this time the Veterans Office so students workers for counseling are split to help serve veterans as well.</p> <p>The part-time counselor shares his time between Veteran and non-Veteran students.</p>		
<p>Human Resource/Personnel Requests <i>List your human resource/personnel requests in prioritized/ranked order.</i></p> <p><i>Human resource/personnel requests will go through the established College and District planning and budgeting process.</i></p>	<p>No additional requests at this time. We are waiting to for the 2 positions to post/ fill.</p>		

Facilities/Infrastructure

Please describe any facilities/infrastructure needs for your unit/area.

<p>Narrative: <i>Describe the current facilities/infrastructure of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of facilities/infrastructure in your unit/area to overall service delivery.</i></p>	<p>The Veterans area is shared with the counseling department which makes the area congested. As a result, certifying work is often interrupted by general counseling needs. A few Veteran students have also said that the open space makes it difficult for them to speak to La Shawn about issues/ concerns they are experiencing.</p>
<p>Facilities/Infrastructure Requests <i>List your facilities requests in prioritized/ranked order.</i></p> <p><i>Facilities requests will go through the established College and District planning and budgeting process.</i></p>	<p>Awaiting the Veterans Resource Center.</p>

Technology

Please describe any technology needs for your unit/area.

<p>Narrative: <i>Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of technology in your unit/area to overall service delivery.</i></p>	<p>Computers are needed for Veterans to get access to application for the process of benefits as well as to check on the status of application submitted, put in request for veterans form such as DD-214, as well as Change of program/school and Certificate of Eligibility.</p> <p>Computers in this area are very old, shutdown & restart often, very, very slow process time. The Staff Assistant would benefit greatly with a larger screen, keyboard, and mouse.</p>
<p>Technology Requests <i>List your technology requests in prioritized/ranked order.</i></p> <p><i>Technology requests will go through the established College and District planning and budgeting process.</i></p>	<ol style="list-style-type: none">1) 6 new computers2) 1New industrial(printer would print for 6 computers) printer3) 6 New keyboards and mouse4) Wide screen for staff assistant5) New mouse and keyboard for staff assistant6) Fax machine7) Scanner

IV. OTHER

Please feel free to provide any additional information about your unit/area below.

None