

Santa Rosa Junior College

Program Resource Planning Process

Veterans Affairs 2014

1.1a Mission

The mission of the Veterans Affairs Office is to assist Veterans, their dependents and survivors in obtaining the benefits and services they are entitled to under the laws of the United States and the State of California, while attending SRJC.

1.1b Mission Alignment

The Veterans Affairs Office is strongly aligned with the District's Strategic Plan goals and objectives.

Strategic Plan: Goals and Objectives	VAO Alignment with Strategic Plan
<i>A. Support Student Success:</i> <i>Support development of the whole student from early college awareness through successful completion of educational and career goals</i>	
Expand and sustain access by eliminating barriers, expanding strategic outreach efforts, and delivering services effectively through current technologies	Providing VA applications and forms online to students. Providing phone-in counseling appointments as requested. Coordinating referrals to local VA medical providers when students need additional support. Embedding DRD services in the Veterans Affairs office. Beginning a counseling presence at the Petaluma Campus one day per month.
Increase retention and academic progress through student engagement with academic and student services, faculty and staff, and campus and community activities	GI Bill certifications require a long-term educational plan with a single, discreet goal. Only required courses for that goal can be certified for benefit eligibility. This supports goal identification and efficient enrollment and progress toward a student's goal.
Increase the number of students who complete their educational plans and goals	VA academic progress standards require a 2.0 gpa each term, and benefits are pro-rated for less than full-time required coursework. Both support the academic planning, enrollment and success of student Veterans and dependents. The Director, SFS served on key Student Success committees: SS Task Force, Priority Reg. Task Force, Student Success/Equity Committee and MIS Task Force.

B. Foster Learning and Academic Excellence *Foster learning and academic excellence by providing effective programs and services*

Identify and implement responsive instructional practices that increase the learning and success of our diverse students	December 2013 SPS sponsored a panel/workgroup for faculty and students about the Veteran experience and challenges in the college setting.
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C. Serve our Diverse Communities *Serve our diverse communities and strengthen our connections through engagement, collaboration, partnerships, innovation, and leadership*

Provide relevant career and technical education that meets the needs of the region and sustains economic vitality	The VRAP benefit program required enrollment in certain high need areas as identified by the federal government, for retraining of unemployed, older Veterans.
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D. Improve Facilities and Technology *Provide, enhance, integrate, and continuously improve facilities and technology to support learning and innovation*

Incorporate best practices and innovations for facilities and technologies in order to enhance learning and working environments	A module within SIS for enhanced tracking of data related to student Veterans was piloted in Spring 2014 and should lessen manual workload and enhance data tracking of, and communication with, student Veterans and dependents.
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Increase District-wide coordination and collaboration to improve facilities and technology access, efficiency, and effectiveness	To provide wrap-around support services to returning Veterans, additional space is needed. Included in the bond plan, a comprehensive Veterans Resource Center is needed and planned for. The interim 3 years requires additional space to meet student needs for coordination of community support, more DRD support, and more staff work space.
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E. Establish a Strong Culture of Sustainability *Establish a culture of sustainability that promotes environmental stewardship, economic vitality, and social equity*

Expand, support, and monitor district-wide sustainability practices and initiatives	VA forms are available online from the Veterans Office website, to assist students in applying to the College, and to the VA for benefits.
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F. Cultivate a Healthy Organization *Cultivate an inclusive and diverse organizational culture that promotes employee engagement, growth, and collegiality*

Recruit and hire outstanding faculty and staff and implement an exemplary Professional Development Program for all employees	Fall 2013 a new Generalist Counselor, with a focus on Veterans, was hired. December 2013 this counselor, a DRD Specialist, and an adjunct counselor all attended the Chancellor's Office Veterans summit.
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Increase safety planning, awareness and overall emergency preparedness	The Veterans Benefits Specialist is an Area Safety Leader.
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G. Develop Financial Resources *Pursue resource development and diversification while maintaining responsible fiscal practices and financial stability*

Pursue alternative funding sources including grants, partnerships, and scholarships to support our diverse communities and students

Grant funding to support additional resources for Veterans has been pursued but not yet secured. This effort remains on the list of funding needs for the Hanover Group.

H. Improve Institutional Effectiveness Continuously improve institutional effectiveness in support of our students, staff, and communities

Fully implement continuous quality improvement strategies to achieve greater transparency, effectiveness, efficiency, and participation

The additional of the Admin Asst I position enabled the department to return to meeting enrollment reporting deadlines with the VA which were not been being met.

