1. Assessment Plan - Four Column

PIE - Student Services: Veterans Unit

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: Planning dialog this year included weekly, and sometimes bi-weekly, Veterans Team meetings and
quarterly meetings which included the Veterans Counselor. Planning of goals included discussions of setting priorities for staff, student-workers, and management, as well as timelines for planning and execution.

External Conditions, Trends, or Impacts (Student Services): 1. Increased number of contacts with student Veterans while having limited staffing.

2. As the cost of college increases, more and more student Veterans will need assistance with options to pay for school (beyond 36 month GI Bill).

3. Reliance on technology: VRC is dependent on technology provided by the Federal Veterans Affairs Office that is antiquated; current document imaging system is limited in some areas which means continued manual confirmation of certifications by students.

4. Need for consistent and documented communication with the VA, CA state approving agency, and the Chancellor's Office to ensure accuracy in administration of Veterans programs.

5. Push to increase college/state-wide efforts in support of student Veterans.

6. The State Budget, specifically with respect to ongoing funding resources, Student Equity and SSSP funds delays planning.

Internal Conditions, Trends, or Impacts (Student Services): 1. Lack of operating budget specific to VRC support

2. Lack of office space for VRC management in VRC

3. Trend in educating/training faculty and staff on VRC issues continues to be a priority

4. Inconsistent tracking methods between Veterans Counselor and adjunct Counselors

5. Collecting and having access to baseline data for the retention and success rates of Veterans was challenging to secure (it took months and many meetings to coordinate this)

Critical Decisions Made by Unit: -Focused on processing efficiencies and integrated service provisions that enabled Veteran students to receive benefits more rapidly to enable them to maintain a full course load to stay on track to graduate and transfer.

-We evaluated and concluded that we need to apply a more robust system to maintain the level of productivity and efficiency to deliver Title 38 eligibility documents to the VA in a more timely manner.

-Evaluated systems to support intake of VA documents.

-Moving new student survey to an on-line survey/vs. paper. Highlights:

•   91% of survey respondents reported they visit the VRC at least once a week (52% replied they visit daily)

•   88% of survey respondents reported they are highly satisfied with Mt. SAC's Veterans Resource Center

•   73% of survey respondents provided comments that expressed positive recognition of VRC services

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1. Hiring of tutors in the VRC that are available during both day and

evening hours.

2. Tutoring subjects expanded to include Math, Biology, Anatomy, Chemistry, and English.

3. Introduction of two adjunct counselors to the VRC who support academic planning for Veterans.

4. Approval for 2 full-time counselors to be housed in the VRC.

5. Majority of newly enrolled student Veterans received a Veteran-specific Mountie Academic Plan.

6. Newly enrolled Veterans elected to participate in a Veteran-specific orientation program ("In-Doc")

7. Veterans won collectively $45,000 in scholarships at the Mt. SAC Scholarship Ceremony.

8. The VRC hosted both fall and spring Finals Week events/programs, including: sustenance, study supplies, pet therapy, extended hours, etc.

9. The VRC hosted its first ever Book Club.

10. Baseline success and retention data finally became available for Veterans and shows the following:

- •   Veterans receiving benefits had a retention rate of 89% in Fall 2017
- •   Veterans receiving benefits had a success rate of 69% in the Fall of 2017

Notable Achievements for Theme B: To Support Student Access and Success: 1. Availability of educational counseling services expanded at the VRC to evening hours, Fridays, and during peak periods (registration days, 100 unit appeal deadline, grad petition due date, etc.)

2. Increased number of students recognized at the Veterans momentum recognition event (Veterans Recognition Ceremony).

3. Tracked over 20,000 total contacts for the 18-19 academic year at Mt. SAC's one-stop-shop Veterans Resource Center.

4. Added Well-Being Workshops/Activities to VRC Calendar (Pet Therapy, Meditation, Paint Therapy, etc.)

5. Hosted multiple Vet-specif University tours (La Verne, CSLB, CSLA, etc.)

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: -Participated in extensive Veterans training: VPAC, WAVES, Veterans Summit, etc.

-Secured state funding through Chancellor's Office grant funding for VRC

-Secured approval for Veterans Coordinator

-Proposed Veterans Services Specialist position

-Secured two (2) project experts to assist with designated projects (intake, program support, etc.)

-Offered fall and spring full-day staff/student trainings to ensure that the Veterans team is up to date on paperwork processing and understands the vital importance of providing premier student service to Veterans.

