



2008-2009 Annual Program Review Update
Approved 9/2/08 Governing Council
(Form Correlated with Student Services '07 PR Template)

This Annual update is due on March 25th of each year that your three year Program review and planning document is not due. Please email a copy of this to your Division dean, the VP of Instruction and the Academic Senate President.

1. What is the name of your Department and/or Division?

Enrollment Services – Veteran Services

2. List the names of everyone who participated in developing this annual update.

Mario Mihelcic, Jeremy Mileo, Arlene Fajardo, Dr. Henry B. Villareal

3. Based on the elements in your Annual Update Data Sheet (Provided by IRP to your dean) and goals stated in your most recent Program Review, please identify any key successes and challenges.

- Along with the Financial Aid, Bookstore, Associated Students, and the Business Office created a Veterans Emergency Loan Program to provide eligible veterans with funds to purchase their books.
- Held a karaoke fundraiser and raised more than \$600 to fund a “Welcome Home” scholarship for veterans participating in the Veterans Student Alliance.
- Created a veterans email distribution list as a point-of-contact for information sharing.
- With the assistance of the Disabled Student Resource Center Counselor established the Veterans Student Alliance.
- Networked with community agencies including the Peninsula Veterans Center and the VA Hospital of Palo Alto to provide referral services as part of a safety net service.
- Hosted a “Welcome Home” BBQ which provided veterans one-on-one contact with service providers from the Human Services Agency of San Mateo County.
- Redesigned the veteran’s website and established it as a standalone website.
- Provide real time assistance through the Meebo chat service embedded on the Veterans website.
- Attended outreach events at Moffett Field and in Sacramento.
- Conducted outreach to the police academy at CSM.
- Coordinated with the Disability Student Resource Center and the Counseling Center to provide workshops focusing on PTSD and on academic success.
- Limited A&R staffing has made it difficult participate in professional development activities particularly programs focused on veteran services.

4. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reason.

Services and programmatic efforts focused on serving the needs of veteran students has been most productive during the past year. As noted above, significant energy has been devoted to serving this targeted population. A pending challenge will be educating the CSM community and particularly faculty on awareness of PTSD.

5. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.)

1. Prepare A&R and Financial Aid staff for implementation of the Post 9/11 GI Bill which will become effective in August 2009.
2. Conduct research and information gathering as to the effectiveness of current services to veterans and to identify additional services.
3. Substantiate the need and collaborate with the Counseling Center to designate a full-time counselor who will work with veteran students.
4. Applied for a Trustees Grant for the 2009-10 academic year.

6. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

There is the potential influx of veterans enrolling at CSM.
The new Post-9/11 GI Bill may provide some logistical challenges.
Limited A&R staffing will continue to be a challenge but use of web-based processing will assist with the veteran related workload. Utilization of veteran services is limited thus will seek ways to increase the use of existing services by this targeted student population.

7. Student Learning Outcome and Assessment focus for this year:

- a. Academic areas: Identify at least one course SLO in on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

Not Applicable

- b. **[All] Student services areas: TBD**

Promote awareness of the benefits provided by the existing Montgomery GI Bill and the new Post 9/11 GI Bill programs.

Ensure veteran students submit their required VA documentation in a timely manner by using the online submission process.

Conduct a survey that assesses veteran student satisfaction of existing services and to determine what additional services might be provided.

8. **SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS** (*Data resources: Educational Master Plan, GE-SLOs, SLOs; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports*)

Admissions and Records provide many essential functions that serve a variety of constituents including veteran students. Two A&R staff are designated as Certifying Officials. Both staff are advocates of veteran services. Given the three existing A&R staff vacancies, the two Certifying Officials are not as readily able to meet the needs of these students nor are they able to attend some professional development workshops that would enhance their knowledge about veteran services and programs. Thus, until A&R is able to return to full staffing, veteran student services will be limited in scope.

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.
- *Note:* Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

(Respond as applicable for Student Services programs)

Full-Time Faculty Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Input text here.	Input text here.	Input text here.

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Refer to Enrollment Services- Admissions and Records Request for Classified Staff positions.		Input text here.

- b. For instructional resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used for instruction (such as computers, furniture for labs and centers) and all materials designed for use by students and instructors as a learning resource (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your division dean. Please list by priority.

(Applicable to for all Student Services programs/ Resources can be both instructional and non-instructional)

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Item: Input text here. Number: Input text here. Vendor: Input text here. Unit price: Input text here. Total Cost: Input text here. Status*: Input text here.	Input text here.	Input text here.

* Status = New, Upgrade, Replacement, Maintenance or Repair.

Dr. Henry B. Villareal

March 23, 2009

Primary faculty/administrative contact

Date

Additional faculty

Date

Additional faculty

Date