

# Santa Rosa Junior College

## Program Resource Planning Process

### Veterans Affairs 2015

#### 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><b>A. Support Student Success:</b> 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 three days 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 comprehensive 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. Often, GI Bill recipients enroll full-time in <i>required</i> coursework to receive the full-time Basic Housing Allowance of \$2223 per month (prorated for less than full-time).
Increase the number of students who complete their educational plans and goals	VA academic progress standards require a 2.0 gpa each term, and GI Bill benefits are pro-rated for less than full-time required coursework. Both requirements support the academic planning, enrollment and success of student Veterans and dependents, often at a full-time enrollment level.  The Director, SFS served or serves on key Student Success committees: Student Success Task Force, Priority

Registration Task Force, Student Success/Equity Committee and the MIS Task Force. This involvement helps ensure more accurate and complete tracking of data on student Veterans, dependents and survivors.

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

Integrate academic and student support services across the college

December 2013 SPS sponsored a panel/workgroup for faculty and students about the Veteran experience and challenges in the college setting. Fall 2014 a Veterans club was established and the Veterans Counselor is the club advisor. Spring 2015 a Veterans Orientation was held, co-sponsored by the Veterans Office and Veterans Club.

***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. All GI Bill certifications require a state of California and VA approved Program of Study, Comprehensive Educational Plan, and enrollment in required units only.

***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 is lessening the manual workload and enhancing data tracking of, and communication with, student Veterans and dependents.

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 Measure H bond campaign, a comprehensive Veterans Resource Center is planned for and will be incorporated into the Facilities Master Plan. The interim 3 years requires additional space to meet student needs for coordination of community support, more DRD support, and more staff work space. This interim space enlargement is planned for Fall 2015, adding 900 square feet of office space.

***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.

**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 50% assignment to the Veterans Office, was hired. Each year this counselor, a DRD Specialist, and an adjunct counselor all attend the Chancellor's Office Veterans summit.
Increase safety planning, awareness and overall emergency preparedness	The Veterans Benefits Specialist is an Area Safety Leader.

**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.
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**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 addition of the Administrative Assistant I position enabled the department to return to meeting enrollment reporting deadlines as required by the VA.
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### 1.1c Description

Veterans Affairs assists eligible students to receive cash aid and services under seven 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 50% of one full-time counselor, supplemented by one 50% adjunct counselor, have received specialized training to develop the accurate, comprehensive 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 2008 which provides higher monthly Basic Housing Allowance benefit payments to Veterans attending college (\$2223 per month for full-time students). 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 ad hoc task force together with student Veterans, and representatives from several departments including Counseling, Disability Resources and Student Health/Psychological Services. The task force did not meet during the 2011-12 or 2012-13 years but reconvened during the fall 2013 term and meets as needed.

## 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 48 of 559, with 19 of 559 enrolling in 21.5+ units at that campus. In the last three 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 timely 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. Spring 2015 the adjunct Veterans Counselor began spending 3 Wednesdays per month at the Petaluma Campus to meet both Financial Aid and Veterans' counseling needs. 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. Both Vet Connect and the North Bay Veterans Center provided an information booth at Day Under the Oaks 2014 and 2015.

The number of student Veterans receiving GI Bill benefits enrolling at the Windsor Center remains low at 24, 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 the 75% Administrative Assistant I (1/3 funded by BFAP). 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. 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 Veterans and DSPS departments. This assignment was suspended for spring and summer 2012 but has continued since fall 2012 and is working well for student Veterans.

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. Beginning Summer 14 his load became 50% in the Veterans Office. A 50% adjunct Counselor is still needed to supplement the full-time Counselor's partial assignment to the Veterans Office. Adjunct Counseling was paid for with BFAP/SFAA funds for several years, through an annual Allowable Use Exception, but this was no longer permissible July 1, 2014 (due to enhanced Student Success funding to the college). Student Success now funds the adjunct Veterans Counselor. The need to provide nearly 600 comprehensive 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 our Country engages in one or more additional mobilizations, the effect on our Veterans program size could also change, and rather rapidly.