-Veterans staff was selected to serve on a state-wide faculty panel for the CCCCO as an expert in VA Certification/Best Practices in Administering Title 38.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Staff actively participated in year round training: tax workshop, CASFAA conference, FSA conference, VAWA, Active Shooter, Sexual Harassment, WAVES, NAVPA, Vet Summit, etc.

2. Monthly meetings with specialized groups: Clerical Specialists, FA Specialist, Veterans team, Sch team to better address unique issues and enhancements.

3. Continued custom Orientation program (In-Doc) for Veterans, collaborating with Counseling department.

4. Established collaborative partnership with Institutional Research to gather baseline data on Veterans

5. Worked with Research team on ways to enhance new student survey

6. Collaborated with Counseling to have additional counseling support for Veterans in the VRC due to increase student Veteran engagement and programming needed.

7. Also, collaborated with Student Equity to provide resources to ensure, assistance with educational supplies, tutoring, and expansion of partnershp with Vet Success on Campus (VSOC) program with Veterans Affairs.

8. Increased collaboration between various student programs on campus to introduce available resources to Veterans (including: Library, Writing Center, Health Center, Scholarship Program Office, Transfer Center and Honors Program).

9. Hosted spring Student-Faculty Luncheon program which provided a platform outside of the classroom for students to build relationships with professors that normally would not occur.

10. Veterans Counselors participated in "Meet Your Counselor Day" and manned a table introducing themselves to Veterans on campus.

11. Veteran tutors participated in training offered by Mt. SAC's Tutoring Center.

12. STEM Center and VRC partnered to offer fall/spring STEM Boot Camps at the VRC.
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Unit Goals	Resources Needed	*Where We Make an Impact: Closing the Loop on Goals and Plans*
Increase Applications - Increase number of Veterans completing aid applications (FAFSA, BOGW, Scholarship, etc.) **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 50 -As of May 2019, only 33 student-Veterans had not completed their FAFSA file. -In total, 78 student Veterans submitted completed Mt. SAC Scholarship applications. -Of those who applied, 35% (28/78) were successful in winning a scholarship award. -Collectively Mt. SAC student Veterans received $45,000 at this year's campus-wide Scholarship Ceremony. -Veterans students were 9% of the total winning student population. (05/30/2019)
	Request - Full Funding Requested - Marketing materials to promote workshops. **Describe Plans & Activities Supported (Justification of Need):** Host FAFSA and Scholarship workshops in the VRC. **Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media. **Planning Unit Priority:** Medium **On-Going Funding Requested (if applicable):** 3000	
Inreach/Outreach - Continue	**Report directly on Goal**	**Reporting Year:** 2018-19