1.1c Description

Veterans Affairs assists eligible students to receive cash aid and services under eight federal and state programs. In addition, tutorial assistance referrals are available through the office. The program serves Veterans, dependents of disabled Veterans, dependents and survivors of Veterans. A counseling office is located in the Veterans Affairs Office, and a portion of one full-time counselor, supplemented by one .50 adjunct counselor have received specialized training to develop the accurate educational plans required to support the certifications for GI Bill benefits under the array of benefit programs.

Two factors have supported large growth in the numbers of Veterans enrolling at SRJC: removal of troops from Iraq and Afghanistan creating more Veterans, and the New Post 9/11 GI Bill effective August 2009 which provides higher monthly benefit payments to Veterans attending college. This increase in Veterans enrolling has created a need for additional specialized counseling and results in more staff time dedicated to the detailed GI Bill certification process. Acute growth over several previous years seems to have leveled off, and program size is anticipated to remain stable over the next few years. However, if foreign affairs change (and they can rapidly), then this assumption of anticipated program size could also change rapidly.

An ad hoc Veterans Services Task Force was formed to collaborate on the support needed by, and the services provided to, student Veterans at SRJC. The Veterans Benefits Specialist and the Director, Student Financial Services serve on this task force together with student Veterans, and representatives from several departments including Counseling, Disability Resources and Student Health Services. The task force did not meet during the 2011-12 or 2012-13 years but reconvened during the fall 2013 term and meets 2-3 times per term.

1.1d Hours of Office Operation and Service by Location

Hours are M-F 8 am to 5 pm at the Santa Rosa campus
Summer hours are M-Th 8 am to 5 pm

The number of student Veterans receiving GI Bill benefits and enrolling in over 12 units *per academic year* at the Petaluma Campus continues to remain rather low at 54 of 583, with 11 of 583 enrolling in 21.5+ units at that campus. In the last two years this was partly due to cuts in course offerings at that campus. Discussions with the Dean of Student Services at the Petaluma Campus have resulted in agreement that the current numbers do not justify providing extensive service to this group of students at the Petaluma Campus at this time, particularly while the workload of GI Bill certifications continues to be challenging in the Veterans Affairs Office. However, beginning Spring 2014, the full-time Veterans Counselor began spending one Friday per month at the Petaluma Campus seeing Veterans. Enrollment numbers will continue to be reviewed each year, and until there is substantial growth realized, most Veterans receiving GI Bill benefits will be served at the Santa Rosa campus in the Veterans Affairs Office.

Twice during the spring 2013 term, and once during the fall 2013 term, the Veterans Administration outreach motorhome visited SRJC and spent a full day at each of the Santa Rosa and Petaluma campuses. In addition, they attended Day Under the Oaks 2013 but were disappointed in the location assigned to them that resulted in very limited visibility.

The number of student Veterans receiving GI Bill benefits enrolling at the Windsor Center remains low, is slightly growing, but does not yet support the need for dedicated staff time and presence there. However, the Coordinator, Financial Aid & Outreach spends one morning per week at the Windsor site and she answers questions of Veterans and connects them with the Veterans Benefits Specialist in Santa Rosa as needed.

1.2 Program/Unit Context and Environmental Scan

For the last 6 years, the Veterans Affairs department budget has been over 99% salaries and benefits of the Veterans Benefits Specialist and a 75% Administrative Assistant I. The remaining staff of 4-5 Veterans Administration WorkStudy students is fully funded by the Veterans Administration at no cost to the District. Fall 2011 a Disability Specialist was assigned one morning per week in the Veterans office to strengthen a connection between the VAO and DSPS. This assignment was suspended for spring and summer 2012 but has continued since fall 2012 and is working well for student Veterans.

June 2012 a .50 Administrative Assistant I (also .50 Testing Tech in Assessment) was reassigned to the Veterans Affairs Office. The salary and benefit costs of this position were Matriculation funded. In January 2013, this position was changed to a single incumbent, .75 Administrative Assistant I funded 50% by Matriculation and 25% by BFAP/SFAA funds. This 75% position is resulting in more continuity and stable support for the students being served, and more timely required reporting of monthly enrollment level changes.

Fall 2013 a full-time Generalist Counselor, with an emphasis on working with student Veterans, was hired and funded by the District. Much of the 2013-14 year was devoted to his training in SIS and SRJC programs. Each term this Counselor spends more time in the Veterans Affairs Office, rather than in general Counseling, and Summer 14 his load will be 90% in the Veterans Office. A 50% adjunct Counselor will still be needed to supplement the full-time Counselor's partial assignment to the Veterans Office. Adjunct

Counseling has been paid with BFAP/SFAA funds for several years, through an annual Allowable Use Exception, but this will no longer be permissible July 1, 2014 (due to enhanced Student Success/Matriculation funding to the college). The need to provide the nearly 600 long-term educational plans which MUST be accurate for the GI Bill certifications continues to exist and to be an extensive and specialized workload.

