



College of Alameda

2020-21 Annual Program Update – Student Services

Program Overview

Please provide your program’s mission statement.

The Veterans Services Program provides assistance to veterans and 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

List your program staff including full-time and part-time faculty, classified staff, and other categories of employment.

1 Counselor / Instructor
 1 Coordinator
 1 Work study student

List your program goals from your most recent Program Review or APU.

Then, provide an update on the status of the goal. Has your program achieved the goal? Have any of your goals been revised or any still in progress? Lastly, make sure to discuss which College or District goal your program goal aligns to.

If no program goals exist or if this is your first program review, work to create 2-3 goals and align them with a College or District goal.

Program Goal	Students will have a defined educational goal by the second semester of their enrollment.
Status: In-Progress or Complete?	In- Progress
Which college or district goal is aligned with your program goal?	ILO Civic Responsibility)

Program Goal	Students will understand how to access their Educational Benefits.
Status: In-Progress or Complete?	Complete
Which college or district goal is aligned with your program goal?	ILO Problem Solving and Decision Making; Technology and Communication.)

Program Goal	Students will be knowledgeable about campus resources
Status: In-Progress or Complete?	Complege
Which college or district goal is aligned with your program goal?	ILO Problem Solving and Decision Making)

List the essential functions of your department, program or unit and provide a description of how the unit aligns with the college mission.

Function - Alignment w/ College Mission

Counseling - Counseling provides healthy dialogue between student and counselor, which produces an education plan that will guide the student to accomplishing their educational goal.

Certify - By certifying veterans & dependents enrollment, this action provides monies to student that cover the bare and educational necessities for students to complete their program/degree.

Resources & Referrals - The services provided by the VRC empowers student by providing educational necessities and assist in the students maintaining their mental & physical well-being

Program Update

Using the dashboards, review and reflect upon the data for your program.

[Course Completion and Retention Rates – Student Services Dashboard](#)

Academic Year	Gender	Headcount	Census Enrollment	Completion*	Retention*
2019-2020	F	6155	14487	79.7%	87.9%
2019-2020	M	4337	11190	76.9%	86.8%
2019-2020	X	271	559	79.0%	86.3%
Total		10763	26236	78.5%	87.4%

Academic Year	Age	Headcount	Census Enrollment	Completion*	Retention*
2019-2020	16-18	1311	3084	81.7%	90.7%
2019-2020	19-24	4702	12669	76.3%	86.5%
2019-2020	25-29	1695	3541	77.7%	86.7%
2019-2020	30-34	1029	2184	79.9%	86.6%
2019-2020	35-54	1615	3506	80.9%	87.9%
2019-2020	55-64	277	626	85.6%	91.5%
2019-2020	65 & Above	150	304	85.7%	92.9%
2019-2020	Under 16	247	322	83.4%	88.9%

Academic Year	Ethnicity	Headcount	Census Enrollment	Completion*	Retention*
2019-2020	American Indian	17	34	79.3%	93.1%
2019-2020	Asian	3160	8410	86.5%	91.8%
2019-2020	Black / African American	1810	4366	69.9%	82.7%
2019-2020	Hispanic / Latino	2997	6878	73.5%	85.8%
2019-2020	Pacific Islander	52	155	72.7%	84.4%
2019-2020	Two or More	611	1531	74.0%	84.5%
2019-2020	Unknown / NR	529	1100	74.4%	83.2%
2019-2020	White	1587	3762	81.6%	88.0%

*completion and retention rates excluded EW and MW grades for 2019-20

Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students by using filters to disaggregate the data. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points to support your reflection.

Note, if your program or service area is not reflected on the district's Student Services dashboard, please contact dbenavides@peralta.edu for program data.

A large portion of our enrollment were Veterans and Dependent that enrolled in residential courses. Due to the Covid-19 pandemic (march 2020) along with the change in modality and the already pre-existing on-going conditions veterans & dependent were faced with day by day., by getting out attending school, socializing with their peers, utilizing services we provided such as :tutorial assistance, Mental health and wellness dept, the one on counseling services to name a few, all assisted the veterans and dependents with their coping mechanism. when those one on one services were taken away, our students suffered and quickly began to drop all their courses. This is reflected by the rates below.

Among the Veterans Population

(Calculations based on Years 19/20 & 20/21 completion and retention rates)

The Completion Rate: has dropped from 57.8% to 55.8%. = 2 difference

Completion Rate without MW/EW: dropped from 70.7% to 55.8%. = 14.9 difference

The Retention Rate: has drastically dropped from 90.7% to 67.3%. = 23.4 difference

The Retention Rate without MW/EW went from 86.6% to 67.3%. = 19.3 difference

Describe your program's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. Which SLOs have been assessed within the past year?

SLO: Students will understand how to access their Educational Benefits as measured by the number of students who are certified by the 4th week of school.

If your program received funding outside of your base funding allocation, describe the outcomes and accomplishments.

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
	The State Chancellor Office 2018 VRC Grant.	\$100,000.00	<ul style="list-style-type: none"> ▪ Counseling services ▪ computer refresh ▪ furniture ▪ lap tops ▪ survival packs ▪ backpacks ▪ book loan prog. (refresh)

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	Clerical Staff- A dedicated clerical person to work the front counter that will: Greet, provide assistance, answer phone, sched. appts, data entry, filing, assist personnel, etc.	\$6000.00	\$500.00	\$6,500.00
Personnel: Student Worker				
Personnel: Part Time Faculty				
Personnel: Full Time Faculty				

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed		
Professional Development: Personal/Individual PD needed		

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies		
Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	3 mac laptops - for students who are more familiar with the mac operating system and interface, so that we are not hindering or creating a learning curve or barrier for our students.	\$1000.00
Technology & Equipment: Replacement		

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms		
Facilities: Offices		
Facilities: Labs		
Facilities: Other		

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials		
Library: Library collections		

Resource Category	Description/Justification	Total Estimated Cost
OTHER		