PROGRAM REVIEW Fall 2018

Program: Veterans First Program
Division: Enrollment Services
Date: 10/22/2018
Writer(s): Todd Steffan
SLO/SAO Point-Person: Todd Steffan

Audience: Deans, Vice Presidents of Student Services and Academic Services, All Planning and Allocation Committees. This document will be available to the public.

Uses: This Program Review will be used to inform the campus and community about your program. It will also be used in the processes of creating Division Summaries, determining College Planning Priorities and allocating resources. A final use is to document fulfillment of accreditation requirements.

Time Frame: This Program Review should reflect on program status during the 2017-18 academic year. It should describe plans starting now and continuing through 2018-19. This document also provides the opportunity to describe more long-term plans (optional).

Sections: The first section of this Program Review focuses on general program reflection and planning. The second section has specific questions to be filled out by all programs this year. The third section is an SLO/SAO update. The fourth section is a review of curriculum. Only programs with curriculum need to complete Section 4.

Topics: A list of topics of particular interest to Program Review readers can be found here: https://goo.gl/23jrxt

Help: Contact Karin Spirn: kspirn@laspositascollege.edu

Instructions:

1) *Please respond to each question as completely as possible.*

2) *If the requested information does not apply to your program, write "Not Applicable."*

3) *Optional: Meet with your dean to review this document before _____.*

4) *Send an electronic copy of this form to Karin Spirn and your Dean by _____.*

Links:

Program Review Home Page: https://goo.gl/XATgjJ
Fall 2017 Program Review Updates : https://goo.gl/pkv76m
Frequently Asked Questions: https://goo.gl/iIhRtt

Section One: Program Snapshot

A. **Program Description: Briefly describe your program, including any information or special features of your program that will provide helpful context for readers of this Program Review.**

The Veterans First Program was established as an official program at Las Positas College in 2008. At that time, there were approximately 100 student Veterans on campus. There was one person dedicated towards serving Veterans, and the position then was 75% financial aid 25% veterans specialist. The only service provided then was processing educational benefits. Since then, the program has grown dramatically, serving over 600 student Veterans, active duty, reservists/guard, and dependents/spouses of Veterans annually and processing over 300 for VA educational benefits. The program is housed in a 2,000 sq. foot dedicated space for Veterans. It has been recognized as a model center in the state. Due to the growth, the center is no longer adequate for serving the number of student Veterans, as well as providing the needed office space for staff. It now has a full-time Veterans specialist, full-time Veterans counselor, and a full-time Veterans coordinator utilizing all available offices in the center.

B. **Changes to Program and Needs: Describe any significant changes to your program or your program's needs since the previous Program Review Update (Fall 2017).**

The new addition of a full-time Veterans specialist. With the increase of Veterans attending Las Positas College, it was no longer effective and efficient with only having the Veterans Coordinator process VA educational benefits.   Due to program growth and the increasing visibility and connection with the local

community, it was vital a full-time Veterans specialist would be hired. Utilizing part time positions to get by could no longer be done without a delay in student Veterans receiving their benefits.
Some funding is now coming in because of the strong advocacy that has been done the last few years at the state Capital to support and fund Veterans programs at California Community Colleges.
Because of the additional support, more office spaces are needed. With Measure A approved and with one of its major items which voters voted for being improved services for Veterans, the new space needs to be designed with the idea of continued future growth.

Mark an X before each area that is addressed in your response.			Definitions of terms: https://goo.gl/23jrxt		
	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software	X	LPC Planning Priorities	X	Services to Students
	Curriculum committee items		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Enrollment Management		Human Resources		Pedagogy		Technology Use
	External Factors		Learning Support		Professional Development		

C. **Reflection: What plans from the 2017 Program Review or any previous Program Reviews/Updates have been achieved and how? You may also describe achievements that were not planned in earlier Program Reviews.**

Past program reviews requested the need for key fulltime staff due to enrollment growth and need of the program. The Veterans Counselor was hired in Fall 2016 and the new Veterans Specialist was hired in Fall 2017. Both positions are critical in providing quality services and programs to the student Veterans, active duty, reservists/guard, and spouse/dependents. Past program reviews stated need for a new dedicated space on campus for our Veterans. The vision is a one stop Veterans resource center. Although it has been out grown by the increase of usage and number of Veterans attending LPC, the current Veterans First Resource Center represents the college well and is considered a model center in the state and nation. We hear often times, walking into the LPC VRC and seeing staff, space, and services dedicated and in action, convinces them to attend LPC. Services have been expanded to Valor Crossings where staff from the Veterans First Program will be providing information and materials to the Veteran tenants in this housing complex.

