

Welcome to Program Review

College of Alameda - 2019

Veterans Services - Service Area or Special Program

Program Review

Program Overview

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.

The Veterans Affairs Office is primarily responsible for the processing of veterans educational benefits through the Department of Veterans Administration. The Veterans Affairs Office here at the College of Alameda provides on and off campus support service to veteran students that will enable them to make a smooth transition from military to college. Support service that are available to veterans are: certification of educational benefits, Counseling, Financial Aid, DSPS, Tutorial & Health & wellness, Admissions & Records as well as the Veterans Club which also provides a "community of support" among veteran student. Off campus referral support provides: Housing, Employment & Health. Through these supports service and referrals while here at the College of Alameda Veterans of all diverse back ground can receive a sound educational foundation.

Program Total Faculty and/or Staff

Full Time Part Time

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The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

Describe your current utilization of facilities, including labs and other space

The Veterans Resource Center provides service to veterans in the form of: counseling, advising, certification of benefits, resources such health, career, housing, veterans club meeting. The equipment that veterans utilize in the VRC are as follows: computers, printer, fax, TV, phones. These equipment items assist veterans with homework, studying, enrollment, research, job search, transfer applications, video conference (reach out to other veterans) VA claims and/or assistance.

Students Served

College Level - Program and Department comparison

By creating a professional relationship with support services such as Counseling, Financial Aid, DSPS, & Admission & Records & assessment. Veteran's benefits by having a comprehensive SEP and thorough understanding of their academic pathway & goals, financial support & understanding that will provide for their needs as a student in the form of tuition, books, supplies and transportation, services through DSPS provide for a note taker, special modification for desk, key boards & specialize software, through the support of A&R office

student will learn how to enroll into college add, drop, the process of repeating a course/s & priority enrollment. All of the support service mention halve an instrument effect on the success of veteran students successfully completing their educational goals and therefore hinder the veterans program of providing effective & qualitative support services.

Review and reflect your program's data using the Student Services Dashboard. Describe any significant changes and discuss what the changes mean to your program.

Our completion rate of 72% has maintained for the past 3 year which is the same as CoA overall completion rate. The VA retention rate at it's highest was in 18-19 at 86% in comparison to CoA overall retention rate of 79%,

Detail the completion rates for your program and comment upon it. Do performance gaps exist in the completion rates for disproportionately impacted students, including African-American, Hispanic/Latino, Filipinos/Pacific Islanders, Foster youth, Veterans, and students with disabilities or other groups not listed here? Note: groups whose completion rate is 3% or less than the College completion rate reflect a disproportionate impact.

African Americans 57%; Hispanics / Latino 78%; Filipinos / Pacific Islander 63%; The African American students are disproportionately impacted with completion rates far below expectation at 57% for the 2018-19 yr. Also, 55-64 age group who's course completion rate is 66%.

If differences exist, please detail the differences and describe the activities your program is making to address the differences. How will your program evaluate the effectiveness of these activities?

African Americans completion rate of 57%, Age Group of 55-64 has a 66% and Female Veterans have a completion rate of 61% while male veterans are at a 74% completion rate.

As it stands, In the VRC we offer Progress Reports (which helps us to see where the student may be struggling if at all), counseling and tutorial service. While there's no other services offered at this time, we will work towards identifying how we can better serve the populations mention above in particular.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

mprovement Actions	improvement Action		
Improvement Action			
Action Item	Description	To be completed By	Responsible Person
Customer Service	By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with events, orientation, workshops, community partners, class room presentations.		
Resource Request			
Personnel	Classified Staff		

Improvement Action

	Description/Justification	Estimated Annual Salary Costs		Estimated Annual Benefits Costs	
1 t	By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with events, orientation, workshops, community partners, class room presentations.	2545920		1775	
Total Costs					
2547695					
Assessment - Service Area					
List your Service Area outcomes or attach an applicable re	port				
How does your department, program, or unit ensure that stud of learning or service area outcomes?	ents are aware If you chose other, please provide mo	ore information			
Post on department bulletin board					
Where are the service area and/or program level outcomes pu Program or Service Area Website		If you chose website, please specify URL http://alameda.peralta.edu/veterans-services/			
	If you chose other, please provide mo	ore information			
Briefly describe at least three of the most significant chang and/or service area assessment results. Please state the se			e years as a response t	to analysis and discussion of program level outcomes	
Student workers					
	2016 - 17	2017 - 18	2018 - 19		
Math Tutors					
	2016 - 17	2017 - 18	2018 - 19		
Orientation					
Onemation	2016 - 17	2017 - 18	2018 - 19		

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

Outreach-To communicate with outside organizations in the form of outreach to build partnerships where their services will be extended to veterans on campus. In reach- class room presentations to re reach veteran students and/or dependents on campus

Recruiting

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What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing you	Jui Jei vice alea outcomes:

Students services Council- shares updates and news.