In the 2012-13 and 2013-14 years, the number of GI Bill recipients attending SRJC leveled off after several years of acute growth. It is anticipated that the program size will now remain at its current level for the next few years. Veterans have up to 10 years to make use of their GI Bill benefits. However, if American foreign policy changes, and we engage in one or more additional mobilizations, the effect on our Veterans program size could also change, and rather rapidly.

2.1a Budget Needs

Total expenditures in the hourly, supplies and services budgets 2006-07 to 2012-13 years averaged under \$300 per year for the Veterans Affairs Office. The service provided is highly personal and personalized, necessitating little in printing and office supplies. This office runs effectively and efficiently, with very little budget beyond the salary and benefits of the full-time Veterans Benefits Specialist, the 75% Administrative Assistant I and the Counselors. The supply, graphics and travel budgets have always been extremely small, with the Financial Aid budgets supplementing them each year with approximately \$1000 in covered expenditures. If BFAP/SFAA funding decreases, and the number of Veterans and eligible dependents and survivors increases, more supply and graphics funds may be needed in the future, as well as travel funds to the highly recommended annual WAVES training provided by the Veterans Administration.

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	ALL	08	02	\$2,000.00	Travel to annual WAVES training for Admin Asst I. Highly recommended by VA in letter accompanying the annual Administrative Cost Allowance payment.

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Veterans Benefits Specialist	40.00	12.00	Currently working with out-of-class 10% differential as a Coordinator. For eligible Veterans, dependents and survivors, maintains compliance with federal, state and VA policies regarding benefit payments; tracks enrollment and academic progress of Veterans, dependents and survivors; coordinates with United Veterans Council for other support services such as mental and physical health services; certifies GI Bill payments in VA software; advises student Veterans, dependents and survivors on benefit eligibility, rights and responsibilities; refers Veterans, dependents and survivors to specially trained SRJC Counselors for long-term educational planning.
Administrative Assistant I	30.00	12.00	Tracks enrollment and academic progress of Veterans, dependents and survivors; certifies GI Bill payment adjustments in VA software; advises and assists student Veterans, dependents and survivors with application, assessment and registration procedures and on benefit eligibility, rights and responsibilities; refers Veterans, dependents and

			survivors to specially trained SRJC Counselors for long-term educational planning.
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2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
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2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
VA WorkStudy Student Workers - up to 4	20.00	12.00	No cost to the District-VA funded. Greet and welcome Veterans, dependents and survivors to SRJC; explain benefit programs; assist student Veterans, dependents and survivors with the application and registration process; assist students with course schedule selections; schedule Counseling appointments and Assessment tests; assist Veterans with settling back to Sonoma County and non-combat society.
Student Worker or STNC	20.00	12.00	Same Duties as above. District or FWS funds from the Financial Aid budget supplement when the VA contracts run out.

2.2d Adequacy and Effectiveness of Staffing

This program runs very efficiently, with the cost of 1.75 FTE classified employees being the vast majority of the budget. The department is supplemented with 4-5 VA funded student workers throughout the year. Occasionally, a FWS or District paid student or STNC employee is hired when VA paid student labor is not available.

Recent growth quadrupled the number of GI Bill recipients enrolling at SRJC in six years, with little additional staff added. The growth experienced in the 2011-12 year pushed the limit on timeliness of submission of GI Bill certifications and of the timeliness of monthly enrollment reporting. As growth continued, the current 1.0 staff member was not able to complete all required reporting within the required time limits. The establishment of a 75% Admin. Asst I is providing assistance with the workload and timeliness of certifications and reporting. Program size seems to have leveled off during the 2012-13 and 2013-14 years.

A Disability Specialist resumed a one morning per week assignment in the Veterans Office fall 2012, having been piloted during fall 2011. This assignment provides a stronger connection between DSPS and the VAO and provides additional support to Veterans.