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X	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students
	Curriculum committee items		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
X	Enrollment Management	x	Human Resources		Pedagogy		Technology Use
	External Factors	x	Learning Support		Professional Development		

D. IR Data Review: Describe any significant trends in your program's data from the office of Institutional Research and Planning. (Note: Not all Programs have IR data packets available; if your program does not have a data packet, you may note that in the response box). You may also discuss any other data generated for your program by the Office of Institutional Research and Planning.

IR Data packets are available here: http://www.laspositascollege.edu/research/progrev.php

Course Success Rates Dashboard can be found at the bottom of this page: http://www.laspositascollege.edu/research/outcomes.php

The Veterans First Program continues to show increases of Veterans attending LPC. As with the general student population, the program has also seen a shift in student Veteran demographics. The IR Department has been working closely with the Veterans First Program to better collect needed data, such as retention and graduation rates. By Dec. 2018, the Veterans program must provide data to VA on those who utilized VA education benefits on graduation rates of associates and certificates. This reporting is federally mandated.

Some interesting trends, the student Veterans age bracket which is growing is the 25-29 year old. Like LPC there has been a growing shift of more Latino student Veterans. Fall 2013 was 22%, while Fall 2017 was 30%. Continuing student Veterans grew from 53% to 63%. Possibly a sign of better retention. Over 95% student Veterans take more than 6 units, and 65% are 12 units or more. Another area of concern is 25% of Veterans are not college-level ready for math. With the new AB705 reducing basic skills math, more resources such as embedded tutoring in the VRC is needed. Many Veterans have been out of school after service, 4-8 years, which math is one of those subjects if you don't use it you lose it. With VA benefits based on mandatory classes, when reducing basic skills these things need to be taken into strong consideration when building the schedule and the classes being offered.

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	Curriculum committee items	X	Financial/Budgetary		LPC Collaborations		SLO/SAO Process
x	Enrollment Management		Human Resources		Pedagogy		Technology Use
x	External Factors		Learning Support		Professional Development		

E. Other Data Review (Optional): Describe any significant findings based on other data regarding your program. Possible sources of relevant information might include, but are not limited to, the following:

- **Data generated by your program**
- **CEMC Data**
- **Labor Market Data**

Various state and federal research are showing that colleges which offer comprehensive services similar to programs like EOPS, Puente, and other special serving populations tend to be very successful in supporting student success. Current data is being done to see the impact some of the state funding given to Veterans Resource Centers is having a positive impact. In addition, the research being conducted should demonstrate colleges with support and best practices, such as a one stop VRC will show the need for more funding and standards tied to the funding to continue to produce higher Veterans student success.

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F. **Impacts to Students (Optional): Discuss at least one example of how students have been impacted by the work of your program since the last Program Review Update (only if you did not already answer this in Questions B-E).**

Various student Veterans have made comments in how the Veterans First Program and the services and programs it provides, such as the Veterans Resource Center has made a positive impact in the education and over all well-being.   Some student Veterans have said they stayed in school because of the welcoming atmosphere of the VRC and the comradery which occurs there that they miss from when they served. Even a few student Veterans have said the program saved their life. With resources and services from outside and inside the college being provided in the VRC helped them set and achieve their goals. Programs such as the Engineering Tech program initially for just Veterans, has outstanding employment results into great career**s.**

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G. Obstacles: What obstacles has your program faced in achieving plans and goals?