Veterans Summit

Regional Meetings

Counseling Meetings

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

The overall outcome has demonstrated that the students are satisfied with the services they are provided via VRC. As well as, awareness of campus resource and services that are utilize as needed. The survey further identifies that the program unit survey can expand to include other areas that affects students success.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

Certification- Each semester veterans returns for certification for upcoming semester.

② Counseling- Veterans are utilizing the counseling service on more frequent basis.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Choose your Action

Improvement Actions

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

- 2 Students services Council- shares updates and news.
- Veterans Summit
- Regional Meetings
- Counseling Meetings

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

VRC faculty/staff attends veteran related meetings/conferences. Also, creates partnerships and collaborates with other departments/community partners to host events, and create additional resources, as well as to make referrals as needed.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

The VRC currently does not have any adjunct faculty. However, the veteran counselor informs and updates all faculty on VRC related pertinent items.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Choose your Action

Improvement Actions

Action Plan Summary and New Program Goals

Total Improvement Plans: 1 Total Resource Request: 1

Review, add or modify the following actions plans that were entered in each section. Then review the Program Goals that were marked as in progress. Determine if you would like to keep the in progress goals and draft new 3-year goals for your department or program. The action plan items should support your new program goals. Align your program goals to the college strategic goals and District Strategic Goals.

Section / Head Description

Student Services & Special Programs

Students Served

Customer Service By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with

events, orientation, workshops, community partners, class room presentations.

Completed Date

Annual Progress Update Date

Engagement

New and Continuing Goals

Discipline, Department or Program Goal

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To hire temporary staff to assist in the VRC until a permanent part time staff position is open that could assist with office duties, students and recruitment.

College Goal

Increase community and educational partnerships

PCCD Goal

Engage and Leverage Partners

Resource Request Summary

Total Cost: \$2547695 Total Resource Request: 1

Engagement Personnel

No Resources found for this category

Professional Development

No Resources found for this category

Technology and Equipment

No Resources found for this category

Supplies

No Resources found for this category

Facilities

No Resources found for this category

No Resources found for this category

Other

No Resources found for this category

Student Services & Special Programs

Personnel

% Time Type 50

Classified Staff

Professional Development

No Resources found for this category

Technology and Equipment

No Resources found for this category

No Resources found for this category

Facilities

No Resources found for this category

No Resources found for this category

Other

No Resources found for this category

Description/Justification

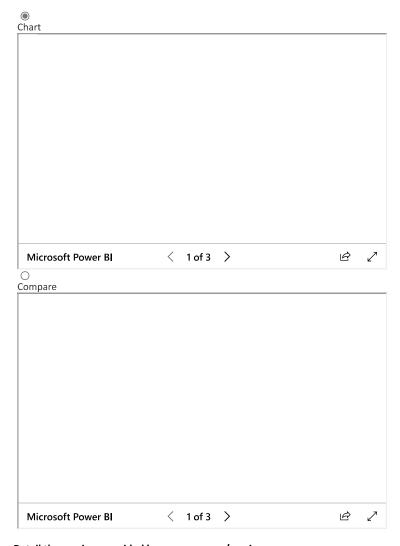
By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with events, orientation, workshops, community partners, class room presentations.

Sub-Total: \$2547695

Estimated Annual Salary Costs 2545920

Estimated Annual Benefits Costs 1775

Total Costs 2547695



Detail the services provided by your program/service area.

The Veterans Resource Center provides service to veterans in the form of: counseling, advising, certification of benefits, referrals to on/off campus resources such health, career, housing and veterans club meeting.

Reflect on collaboration and engagement with other programs/service areas that have contributed towards student success and meeting program goals