Given the challenges faced by Veterans returning from service, this comfortable and welcoming office is a cost-effective asset to the District. However, more and more Veterans are in need of additional, coordinated support services (tutorial, disability resources support and management, psychological services, etc.). The current Veterans Affairs Office was designed as a "first-stop", touchpoint office and this mission is being met. However, there is no staff, support, counseling nor space for the growing need of "wrap-around" services for the Veterans population. Beginning fall 2013 a full-time Counselor (generalist, but with a focus on Veterans) was hired and is providing more continuity and support for our Veterans. During the 2013-14 year the Veterans Task Force resumed meetings and is beginning to address the establishment of more coordinated, wrap-around services and support for our Veterans attending SRJC.

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	Santa Rosa	01	02	Veterans Benefits Specialist	Veterans Resource Center Coordinator	Classified
0002	Santa Rosa	01	02	Administrative Assistant I 75%	Administrative Assistant I 100%	Classified

2.3a Current Contract Faculty Positions

Position	Description
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2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
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2.3c Faculty Within Retirement Range

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

As more Veterans returned from serving in Iraq and Afghanistan, the demand for educational planning (to support GI Bill benefit certifications) increased significantly, nearly 500%, from 121 in 2004-05 to 578 in 2011-12; the number seems to have now leveled off. The student files, educational plans and GI Bill certifications are audited annually by the BPPVE of California, and by the Department of Veterans Affairs annually.

Regulations and constraints guide the educational planning needed to support a GI Bill benefit certification and necessitate limiting this service to be provided by Counselors with specialized training. A new full-time Counseling generalist, with a focus on (and partial assignment to) Veterans, was hired beginning fall 2013. The addition of this person to the counseling hours scheduled in the Veterans Office addresses some of this high demand. A 50% adjunct Counselor is still also needed. General Counseling is provided year-round on a drop-in only basis; Veterans long-term educational planning is still provided, by necessity, through 45 minute to one hour scheduled appointments.

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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2.4b Rational for Instructional and Non-Instructional Equipment, Technology, and Software

Equipment needs for the Veterans Affairs Office can be met through an Allowable Use Exception request for BFAP/SFAA funds. Two staff computers must remain VA-Once software compliant for GI Bill certifications. Staff computers and student kiosks are kept current as a result.

2.4c Instructional Equipment and Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.4d Non-Instructional Equipment, Software, and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Santa Rosa	04	02	Urgent	Plover Hall	513-lobby	\$4,000.00	Electric entry door for wheelchair entrance.
0002	Santa Rosa	04	02	1 Year	Plover Hall	513-lobby	\$100,000.00	Expansion of Veterans Office to accommodate 2 more private offices, slightly larger than 10 x 10 to accommodate wheelchairs and advocates.
0003	Santa Rosa	04	07	Urgent	Plover Hall	513-lobby	\$10,000.00	Exit door to Scholarship, with panic bar. Could be incorporated into office remodel.

2.5b Analysis of Existing Facilities

New space in Plover Hall is a welcoming and fully functional for Veterans, their dependents and survivors, with a private office for the Benefits Specialist and for a Counselor, as well as lobby space for student workers and for Veterans to relax comfortably. The recently reassigned Admin Asst I has a carved out workstation in the lobby area since this was the only space available; the current space is inadequate to meet service delivery needs.

The built-in desk for a student kiosk (near the entry door) was awkward and was removed and replaced with a free-standing set of two tables. This works much better as a student kiosk area.

Program growth has outgrown the space but still works well as a "first stop" service center. The space cannot accommodate the growing need for wrap-around services for our student Veterans. When the decision is made to expand the role of this office to being a Resource Center for Veterans, additional space will be needed. There is some additional floor space in the Scholarship Office and a wall could be moved to enlarge Veterans space and decrease Scholarship space. 4 additional offices are needed: 1 for the Admin. Asst, 1 for the VA visiting VocRehab Counselor, 1 for a DRD Specialist, and 1 for a visiting mental health professional from various community agencies that have asked for the ability to provide direct services on campus.

3.1 Develop Financial Resources

Grant or private donation funding to expand the Veterans Affairs Office to be a Veterans Resource Center, with 6-7 offices alongside or surrounding a comfortable, open lobby space. Staffing is in place for this between the current Veterans Affairs staff, Counseling, DRD and community agencies. The cost for the facility and space is needed.

3.2 Serve our Diverse Communities

The Veterans Benefits Specialist is a Veteran, The Administrative Assistant is the daughter of a Veteran, and the VA student workers are Veterans, (as required by the VA for their funding). Having Veterans employed in the Veterans Affairs Office is highly desirable to provide a welcoming and comfortable environment for the student population being served.

