

De Anza College
 Student Services Planning and Budgeting Team (SSPBT)
 2018-19 Program Review (APRU)

TracDat Description (50 character max)	Part 1	Program Information	
	Program Review		2018-19
	1a) Program Name		Veteran Services
	1b) Name(s) of the author(s) of this report:		Roland B. Amit, Sr. Supv., Enrollment Services/Shari Pasquali, Veterans Resource Specialist/Bertha Whyte, Veterans Resource Specialist
SS 1c) Number of students served annually & trend increasing, even, decreasing	1c) How many students are served by this program annually and is this number trending up, even, or down?		We currently serve close to 400 Veterans. With the Armed Forces reducing its personnel strength, we predict that this number will only continue to increase.
	1d) Who are the typical students served by this program?		The students we serve in this program are Veterans and their Dependents, Spouses and Active Duty Service Members.
	Part 2	MISSION and Accreditation Standard II.B.1	
	2a) What is the program Mission Statement?		The De Anza Veterans Program mission is dedicated to providing student-veterans and their dependents with services that support the attainment of their academic and career goals.
SS 2b) In what ways and to what extent does program assure the quality of its services to students?	2b) In what ways and to what extent does the program assure the quality of its services to students?		<p>The Veteran Resource Specialists (VRS) meet with each incoming Veteran student individually and reviews the 7-point checklist necessary prior to certification. This is the beginning stage of the certification process and require a one-on-one intake evaluation between The VRS and the Veteran to ensure all proper documentation is collected and filed with both De Anza College and Veterans' Affairs.</p> <p>The Veterans program offers a veterans priority certification workshop that offers information regarding the process and procedures of the office to receive prompt certification of education benefits. We have implemented a student focus group that offers data through community conversations and student surveys so we are able to assess the areas in which need improvement.</p>
SS 2c) In what ways and to what extent does program support College Mission statement?	2c) In what ways and to what extent does the program demonstrate that its services support student learning and enhances the achievement of the College Mission?		<p>In accordance with the College's Mission Statement, our program we encourage our Veterans students to continue to instill their leadership experience to the rest of the non-Veteran student population.</p> <p>Expanding on prior knowledge/skills/abilities that Veterans have</p>

			gained and experienced through their military careers, Veterans are a unique resource that continues to benefit themselves while they benefit others.
	Part 3	Accreditation Standard II.B.3	
	3a) In what ways and to what extent does the program assure equitable access for all students?		<p>The Veterans program currently serves students that are traditionally defined as an underserved population.</p> <p>Due to this, it is specifically designed to assist and guide Veterans through the unique challenges of obtaining their VA Educational Benefits and pursuit of higher education. Our office works closely with various Equity partners throughout the Campus/State/and other various Federal Organizations to provide knowledge of what our program has to offer and encourage collaboration.</p>
SS 3b) State ways and extent that program encourages personal and civic responsibility.	3b) In what ways and to what extent does the program provide an environment that encourages personal and civic responsibility?		<p>The program strongly encourages our Veteran students to continue their leadership ethos.</p> <p>They actively conduct meet & greets with the general student population to learn more about Veterans and their unique cultural experiences. They also routinely provide additional leadership opportunities through the Student Veterans Association. Additionally our Veteran students routinely work with local and national community organizations such as the American Legion, Student Veterans of America, the Rotary Club, St. Jude Episcopal Church, and many more.</p>
SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising	3c) In what ways and to what extent does the program design, maintain and evaluate counseling and/or academic advising programs		<p>More so than many other academic programs, the Veteran Services Office has a more direct/hands-on involvement with students to ensure that they maintain academic excellence in their vocational academic career goals.</p> <p>Before certifying a Veteran for each quarter, the Veteran Resource Specialists ensures that each individual schedule matches that of the Veterans educational plan. This is done for two reasons:</p> <ol style="list-style-type: none"> 1. So the Veteran is taking the appropriate classes towards his/her degree plan. 2. So that VA policy is not violated by taking classes that are not required. <p>Throughout the term, the Veteran Resource Specialists routinely review the Veteran students' academic progress status to ensure that they are maintaining the required standards as defined by the Department of Veterans Affairs.</p> <p>This continuous monitoring will create an early alert that a Veteran student is in danger of being placed on probation or suspension.</p> <p>The Veterans Resource Specialists also make sure that each student that does not have an educational plan, is referred to the Veteran counseling to schedule an appointment for a comprehensive</p>

