

DEPARTMENT OR PROGRAM: Veteran Services 2009-2010

1. BRIEF DESCRIPTION OF PROGRAM:

College of San Mateo Veterans Services provides comprehensive support to all generations of veterans, active duty military, members of the Reserve as well as their dependents and family. Specific services include certification for the GI Bill, referrals to off-campus community agencies, and information about financial aid, scholarships, and support in achieving educational goals. Two certifying officials are actively involved in outreach events to educate veterans about educational opportunities, the GI Bill including the recently implemented Post 911 benefits.

2. Based on data from *Core Program and Student Success Indicators* (provided by PRIE for programs offering courses), information you have collected about student users, data about the numbers of student users, results of student satisfaction surveys, and the goals stated in your most recent Program Review, please identify any key successes and challenges.

Key Successes

- Applied for and received a Board of Trustees Grant
- Developed a Veterans Services Brochure
- Produced a CSM Veterans Welcome Home Banner
- Produced a Veterans Services Outreach Banner
- Certified 443 Veterans for GI Bill Benefits
- Developed an Emergency Student Loan Program
- Established a Financial Aid Office Liaison
- Established and funded a "Welcome Home" Scholarship
- Advocated for and implemented priority enrollment
- Increased campus community awareness of veterans returning from combat to college
- Established the Veterans Student Alliance
- Developed a veterans email distribution list to enhance veteran student communication
- Created a veterans website incorporating real time assistance (Meebo)
- Developed a network of on- and off-campus contacts and services
- Secured funding and sponsored a "Welcome Home" picnic in recognition of Veterans Day
- Participated in a Post 9/11 GI Bill Workshop sponsored by Congresswoman Jackie Speier's Office
- Mario Mihelcic, Veterans Certifying Official is a Regional State Representative of the State Chancellor's Office
- Mario Mihelcic was invited to participate as a panelist at a workshop on the Post 9/11 GI bill at San Jose Event Center. Veteran student Michael LaFors also participated on the panel.
- Produced a Veteran's Orientation Packet

Challenges

- Serving an increasing number of returning OIF and OEF Veterans with limited staffing
 - Identifying, developing and providing additional services to assist veterans in their transition from active duty to the college environment
 - Increase awareness of faculty about Post Traumatic Stress Disorder and Traumatic Brain Injury that may be exhibited by veteran students in the classroom
 - Ensuring veteran students are aware of and are willing to utilize CSM's Psychological Services
 - Lack of a full-time counselor dedicated to working with veteran students due to budgetary constraints
3. 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 reasons.

2008-2009 Goals Update

Prepare A&R and Financial Aid staff for implementation of the Post 9/11 GI Bill which will become effective in August 2009.

- Completed. Certifying Officials Mario Mihelcic and Jeremy Mileo attended a Post 9/11 GI Bill Workshop in Fremont that was conducted by the Veterans Administration.
- Financial Aid Technician, Eric Utsumi was designated as the Financial Aid Office Veteran liaison. He also attended a Post 9/11 Workshop in Los Angeles sponsored by the Veterans Administration.
- Veteran students seeking certification are informed about financial aid and referred to the Financial Aid Liaison

Conduct research and information gathering as to the effectiveness of current services to veterans and to identify additional services.

- In progress. A Confidential Intake Questionnaire has been developed to collect demographic information and identify the types of services needed by veterans

- In progress. Requesting that PRIE develop a veteran's student satisfaction survey.

Substantiate the need and collaborate with the Counseling Center to designate a full-time counselor who will work with veteran students.

- Partially completed. Full time counselors were apprised of VA requirements for GI Bill certification. Ideally, a dedicated full-time counselor would be most constructive in serving the unique needs of veteran students.

Applied for a Trustees Grant for the 2009-10 academic year

- Completed. Board of Trustee Grant was secured
Board of Trustees Grant has been used to develop a Veterans Service Brochure, a "Welcome Home" Banner, Outreach Banner, and an Orientation Packet

4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).
 - Request PRIE to develop a student satisfaction survey for veteran student services.
 - Applied for a Veterans Resources Center Grant
 - Develop and implement a Veterans Work Study Program
 - Collect data to assess veteran student retention and success in achieving educational goals
 - Development of a group orientation information session for veterans seeking to become certified for GI Bill benefits

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?
 - Developing support for veteran students exhibiting PTSD or TBI symptoms in the classroom. Plan to collaborate with the DSPS Office and/or Psychological Services to conduct workshops on PTSD and TBI and other topics.

 - Anecdotal evidence suggests a greater number of veteran students failing classes. Plan to intervene by identifying students early in the term who may be experiencing academic difficulties.

6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:

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

Student Learning Outcome

60% of veterans seeking to be certified for GI Bill Benefits will learn about and will apply online for the Board of Governors Fee Waive (BOGFW).

Student Learning Outcome Assessment

Collaboration with the Financial Aid Office will provide the needed information to determine how many veterans applied for and were deemed eligible for the BOGFW.

7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS

(Data resources: Educational Master Plan, 2008; Institutional Priorities, 2008-2011; College Index, 2009-2010; GE-SLOs, SLOs; department and program records; Core Program and Student Success Indicators; previous Program Review and Planning reports; other data)

- 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.

Full-Time Faculty Positions Requested (if applicable)	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.
A&R III	<p>If granted, dedicated staff member to provide service to veteran students.</p> <p>If not granted, acceptable but not expedient service. Quality of services will be diminished.</p>	A dedicated staff person will enhance service to veterans and ensure they are following through with applying for the BOGFW and financial aid. In addition, tracking veterans who experience academic and other difficulties will be readily tracked.

- b. For instructional resources or program 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 (such as computers and furniture) and all materials designed for use by students and staff as resources (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials, etc). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your dean. Please list by priority.

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.

8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this *Annual Update for Program Review and Planning* evaluation:

Please list the department's *Annual Update for Program Review and Planning* report team as appropriate:

Primary program contact person: Mario Mihelcic

Phone and email address: (650) 358-6856

Full-time faculty:

Part-time faculty:

Administrators: Henry B. Villareal

Classified staff: Jeremy Mileo

Students:

Primary Program Contact Person's Signature	Date
Full-time Faculty's Signature	Date
Part-time Faculty's Signature (as appropriate)	Date
Administrator's Signature (as appropriate)	Date
Classified Staff Person's Signature (as appropriate)	Date
Student's Signature (as appropriate)	Date
Dean's Signature	Date