3.3 Cultivate a Healthy Organization

The Veterans Benefits Specialist serves on the United Veterans Council of Sonoma County. The new 75% Admin. Asst I will attend the next WAVES training, since her knowledge base has grown and she is now able to find this training useful. The new Post 9/11 GI Bill requires in-service training as the program is fully implemented. In March, 2010, the VA sent a letter with the annual Administrative Cost Allowance payment indicating a strong suggestion to use the funds for appropriate staff to attend the annual WAVES training.

The Veterans Benefits Specialist also serves on the ad hoc Veterans Services Task Force that meets to determine, discuss and hopefully enhance the service and support provided to Veterans attending SRJC. This task force did not meet for two years, but resumed meetings during Fall 2013 with the addition of the full-time Generalist Counselor assigned to the Veterans Affairs Office.

In addition, returning Veterans increased in number and are returning with service-related disabilities including ABIs and PTSDs. Training in understanding these disabilities and their affects on students continues to be needed. The DRD Specialist, Generalist Counselor and the dedicated adjunct counselor attended the Chancellor's Office sponsored training on student Veterans offered during spring 2013 and December 2013.

3.4 Safety and Emergency Preparedness

Student Financial Services has three area safety leaders, Rachael Cutcher (Scholarship), Craig Rowland (Veterans Affairs), and Brian Wilson (Financial Aid). These employees will participate in District-wide safety trainings. Financial Aid Manager and Scholarship Manager attended a District Police training regarding Plover Hall safety concerns and relayed the information to staff. Financial Aid Manager, Scholarship Manager and Director all viewed the Active Shooter Video.

3.5 Establish a Culture of Sustainability

Unfortunately, the required backup documentation material for VA audits is necessary to be held in hard copy form in each student's file. Much other assistance to Veterans (CCCApply, FAFSA, SIS Registration, etc.) is all available on-line at the student kiosk.

Some of the forms that student Veterans and their dependents use regularly are posted on the SRJC Veterans Affairs website for student access.

Beginning with Fall 2013, the Financial Aid Long-term Student Educational Plan form is no longer being printed and no longer being used for the educational planning of student Veterans and dependents; all educational plans are being done through SIS. This has resulted in 2500+ 3NCR forms not being printed each year.

Developed during fall 2013 and being piloted in spring 2014, there is now a module within SIS for tracking of Veterans, dependents and survivors receiving GI Bill benefits. This module will eventually allow for automated tracking of course drops, W and F grade monitoring, SAP measurement, etc. It requires duplicate data entry to the VA-Once software, but should ultimately save manual workload of review of 600+ student files each month.

4.1a Course Student Learning Outcomes Assessment

n/a

4.1b Program Student Learning Outcomes Assessment

1. As a result of a counseling session, student Veterans and eligible dependents will be able to state their educational goal, and identify the requirements necessary to reach that goal. (SLO assessed Spring 2010 then changed Fall 2010.)

2. As a result of meeting with Veterans Affairs staff, students will gain understanding of the Veterans assistance programs available as well as his/her rights and responsibilities as a participant. This understanding will be demonstrated by a student's reported acknowledgement. (SLO changed Fall 2010)

Program Level SLOs identified beginning Fall 2010:

As a result of interactions with Student Financial Services, including Financial Aid, Scholarship Programs and Veterans Affairs, students will:

3. Apply for and receive financial assistance to assist with the costs of attending college;

4. Learn to manage finances, plan a budget and understand the costs associated with attending SRJC and/or four-year institutions;

5. Identify conditions that are likely to contribute to, or interfere with, their academic performance.

SLO #5 is being assessed during the summer of 2014.

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Service/Program	Counseling appt	Spring 2010	Summer 2010	Fall 2010
Service/Program	Staff interaction	N/A	N/A	Fall 2010
Service/Program	Apply for financial assistance	N/A	N/A	N/A
Service/Program	manage finances and budget	N/A	N/A	N/A
Service/Program	Identify conditions for academ	Summer 2014	Fall 2014	N/A

4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
Development of long-term Ed Plan/Couns				X	X			X	X	X	X					
Maintenance of claiming benefits	X				X			X		X	X					X
Process for claiming GI Bill benefits	X	X		X	X			X	X	X	X					X
Referrals to community support services				X	X	X		X	X	X	X					X

4.2b Narrative (Optional)

Veterans have served their country and are entitled to educational benefits under the Montgomery GI Bill and Post-9/11 GI Bill as a result. However, these rights of the Veterans (and eligible dependents and survivors) to benefits are balanced with responsibilities that include matriculating efficiently toward a single stated goal (only

required coursework is payable) and meeting academic progress standards each term. This process requires thoughtful and careful planning, as well as budgeting 36 months of GI Bill benefits. As a result, the services and guidance provided by the Veterans Affairs Office results in students learning and developing skills in several institutional areas.