## 2.1a Budget Needs

Total budget in the hourly, supplies and services budgets 2006-07 to 2013-14 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 the VAOnce software; advises student Veterans, dependents and survivors on benefit eligibility, rights and responsibilities; refers Veterans, dependents and survivors to specially trained SRJC Counselors for comprehensive 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 the VAOnce 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 comprehensive educational planning.

## 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 5	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 WorkStudy 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% Administrative Assistant I provided 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, assigned 50% to Veterans) was hired and is providing more continuity and support for our Veterans.

## 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 comprehensive 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 both the BPPVE of California and by the Department of Veterans Affairs.

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 50% 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 comprehensive 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
0001	Santa Rosa	04	02	networked printer	1	\$1,200.00	\$1,200.00	Kris Shear	513	Corey Mason

## 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	\$4,000.00	Electric entry door for wheelchair entrance.
0002	Santa Rosa	04	02	Urgent	Plover Hall	513	\$100,000.00	Expansion of Veterans Office to accomodate 2 more private offices, slightly larger than 10 x 10 to accomodate 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

The space in Plover Hall is welcoming and 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 Administrative Assistant 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. The decision has been made to expand the role of this office to being a Resource Center for Veterans, and some additional space will be created during Fall 2015 as an interim service plan. The long-term plan, as outlined in the Measure H bond campaign, is to build a stand-alone Veterans Resource Center that will include 4 additional offices: 1 for the Administrative Assistant, 1 for a visiting VA 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 to Veterans on campus.

## 3.1 Develop Financial Resources

Grant or private donation funding is needed to expand the Veterans Affairs Office to be a full-service 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 and has been secured through the Measure H campaign. In the interim 3 years, more space is needed to house current staff and a 900 square foot office expansion is planned for Fall 2015.

Community donations for furniture and equipment in both the interim enlarged space and the final VRC can be secured to some degree.

A 1918 campaign donation provided a set of parade military flags during Summer 2015 for the office.

## 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 WorkStudy 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

Remaining current on VA regulations, and maintaining strong contacts in our county, state and in Muskougee is important to providing good information and service to our Veterans and dependents. The Veterans Benefits Specialist serves on the United Veterans Council of Sonoma County. The Administrative Assistant attends the monthly Vet Connect meetings during non-peak seasons. The Administrative Assistant will attend the next WAVES training, since her knowledge base has grown and she is now able to find this training useful. The VA sends 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.

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-Veterans Summit- offered during Spring 2013, December 2013 and October 2014.

An important feature of the Veterans Office that has been somewhat compromised (when the workspace for the Administrative Assistant was placed in the lobby) is the availability of a large, wide-open, comfortable and welcoming space for our returning Veterans to visit, relax and receive service in. This type of comfortable space is important to their success in school and supports them having a successful transition back to non-combat society. This need drives the interim, enlarged space project, and will also be fully in place in the new, complete Veterans Resource Center to be constructed in 3 years.

### 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 participate in District-wide safety trainings. The 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 and in the Plover lobby.

Forms that student Veterans and their dependents use regularly are prominently 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 comprehensive educational plans are being done through SIS. This has resulted in 2500+ 3NCR forms not being printed each year.

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 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 the manual workload and review of 600+ student files each month.

#### 4.1a Course Student Learning Outcomes Assessment

n/a

#### 4.1b Program Student Learning Outcomes Assessment

##### **Original Program Level SLOs identified in 2007:**

- 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 was assessed in the Financial Aid department Spring/Summer 2015 and will be assessed in the Veterans department Spring/Summer 2016.

#### 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	Spring 2016	Summer 2016	Summer 2016

## 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 Comp. 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, brain injuries 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.**

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

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

During Spring 2016 and Summer 2016 a similar assessment will be performed, to measure goal identification, understanding of coursework, the value of a comprehensive educational plan and the timeline required to complete the goal. A student's understanding of factors that contribute toward, and detract from, their academic performance and progress toward their goal will also be measured.

## 5.0 Performance Measures

**Veterans and dependents** receiving GI Bill benefits while attending SRJC are 64% and 67% **white** (similar District-wide measure is 57%) and 74% **male** (compared to 45%).

English is the primary language spoken by nearly 96% of Veterans and dependents receiving GI Bill benefits, compared to nearly 92% of those reporting District-wide.