			education plan. .
SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity	3d) In what ways and to what extent does the program design and maintain practices and services that support and enhance student understanding and appreciation of diversity?		Veterans are a prime example of individuals from different backgrounds who all came together to achieve a common goal regardless of their race, religion, color, creed, or socio-economic backgrounds. They have the ability to overcome barriers set up by society and work together in unison. This mindset of mentoring/nurturing/encouraging others is highly valued. The Veterans Program actively seeks out Veterans as student workers due to these unique experiences and perspectives they bring to our student body.
SS 3e) State ways & extent program regularly evaluates admissions & placement practices	3e) In what ways and to what extent does the program regularly evaluate admissions and placement instruments and practices to validate their effectiveness while minimizing biases?		This unit is a subordinate unit to the A&R office and does not evaluate admissions/placement practices directly.
SS 3f) State ways & extent program maintain student records securely & confidentially?	3f) In what ways and to what extent does the program maintain student records permanently, securely and confidentially, with provision for secure backup of all files?		The documentation for our Veterans students is kept triple-locked. There is the initial access to the Veterans/Psych Services Office that is secured when personnel are not present, then the room with the Veterans files are locked, then the file cabinets containing their records are locked as well. In addition to the standard student information in the files, Military Discharge paperwork (DD-214), SSN's, and banking (direct deposit) information are among the personally identifiable information that is maintained in VA files. It is due to this that we maintain a higher level of security. There are electronic files that are submitted to the Department of Veterans Affairs for Enrollment Certification purposes, but those are only accessible online once granted an account by Dept of VA.
	PART 4-	Staffing	
SS 4a) Have there been any significant staffing changes since the last APRU?	4a) Have there been any significant staffing changes since the last APRU?		The Veteran Services Office operated with one staff member for approximately An additional Veteran resource Specialist and Veteran counselor were brought on board in April 2019.
	4b) Are there any significant staffing changes that will be needed?		There is still a need for an additional Veterans Counselor as the recently hired one is only part-time.
	PART 5-	Facilities	
	5a) Have there been any significant facility changes since the last APRU?		The Veteran Services Office gave up an office due to one person staff to psych Services due to the expansion of the department. There was a change in administration in Admissions and Records which oversees Veterans. An additional Veteran Resource Specialist was hired. A part time Veteran counselor was hired.
	5b) Are there any significant facility changes that will be needed?		The Veterans Services Office is undergoing planning and review for an upcoming move for a dedicated Veterans Resource Center through a recently approved grant.
	PART 6 -	Equipment	
	6a) Have there been any significant equipment changes since the last APRU?		None.