Returning Veterans often struggle with adjusting to non-combat society as a result of anxiety disorders and/or PTSD. Struggles in the classroom and discussions with Veterans Affairs Office staff often result in Veterans deciding to pursue additional counseling or tutorial services through SRJC or the VA Medical Centers.

Departmental Learning Outcomes:

1. As a result of a counseling session, student Veterans and eligible dependents will be able to state their educational goal, and identify the requirements necessary to reach that goal.

A sampling of students attending a counseling appointment during Spring 2010 and Summer 2010 with a Veterans counselor were asked to participate in a two part survey. Part I (filled out prior to the start of the counseling session) asked students to self assess their understanding of: 1) their educational goal; 2) their long term plan to complete required courses for that goal; and 3) services and resources available to assist them. Part II of the survey (filled out at the end of the counseling appointment) asked students to respond to the same questions. Additionally, it requested that they add their comments about the counseling appointment.

Assessments were made during Spring 10 and Summer 10 terms (April and June).

Initially 61% of students indicated they knew their goal, and 45% listed their goal. After the counseling appointment, 92% of students indicated they knew their goal and 82% listed their goal.

Initially 30% of students indicated that they knew what classes were needed to complete their goal, but after the counseling appointment, 88% of students indicated that they knew the classes required to complete their goal, and 100% of students indicated that they had a full or partial long-term plan to complete their goal.

59% of students initially indicated that they understood the educational requirements of their benefit program, while 94% indicated this after the counseling appointment.

Significant resources are put toward providing this counseling and educational planning for student Veterans; the data indicates that significant learning in these areas is taking place and that the anticipated outcomes of the counseling session are being met in high percentages.

Survey result summary:

Pre-Questionnaire	Yes	Partially	No	If yes,	Listed

Have a declared educational goal?	40	8	18	30
Know what classes needed to complete goal?	20	27	19	
Have a long-term plan for goal?	33	15	18	
Understand Veteran's assistance program educational requirements?	39	17	10	

Post-Questionnaire	Yes	Partially	No	Changed	Listed
Have a declared educational goal?	56	5	0	5	54
Know what classes needed to complete goal?	58	3	3		
Have a long-term plan for goal?	63	3	0		
Understand Veteran's assistance program educational requirements?	62	1	2		

Comments or additional information to share about their counseling appointment:

Went fine, thanks.
 Counselor was very helpful.
 Great service! Very helpful!
 Will meet in April to discuss further schedules and classes.
 Thank you for all the help and support.
 Overall great visit.
 Very nice.
 Gave a better understanding on how I am going to complete my goal.
 Good counselor.
 Is an outstanding counselor.
 Thank you!
 Very informing
 Awesome counselor

During Spring 2014 and Summer 2014 a similar assessment will be performed, to measure not only goal identification and understanding of coursework and timeline required to complete the goal, but also measuring a student's understanding of factors that contribute toward, and detract from, their academic performance and progress toward their goal.

5.0 Performance Measures

Veterans and dependents receiving GI Bill benefits while attending SRJC are 63% **white** (similar District-wide measure is 57%) and 77.5% **male** (compared to 45%).

English is the primary language spoken by nearly 93% of Veterans and dependents receiving GI Bill benefits, compared to nearly 88% of those reporting District-wide.

These students **persist** Fall to Spring term at a 77.8% rate compared to that District-wide of 69.8%, and they **complete Degree Applicable courses (72.7%)** at a nearly comparable level than all students District-wide (73.8%); they complete **Basic Skills English (69%)** courses at a higher rate than that District-wide (65.1%), and **Basic**

Skills Math (69%) courses at a higher rate than that District-wide (67%) although the sample size is small.

Notably, 48.5% of recipients report **receiving some type of financial aid** in addition to their GI Bill benefits. This is higher than the District-wide rate of 40.7%. 20.4% are receiving Pell Grants, higher than the 14.7% rate District-wide.

Veterans and dependents also attend classes at the **Petaluma Campus, but are usually cross-enrolled** between Petaluma, Santa Rosa and/or other locations. Although 188 of 583 Veterans and dependents (32%) receiving the GI Bill attended at least one class in 2012-13 at the Petaluma Campus, only 54 (9%) enrolled in 12 or more units *per academic year* at the Petaluma Campus. Continuing to measure this number is warranted to identify potential future service needs.