There are various obstacles the Veterans First Program continues to face in achieving plans and goals. Goals of the program –

1. Expand services and programs as the number of Veterans students
2. Meet the needs of current and future growth – space
3. Increase Funding – always a challenge. Although Veterans do generate a large amount of FTE funding. Advocate for state and federal on-going funding
4. Develop a new VRC to meet the needs of the future Veterans population at LPC

Obstacles of the program
1. Funding – program continues to have to raise own funds through fund raisers, grants, etc.
2. Space – Old VRC no longer meets the needs of the student Veterans
3. Involvement in planning of new VRC

Positions still needed as program expands. The program has outgrown its space. With increases in the LPC student Veterans population, and utilization of the center and staffing, a new and larger center is needed. We lack office spaces to provide required confidentiality. Sounds travel through the walls. The study space is always crowded. Need more study spaces in the new center. Storage space is always an issue. The area in which student Veterans study, relax, connect with their peers is now too small and often is so crowded, that student Veterans do not utilize it. Especially during peak times. In Measure A, one of the key items was improving Veterans services, so a new VRC is needed soon. Even though the new VRC is not scheduled for a while, planning needs to begin soon since the new center will need to be relocated since it is currently in a building scheduled to be torn down.

Very little discussion has been inclusive of or asked for input from Veterans First Program and the student Veterans it serves regarding the requirements and needs for the new VRC. We cannot expand services that require confidential offices, because all three offices in the VRC are occupied.

In addition to the center, the VFP acquired an old electric cart that has been extremely useful in providing rides for student Veterans with disabilities, carrying outreach items and also with set up for events. The current cart needs to be retired and replaced with a more modern and efficient cart.

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External Factors		Learning Support	Professional Development			

H. Short Term Planning: What are your most important plans (either new or continuing) for next year? Describe plans starting now and continuing through AY 2018-19.

The new Veterans Resource Center grant will start October 1, 2018.

New part-time positions for two support specialists with primary focus on follow up and mentorship will begin at this time as well. These positions are designed to support and increase retention. The VRC is also hiring two dedicated subject support specialists will also assist with student retention and success, especially in the subject of math.

Funding always seems to be an issue and the VFP still continues to do fund raising to build its budget. Short term plans include a fundraising event called 2.2 and Cycle for Veterans this fall.

Explore how to be able to hire a front desk assistant. This position would be very beneficial because of the increasing staffing in the center including full-time staff, such as the Veterans counselor and the Veterans coordinator who need support in scheduling student appointments. Currently this is done by student staff assistants who change frequently and have limited availability.

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I. Long Term Planning (Optional): Please detail any long-term plans for the next 3-5 years. (Only if you have significant plans, such as implementation of a grant project, creation of long-term initiatives including those using restricted funds such as Equity or SSSP, construction and outfitting of a new building).

More dedicated funding should be established for the operations of the VRC out of the regular operating budget of the college. Explore ways to achieve this.

As mentioned, we have out grown our center. It would be great if the center plans could be moved up and initiated earlier that what is currently happening. The Veterans First Program received a Veterans Resource Center grant, as mentioned. The new staff require work spaces. Although some options of sharing space may have to be done in the meantime. Also, would like to replace the old electric cart with a modern and efficient cart, which can transport people, signs, etc. better. The plan is to gather input from student Veterans as the program has done in the past to ensure a better VRC is developed which will help increase services and programs to Veterans which is one of the key items on Measure A.

Goal is to continue to work closely with institutional research to set the base so with the new VRC grant and hiring specialists, the goal is to increase retention rate. Working with IR to increase and focus on useable data, such as completion and retention rates which is now being federally mandated for those who utilize VA educational benefits.

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Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software	x	LPC Planning Priorities	x	Services to Students

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Section Two: Current Topics (Required for All Programs)

A. **Educational Master Plan: A list of goals and strategies appears on page ii of the Educational Master Plan, which can be accessed here:**

http://www.laspositascollege.edu/about/assets/docs/LasPositas_Ed_Master_Plan.pdf

If applicable, describe how your program's upcoming plans reflect the goals described in the college's Educational Master Plan (your plans are described in Section 1, Questions H-I, or on a previous program review if you did not complete this year's Program Snapshot).