	6b) Are there any significant equipment changes that will be needed over the next year?		None planned at this time other than the standard replacement of District computers once EOL'ed. This office has direct interactions with the Dept. of Veterans' Affairs as well as the Dept .of Defense so will need to maintain computer standards in order to interact with their software (proprietary).
	PART 7	Operational Costs	
	7a) Have there been any significant operational cost changes since the last APRU?		De Anza applied for a Veteran Resource Center grant and was awarded \$68,000.00
SS 7b) Will any significant operational cost changes be needed over the next year?	7B) Are there any significant operational cost changes that will be needed over the next year?		The Veteran Office will be moving to a new dedicated space.
	PART 8-	Organizational Alignment	
SS 8a) Have there been any significant organizational alignment changes since the last APRU?	8a) Have there been any significant organizational alignment changes since the last APRU?		The Veteran Counselor has been moved from reporting to the Dean of General Counseling to the Dean of Enrollment Services.
	8b) Are there any significant organizational alignment changes that will be needed over the next year?		None planned at this time.
	PART 9-	Regulations/Laws/Policies	
SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?	9a) Have there been any significant changes in regulations/laws/policies since the last APRU?		New reporting requirements and additional compliance audit requirements due periodically change. In the "Forever GI Bill was signed into law requiring significant changes to School Certifying Officials process. This benefit is extremely complex and is anticipated to evolve in the future. The va.gov application is one of the new portals created to streamline the application process. School Certifying Officials are now in charge of assisting with the online application process, this includes reviewing applications for completeness and accuracy, resolving issues or concerns of students as needed or directing them to the appropriate personnel. The additional compliance requires that school officials maintain current knowledge of rules, regulations and procedures of VA Educational benefits.
SS 9b) State significant changes in regulations/laws/policies affecting program over next year.	9b) Are there any significant changes in regulations/laws/policies that will affect the program over the next year?		The regulations put forth by the VA could change at any moment within the next five years.
	PART 10-	Professional Development	
SS 10a) State any significant professional development activities for the program since last CPR.	10a) Have there been any significant professional development activities for the program (or others) since the last APRU?		De Anza College is a current member of the Western Association of Veteran's Education Specialists (WAVES). Training is held every July in conjunction with the Veteran's Administration and state agencies.. The conference is imperative to our understanding of the many legislative changes that may occur from year to year. Training is broken down according to the state in which the school is located, this is crucial, as state and federal

			laws differ greatly. The annual conference allows School Certifying Officials to network and create best practices. The VA Regional Offices from San Diego and Muskogee; The California State Approving Agency for Veterans Education (CSAAVE) and other state approving agencies are present and conduct trainings throughout the conference. In addition to attending this conference, there are various conferences/workshops that may take place throughout the state at any given time that the Veteran Resource Specialist and Veteran counselor may attend.
SS 10b) State any significant professional development needs for the program for the next year.	10b) Are there any significant professional development needs for the program (or others) over the next year?		There are numerous organizations across the state that conduct various types of training that would greatly enhance our Veteran Resource Specialist with other resources for our Veteran population. This would require additional funding.
	PART 11-	Curriculum, Student Success, and Equity	The 2017-18 course data is located at: http://deanza.edu/ir/program_review/program-review.17-18.html
SS 11a) Have there been any significant curriculum since the last APRU?	11a) Have there been any significant curriculum since the last APRU?		There has not been any significant curriculum over the past year. However with the hiring of a Veteran Counselor we anticipate there will be some involvement in the future.
SS 11b) State any significant curriculum issues that will affect the program over the next year.	11b) Are there any significant curriculum issues in that will affect the program over the next year?		With the hiring of a Veteran Counselor, curriculum for a specific Veteran Orientation will be a focus.
SS 11c) State the aggregate student success rate in the instructional portions of the program?	11c) What is the aggregate student success rate in the instructional portions of the program?		Students receiving Veterans' Educational benefits are held to a higher standard than the general student population. In order for a student to actively receive benefits, they must maintain a 2.0 GPA and not be on probation for two consecutive terms. Once they fail to meet the standard, they may continue their classes as a student but would no longer be eligible to receive benefits. Due to the higher standards as required by the Dept of Veterans Affairs, this office works closely with students in ensuring that they maintain satisfactory forward progress in their Educational/Career Goals, and have an embedded Counselor to ensure that the Veteran stays on path.
SS 11d) State gap of student success rates with targeted groups.	11d) What are the student success rates between groupings of students? Is there a success rate gap that exceeds 5% between any of these groupings?		Our office works closely with DA Institutional Planning and Research to ensure we are monitoring Veteran students closely and provide any assistance/intervention as soon as possible.
	PART 12-	Other	
SS 12a) Have there been any other significant program changes since the last APRU?	12a) Have there been any other significant program changes since the last APRU?		Nothing significant other than the recent personnel changes and the upcoming creation of the Veterans Resource Center.
	2b) Are there any other significant issues that will affect the program over the next year?		Currently there are not any anticipated issues that will significantly impact the program in the next year.
	PART 13-	Student Services Learning Outcomes and	Accreditation Standard II.B.4-The institution evaluates Student Support Services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence

		Accreditation Standard II.B.4	that they contribute to the achievement of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.
	14a) What are the current/active program outcome statements?		<p>A&R/VETS_SSLO_5 Degree Works Knowledge from Intake - This survey assesses how much new Vets students know about Degree Works. (Active)</p> <p>A&R/VETS_SSLO_6 The Veterans Services Office program expects to service 10% more students and improve course completion rates by 2% (Active)</p>
	14b) How many SSLO/SLO statements have been assessed since the last APRU?		There have been no SSLO/SLO assessed in the past year due to staffing. The Veteran Services Office will be relocating offices prior to the upcoming fall term in which we expect to re-establish ongoing SSLO/SLO statements and assessments.
	14c) Summarize the outcomes assessment findings and resulting program enhancements made since the last APRU.		Please summarize the outcomes assessment findings and resulting program enhancements made over the past year. (Cut/paste from TracDat, APRU or other documents.)
	14d) What are the program outcome assessment plans for the next year?		<ol style="list-style-type: none"> 1. Certification Workshop <p>Provide student veterans with the tools to obtain their academic goals and employment opportunities; We will discuss VA compliance for Educational Plans and Certification Process.</p> 2. DegreeWorks Workshop <p>Train Veteran students on how to use Degree Works to help them develop their educational plans and understand them. Students will receive hands on training on how to navigate through Degree Works; Change their major; Differentiate AA/AS degrees and Transfer degrees; Various GE Patterns.</p> 3. VA Work Study Training <p>Make sure that our work-study are properly trained in working with the VA files as well as servicing the VA students during walk-ins. They will receive full on training regarding different auditing processes. We will collaborate with Foothill College VRC.</p> 4. VA Vocational Rehabilitation Workshop <p>Provide eligible Veteran students with information about Vocational Rehabilitation benefits available to them. We would partner with the VA Vocational Rehabilitation staff for this informational workshop. Establish a working relationship with the Vocational Rehabilitation</p>

			<p>counselors to meet with their De Anza students once a quarter. Develop an MOU between Vocational Rehabilitation and De Anza College</p> <p>5. Career Fair</p> <p>For Veteran students in which companies such as LinkedIn, Google, Tesla, AT&T etc. can share employment opportunities as well as degrees needed in order for students to work in various positions. Develop a partnership with Veteran friendly employers</p> <p>6. Memorial Day Event</p> <p>Allow student Veterans to plan and execute the event.</p> <p>7. Veteran's Day Event:</p> <p>Allow student Veterans to plan and execute the event. .</p>
	Part 14-	APRU Summary	Part 15is intended to be a brief yet thorough overarching summary of Parts 1 through 14.
	15) Where has the program come from since last year, where is it now, and where does it anticipate or need to go over the next year?		Based on the information provided in Parts 1 through 14 above, please summarize: 1) Where the program has come from since the last APRU? 2) Where the program is now, and 3) Where the program anticipates or needs to go over the next year.
	Part 15-	Divisional Perspective	Applicable to Divisions that have multiple programs that are writing CPRs
	16a) Name of the Division and the names of the programs.		Write the name of the division and the names of the programs that are submitting APRUs
	6b) Who wrote the Divisional Perspective?		Enter the name or names of those who authored this Divisional Perspective.
	16c) Summarize the APRU written by the programs of the Division.		Please summarize all the APRUs to be submitted in the Division. Provide a Division wide perspective on the CPRs explaining how they all fit or work together into a cohesive division plan.