The number of Veterans and dependents receiving the GI Bill at SRJC continues to grow: 121 students in 2004-05, 241 in 2006-07, 578 in 2011-12 and 583 in 2012-13, reflecting nearly 500% growth in this population in 7 years, and continuing at this program size. The release of service personnel from Afghanistan and Iraq has leveled off somewhat in the last 18 months and may result in this number somewhat leveling off in 2013-14 and beyond.

Dependents and survivors of Veterans can also receive GI Bill benefits. These dependents are 67.8% **female** (compared to 52.7%), 88% are **age 29 or less** (compared to 70.4%), are 69% **white** (compared to 57.3%), and 14.3% have a **primary disability** (compared to 6.1%). **English is the primary language** of 90% of these students, compared to 87.7% District-wide. Some type of **financial aid** is received by 69% (compared to 40.1%), BOG fee waivers are received by 67.9% (compared to 40.7%) and Pell Grants are received by 21.4% (compared to 14.7%).

These dependents of Veterans **persisted fall to spring term** during the 2012-13 year at a 80.3% rate, compared to 69.8% of all students. In the 2012-13 year, the completion rate of **degree applicable coursework was 75.1%** for this population, compared to 73.8% District-wide. Completion rates for **Basic Skills English and Math** coursework were 100% and 50%, with District-wide rates being 65.1% and 67% respectively. However, sample sizes were very small and not statistically relevant.

	2012-13 Veterans	GI Bill recipients	Dependents	District #	GI Bill recipients	Dependents	District #
GENERAL DATA							
Total Students		583	84	32359	100.00	100.00	
Enrolled in CREDIT		583	84	32359	100.00	100.00	
Is English Primary Language?							
YES		541	76	28394	92.8	90.48	
NO		42	8	3965	7.2	9.52	
Enrollment Location							
Online only		12	4	1887	2.06	4.76	
Santa Rosa Campus Only		308	51	18720	52.83	60.71	
Petaluma Campus Only		42	8	3164	7.20	9.52	
Other Only		29	0	2185	4.97	0.00	
Santa Rosa & Petaluma		124	17	4623	21.27	20.24	
Santa Rosa & Other		61	3	1533	10.46	3.57	
SR, Petaluma, Other		7	1	247	1.20	1.19	

ACCESS						
	Gender					
	Female	127	57	17047	21.78	67.86
	Male	452	27	14649	77.53	32.14
	Unknown	4	0	663	0.69	0.00
	Age Group					
	< 20	21	17	7468	3.60	20.24
	20 - 24	146	39	10759	25.04	46.43
	25 - 29	223	18	4605	38.25	21.43
	30 - 34	91	0	2625	15.61	0.00
	35 - 39	31	0	1670	5.32	0.00
	40 - 49	29	1	2620	4.97	1.19
	50 +	42	9	2612	7.20	10.71
	Race/Ethnicity					
	Black	18	4	828	3.09	4.76
	Asian	10	1	1227	1.72	1.19
	Filipino	7	0	283	1.20	0.00
	Hispanic	112	15	8557	19.21	17.86
	Am. Indian/Alaskan	2	0	266	0.34	0.00
	Pacific Islander	7	0	137	1.20	0.00
	White	370	58	18546	63.46	69.05
	Multiple Ethnicities	32	2	1376	5.49	2.38
	Unknown	25	4	1139	4.29	4.76
	Disability					
	Primary Disability	49	12	1991	8.40	14.29
	Secondary Disability	24	7	837	4.12	8.33
	Dept. of Rehabilitation	0	0	73	0.00	0.00
	2012-13 Veterans	GI Bill recipients	Dependents	District #	GI Bill recipients	Dependents
						District #
	ACCESS - continued					
	Financial Aid					
	Not Received	300	26	19199	51.46	30.95
	Received	283	58	13160	48.54	69.05
	BOG Waiver	274	57	12939	47.00	67.86
	PELL Grant	119	18	4769	20.41	21.43
	Other	30	4	1672	5.15	4.76
	PROGRESS					
	Persistence					
	Enrolled in Fall	419	66	23205		
	Persisted to Spring	326	53	16192	77.80	80.30
	Course Completion					
	Degree Applicable					
	Attempted	3332	487	128756		
	Successful	2423	366	95069	72.72	75.15
	Basic Skills					
	ESL					
	Attempted	0	0	1813		
	Successful	0	0	1429	0.00	0.00
	English					
	Attempted	42	3	1705		