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inreach/outreach efforts with other departments to reach out to students on campus and in surrounding community. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**% Completed:** 50 Co-sponsored programs/events for Veterans included collaborations with the following campus partners: Financial Aid Office; Scholarship Program Office; Supervisor Hilda Solis' Office; Loma Linda VA; Student Life; ACCESS Center; STEM Center; Transfer Center; Writing Center; Los Angeles VR&E Division of the VA; and the Health Center. To promote transfer success, the following partners assisted in providing transfer information specific to student Veterans: Biola University; Azusa Pacific University; Southern Illinois University; Cal Poly Pomona University; University of La Verne; and California State University at San Bernardino. (03/27/2019)
	Request - No Funding Requested - None **Describe Plans & Activities Supported (Justification of Need):** Develop inreach plan to target non-benefit collecting Veterans **Planning Unit Priority:** Medium	
Compliance/Efficiency - Maintain efficiency and service to Title 38 recipients with adherence to Federal, State, and District regulations and policies. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 75 659 Title 38 recipients were processed between 7/1/18-6/30/19 with adherence to Federal, State and District regulations and policies. With the hiring of a professional expert, the processing window timeline was decreased from (on average) 4 weeks to 2-3 weeks. (07/09/2019)
	Request - Full Funding Requested - Transfer one-time Veteran Funding to District Funding operating budget. **Lead:** Chau Dao **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.	**Reporting Year:** 2018-19 **% Completed:** 50 Request to secure operating budget is on-going. (06/30/2019)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Planning Unit Priority: High **On-Going Funding Requested (if applicable):** 50000 **Request - Full Funding Requested -** Veterans Services Specialist **Lead:** Chau Dao **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 75000	**Reporting Year:** 2018-19 **% Completed:** 75 Veterans Services Specialist position was funded, posted and is currently in recruitment phase. (03/27/2019)
	Request - Full Funding Requested - Full-Time Veterans Counselor **Lead:** Chau Dao **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 115000	**Reporting Year:** 2018-19 **% Completed:** 75 Veterans Counselor (#2) was funded, posted and is currently in recruitment phase. (03/27/2019)
Informed Staff - Ensure Veterans staff members are trained and informed of continued and new rules and processes. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 50 Comprehensive training was offered to Peer Mentors, in conjunction with Veterans Counselor and Vet Staff, in both the Fall and Spring semesters (start and mid-year training). (03/27/2019)
	Request - Full Funding Requested - Travel and Conference Budget for Vet Team (2 Counselors, 1 adjunct, 1 Coordinator, 1 Manager, 5-10 Peer Mentors) **Lead:** Chau Dao **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc.	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 30000	
Access to Technology - Expand computer access to Veterans in the VRC **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 25 Additional computers (4) were added to re-purposed study area. There were 7,068 contacts in the VRC relating specifically to computer-use. Computer-use continues to be among the top reasons why students visit the VRC (if not #1) each semester. (07/09/2019)
	Request - No Funding Requested - IT Support **Describe Plans & Activities Supported (Justification of Need):** Track computer-use/needs of student Veterans at the VRC. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** High	**Reporting Year:** 2018-19 **% Completed:** 25 7068 computer-use/needs of Veterans were tracked at the VRC (Summer 18-Spring 19) (07/09/2019)
	Request - No Funding Requested - To continue to provide Sonocent program to student-Veterans and add AT programs to all computers in the VRC. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** Medium	**Reporting Year:** 2018-19 **% Completed:** 50 Sonocent Program intermittent offerings took place based on state's ability to provide licences. AT programs continue to be available upon Vets registration with High Tech Center next door to VRC. (07/09/2019)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Request - Full Funding Requested - Access to APEX, established protocol, and training staff. **Describe Plans & Activities Supported (Justification of Need):** Utilize APEX software as a tool to electronically process Veterans files. The process of Veterans benefits determination is tedious and requires case-management style process. **Lead:** Chau Dao **What would success look like and how would you measure it?:** The design of APEX will be critical to ensure a end-to-end process that is student/user friendly while also adhering to all Veterans rules and regulations. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 10000 **Request - Full Funding Requested -** Expand Veterans Resource Center by creating an adjacent space as a computer lab. **Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 100000	**Reporting Year:** 2018-19 **% Completed:** 25 Access to APEX software is still pending. (07/09/2019)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
Veteran Support Programming - Provide programs that support the academic and personal success of student Veterans. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 75 VRC programs included Educational/Career Counseling, Scholarship and Financial Aid advising; Tutoring; Welcome Events for New Students; Events that promote faculty-interaction; Art Therapy; Pet Therapy; Wellness Meditation Workshops; Momentum Recognition Events; Academic Support Workshops; STEM Boot Camps; Transfer Presentations; and Transfer Tours. (07/09/2019)	
	Request - Full Funding Requested - Faculty Student Veteran Luncheon **Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over $500. **Planning Unit Priority:** Medium **On-Going Funding Requested (if applicable):** 6000	**Reporting Year:** 2018-19 **% Completed:** 75 A survey was administered to attendees of the Faculty/Student Luncheon which revealed that over 90% of survey respondents reported that attending the Faculty/Student Luncheon impacted their ability to share aspects of their personal life with their Professor that they have not shared in the classroom and would recommend the event to another student Veteran. (07/10/2017)	: Faculty Student Veteran Luncheon programming will continue. (07/10/2017)
	Request - Full Funding Requested - Provide extended hours and support during finals week (study, finals supplies, food, staffing OT, and access to a computer and printer). **Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over $500. **Planning Unit Priority:** Medium **On-Going Funding Requested (if**	**Reporting Year:** 2018-19 **% Completed:** 100 A survey was administered to Finals Frenzy participants and recipients of Finals Kits/IFAKS which revealed the following: -87% of survey respondents reported that receiving food/snacks at the VRC during finals week "allowed me to focus more on preparing for finals". -70% of survey respondents reported their reason for visiting the VRC during finals week was to study and use the computers. -96% of survey respondents reported that utilizing the VRC during finals week positively impacted their performance on their finals. (07/10/2017)	: Advocate for continued extended hours during finals week to ensure student Veterans have a quiet place to study, finals supplies, food, and access to a computer and printer. (07/11/2017)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	applicable): 3000	
Off-Campus Resources - Expand community-based resources that are present at the VRC (workshops, presentations, etc.) **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 25 Limited progress was made this year due to staffing shortages in the are of programming. Partnerships with community based organizations were limited to collaborations with Supervisor Hilda Solis' Office; local Vet Centers; Local VA Medical sites; Congressman Cisneros' Office; and Rose Hills. (07/09/2019)