Goals and Strategies of Program and LPC Ed Master Plan
1. Educational Excellence – Veterans First continues to focus on meeting the needs of a very diverse student Veterans population, through supporting existing programs such as Engineering Technology and creating new programs for Veterans to meet the global workforce needs. Pathways for Veterans is a key. Student Veterans look for structure. The VFP also strives to provide services such as subject support specialists to assist underprepared students. VFP would like to expand tutoring services within the VRC as it has showing effective.
2. Community Collaboration – VFP was built on community collaboration. VFP works closely with local, state, and federal Veterans organizations and agencies. VFP also is connected with both private and public sector business and organizations.
3. Supportive Organizational Resources – The VFP is always advocating staffing needs. Although it has come a long ways since the program first started with only 1 ft veterans coordinator serving 100 student Veterans to a ft coordinator, ft counselor, and ft specialist serving Veterans, active duty, reservists/guard, and dependents/spouses of Veterans . The VFP is always looking at new innovative technologies to maximize efficiencies to provide better services to student Veterans.
4. **Organizational Effectiveness** – The VFP continues to revamp existing processes. It also encourages professional development by supporting staff to go to workshops and conferences. Currently the program will be focusing even more on monitoring and analyzing student performance through a 2-year state VRC grant.

B. **Program-Set Standard (Instructional Programs Only): Did your program meet its program-set standard for successful course completion? _____yes _____no**

Program-set standard data can be found on this page:
http://www.laspositascollege.edu/research/outcomes.php

If your program did not meet your program-set standard, discuss possible reasons and how this may affect program planning or resource requests.

> **Not Applicable**

C. Facilities: Do you have any facilities needs that are currently unmet? If yes, please describe.

> Yes, as mentioned through the program review, the program has outgrown its space.   The program has outgrown its space. With increases in the LPC student Veterans population, and utilization of the center and staffing, a new and larger center is needed. We lack office spaces to provide required confidentiality. Sounds travel through the walls. The study space is always crowded. Need more study spaces in the new center. Storage space is always an issue. The area in which student Veterans study, relax, connect with their peers is now too small and often is so crowded, that student Veterans do not utilize it. Especially during peak times. In Measure A, one of the key items was improving Veterans services, so a new VRC is needed soon.

D.

Professional Development

Section 87153 of California Education Code specifies the type of Professional Development activities that may be funded by the Community College Professional Development Program. You can review these activities here: https://goo.gl/w8sqBM

D1. Summarize the aspects of professional development that have been working well for your program. This might include the process of obtaining funds, the types of training your program members have been attending, etc.

> The program counselor, coordinator, and specialist attend various workshops and trainings provided by the CCCCO and other Veterans organizations such as Veterans Affairs and the Student Veterans of America. This often requires applying for small grants and fundraising.
>
> This kind of professional development has allowed the VRC to continue to be regarded as a regional and statewide model program.

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D2. Summarize any needs, desires and visions your program has regarding professional development, as well as any challenges.

> Continue developing skills and knowledge in best practices and policies when serving Veterans. For example, there is a new GI Bill called the forever GI Bill, which has many new requirements. It is important for the staff to be trained and kept updated on these new policies and procedures.
> We envision the program to continuing to provide outstand services to Veterans, and remaining a statewide leader in the Community Colleges for successful Veteran education.

E. Program Suggestions (optional): What questions or suggestions do you have regarding the Program Review forms or process?

> **Still too many questions**

Section Three: SLOs/SAOs (Required for All Programs)

A. In the box below, copy and paste your "Plans for Analysis of SLO/SAO Data" from last year's Program Review. This plan can be found in the [2017 Program Review](#) Section 1 Question L.

(If discussing multiple PSLO/SAOs copy the box below as needed.)

Circle One: CSLO   PSLO   <mark>SAO</mark>
Course, Program Name, or Student Service Area: **Veterans Program**
Text of CSLO/PSLO/SAO: • Student Veterans who complete the series of workshops and presentations during Operation Gateway (the summer transition program), will have a better understanding and know how to access more resources and services available for them than those who do not attend Operation Gateway • Student Veterans, dependents/spouses of Veterans, and reservists/national guard will know about the resources and services available from the Veterans First Program.
If you plan to analyze a PSLO, identify the courses that are mapped to the PSLO.