	Successful	29	3	1110	69.05	100.00
	Math					
	Attempted	75	12	2211		
	Successful	52	6	1481	69.33	50.00
ACADMIC SUCCESS						
	Degree	40	5	1531	6.86	5.95
	Certificate	30	0	572	5.15	0.00
Other General Data						
	Petaluma Unit Breakdown					
	.5 - 3.0 units	54	9	2814	28.72	32.14
	3.5 - 6.0 units	43	5	2032	22.87	17.86
	6.5 - 9.0 units	27	5	1097	14.36	17.86
	9.5 - 12.0 units	19	2	652	10.11	7.14
	12.5 - 15.0 units	17	1	522	9.04	3.57
	15.5 - 18.0 units	8	3	324	4.26	10.71
	18.5 - 21.0 units	10	1	263	5.32	3.57
	21.5 - 24.0 units	2	0	207	1.06	0.00
	24.5 - 27.0 units	4	2	146	2.13	7.14
	27.5 - 30.0 units	3	0	80	1.60	0.00
	30.5 +	1	0	32	0.53	0.00
	12.0 - 21.0 units per year	43	6	1220	22.87	21.43
	21.5+ units per year	11	2	519	5.85	7.14

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	01	02	Re-establish full compliance with reporting timelines through VA-ONCE.	To comply with Veterans Administration requirements for enrollment, drop, and F/W end-of-term grade reporting.	1 year	As of April 2014 this has been accomplished and is anticipated to continue.
0002	ALL	03	02	Have the District decide what the scope of support services will be provided to Veterans.	To decide whether or not to expand/enhance the mission of the Veterans Affairs Office to include wrap-around support services, and to support this change with adequate resources.	1 year	4/14-still developing an interim solution; long-term solution is a VRC that is bond funded; full-time Veterans counselor hired starting Fall 13.

6.2a Program/Unit Conclusions

Location	Program/Unit Conclusions
ALL	Extreme growth the last few years (500% in 7 years) resulted in not meeting compliance guidelines for enrollment, withdrawal and failed course reporting. This became a priority and was addressed during the 13-14 year; as of April 2014 reporting is timely as required.
ALL	Given the large number of students receiving GI Bill benefits, and other Veterans attending SRJC, it is time to officially decide what level of service and support we will provide to this population, and to adequately support that decision with the needed resources (staff and space). A full-time Veterans Counselor was hired beginning Fall 2013. A full Veterans Resource Center is on the facilities bond list. An interim, larger space solution is still needed for the next 3 years.

6.2b PRPP Editor Feedback - Optional

The main challenge facing the Veterans Affairs Office is adequate space to support the service of nearly 700 Veterans and dependents attending SRJC. The current space is inadequate, with the Administrative Assistant's workstation in the service lobby where the work can be overheard and seen by students. This is sub-standard.

Veterans return from service with PTSD, anxiety disorders, and brain injuries. As the number of GI Bill recipients has significantly increased (500% program growth), the Benefits Specialist has less and less time to spend with Veterans, to explain resources available to assist students and to encourage students to seek help. Our student Veterans need more complete, wrap-around service and support. The VAO is not staffed adequately to meet this need, and the limited space cannot accommodate any additional staff. Various community agencies have offered to provide on-site support services to Veterans, if the College can provide confidential office space.

The biggest past challenge was handling the growth of the workload and growing service needs, while remaining compliant with reporting requirements. Original GI Bill certifications slipped during Summer 2012 and some Veterans did not receive their September 1 checks on time as a result. An emergency loan fund provided by the SRJC Foundation assisted student Veterans affected by this. Spring and Fall 2012 drop, F and W grade reporting at end-of-term slid to 60 days, and is required within 30 days. This is because one person could not complete all the work required for the number of students being served (578 certified during the 2011-12 year and growing). There was a personnel change in the Admin. Asst I position, and this position was changed to a 75% position beginning January 2013. This position now certifies drops and earned F grades, and we have seen improvement in reporting timelines during Fall 2013 and Spring 2014 and are now reporting within required timelines.

The current challenge is adequate space to house current staff, and community agency service personnel to assist our student Veterans. The longer term challenge is to provide adequate space for a full-service Veterans Resource Center, to provide wrap-around services to this growing population with extensive needs. This item is on the list of facilities projects for a bond, but would take 3-4 years. In the meantime, additional "swing" space is still required and is requested in this PRPP.

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	01	02	Develop a comprehensive facility layout for a Veterans Resource Center	Identify priority, and secondary, space needs to support enhanced service to Veterans; incorporate reporting, academic counseling, DSPS support, and space for community agency visiting professionals.	1 year	Additional space (2 larger offices minimum), a classified coordinator, additional administrative assistant help and additional DSPS specialist support.