B. Below, report on your program's progress on the plan described in Question (A) above.

Text of SAO:

• Student Veterans, dependents/spouses of Veterans, and reservists/national guard will know about the resources and services available from the Veterans First Program.

• Student Veterans who complete the series of workshops and presentations during Operation Gateway (the summer transition program), will have a better understanding and know how to access more resources and services available for them than those who do not attend Operation Gateway

• Student Veterans, dependents/spouses of Veterans, and reservists/national guard will know about the resources and services available from the Veterans First Program.

SLOs: Assessment data collected from _____ sections over _____ semesters.

SAOs: Assessment data collected from _____ students over _____ semesters.

Describe the quantitative or qualitative results:

Qualitative results through student surveys with Op Gateway. Various comments from the survey demonstrate the satisfaction of the various workshop topics and presenters. Need to continue to work on data to see if any impact from Operation Gateway helped them gain priority registration and utilize the various services offered on campus. Part of the new VRC 2-year grant is designed to collect data to support the importance of the Operation Gateway.

Qualitative results with increase of utilization of VRC – SARS and student surveys demonstrate this.

Discuss and reflect upon student achievement for this CSLO/PSLO/SAO. Discuss any actions taken so far (and results, if known) and your action plan for the future:

Continue to offer Operation Gateway. With support, would like to track and follow-up with the Operation Gateway students to see if this helped with retention and success. A tracking system will be created between the Veterans coordinator, new hired specialists for the VRC 2-year grant, Veterans counselor, and Veterans specialist.

What changes in student achievement are evident across the semesters you analyzed? What are some possible explanations for these changes?

Data has not been tracked sufficiently to note • Student Veterans, dependents/spouses of Veterans, and reservists/national guard will know about the resources and services available from the Veterans First Program. Over all changes. From the initial Operation Gateway in 2008, which had a little over 20 student Veterans attend, to the 40 plus we now have each year has been a significant increase.

DO you plan to continue tracking this SLO in the next year? Explain.

Operation Gateway – yes.

Promoting VFP services and programs will always be an important and continued effort, and will be assessing these the next two years with the support from the VRC 2 year grant recently received and will begin Nov. 1, 2018.

C. Planning: What are your future plans (either new or continuing) for SLO/SAO analysis for next year?   Identify the PSLOs, CSLOs, or SAOs that your program plans to focus on the upcoming year with subsequent analysis (next year's program review). (Copy the box below as needed.)

Circle One: CSLO   PSLO   <mark>SAO</mark>
Course, Program Name, or Student Service Area: **Veterans First Program**
Text of CSLO/PSLO/SAO: Develop a report to identify other programs and services student Veterans utilize or not utilize on campus. With the funding form the new 2-year VRC grant, a portion of funding is set for research. This will help develop the base and set goals. The work will begin Nov. 2018 and be one of the key goals immediately. Then data can be collected to see the impact of items such as better outreach and awareness of different services on campus. Will be working on developing a report for graduation rates and placement that will be federal mandated, Dec. 2018.
If you plan to analyze a PSLO, identify the courses that are mapped to the PSLO.

D. SLO/SAO Suggestions (optional): What questions or suggestions do you have regarding SLO/SAO planning, assessment and reporting?

Need to dedicate more support from institutional research toward the Veterans First Program, if the goal is to college and analyzing meaningful data to help improve services and programs provided to student Veterans from the Veterans First Program.

Section Four: Curriculum Review
(Programs with Courses Only)

The following questions ask you to review your program's curriculum. To see the last outline revision date and revision due date:

> **1. Log in to CurricUNET**
> **2. Select "Course Outline Report" under "Reports/Interfaces"**
> **3. Select the report as an Excel file or as HTML**

Curriculum Updates

A. Title V Updates: Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below.

B. Degree/Certificate Updates: Are any degrees/certificates requiring an update to do changes to courses (title, units) or addition/deactivation of courses? List needed changes below.

C. DE Courses/Degrees/Certificates: Detail your department's plans, if any, for adding DE courses, degrees, and/or certificates. For new DE degrees and/or certificates (those offered completely online), please include a brief rationale as to why the degree/certificate will be offered online.