These student Veterans **persist** Fall to Spring term at a 75.3% rate compared to that District-wide of 69.6%, and they **complete Degree Applicable courses (70.2%)** at a nearly comparable level than all students District-wide (72.9%); they complete **Basic Skills English (73%)** courses at a higher rate than that District-wide (62.8%), **and Basic Skills Math (74%)** courses at a higher rate than that District-wide (63.7%) although the sample size is small.

Notably, 52% 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%. 24% are receiving Pell Grants, higher than the 14.3% 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 184 of 559 Veterans and dependents (33%) receiving the GI Bill attended at least one class in 2013-14 at the Petaluma Campus, only 48 (8.5%) 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, peak of 583 in 2012-13 and 559 in 2013-14, reflecting nearly 500% growth in this population and continuing at this program size. The release of service personnel from Afghanistan and Iraq has leveled off in the last 2 years and has resulted in this program size not only leveling off, but shrinking slightly.

**Dependents and survivors of Veterans** can also receive GI Bill benefits. These dependents are 67.1% **female** (compared to 52.5%), 87% are **age 29 or less** (compared to 70.6%), 67% are **white** (compared to 57%), and 15.8% have a **primary disability** (compared to 5.6%). Some type of **financial aid** is received by 63.2% (compared to 40.7%), BOG fee waivers are received by 61.8% (compared to 39.6%) and Pell Grants are received by 29% (compared to 14.3%).

These dependents of Veterans **persisted fall to spring term** during the 2013-14 year at a 84.4% rate, compared to 69.6% of all students. In the 2013-14 year, the completion rate of **degree applicable coursework was** comparable to that District-wide, at 73%. Completion rates for **Basic Skills English and Math** coursework measures are unreliable given the extremely small sample size.

	2013-14 Veterans	GI Bill recipients	Dependents	District #	GI Bill recipients	Dependents	District %
<b>GENERAL DATA</b>							
	Total Students	559	76	32675	100.00	100.00	100.00
	Enrolled in CREDIT	559	76	32675	100.00	100.00	100.00
	Is English Primary Language?						

YES	535	70	30012	95.71	92.11	91.85
NO	24	6	2663	4.29	7.89	8.15
<b>Enrollment Location</b>						
Online only	5	1	1426	.89	1.32	4.36
Santa Rosa Campus Only	239	35	17240	42.75	46.05	52.76
Petaluma Campus Only	26	4	2614	4.65	5.26	8.00
Other Only	24	1	2029	4.29	1.32	6.21
Santa Rosa & Petaluma	175	27	6624	31.31	35.53	20.27
Santa Rosa & Other	88	8	2447	15.74	10.53	7.49
SR, Petaluma, Other	2	0	295	.36	0.00	.90
<b>ACCESS</b>						
<b>Gender</b>						
Female	134	51	14794	23.97	67.11	52.52
Male	414	25	17160	74.06	32.89	45.28
Unknown	11	0	721	1.97	0.00	2.21
<b>Age Group</b>						
< 20	25	18	7542	4.47	23.68	23.08
20 - 24	112	33	10696	20.04	43.42	32.73
25 - 29	203	15	4854	36.31	19.74	14.86
30 - 34	81	3	2773	14.49	3.95	8.49
35 - 39	39	0	1697	6.98	0.00	5.19
40 - 49	44	0	2496	7.87	0.00	7.64
50 +	55	7	2617	9.84	9.21	8.01
<b>Race/Ethnicity</b>						
Black	34	6	879	6.08	7.89	2.68
Asian	6	0	1234	1.07	0.00	3.79
Filipino	5	0	277	.89	0.00	0.85
Hispanic	102	14	9104	18.25	18.42	27.86
Am. Indian/Alaskan	5	0	238	.89	0.00	0.73
Pacific Islander	3	0	125	.54	0.00	0.38
White	359	51	18639	64.22	67.11	57.04
Multiple Ethnicities	38	5	1558	6.80	6.58	4.77
Unknown	7	0	621	1.25	0.00	1.90
<b>Disability</b>						
Primary Disability	57	12	1823	10.20	15.79	5.58
Secondary Disability	30	5	780	5.37	6.58	2.39
Dept. of Rehab	1	0	68	.18	0.00	0.21
<b>2013-14 Veterans</b>						
	<b>GI Bill recipients</b>	<b>Dependents</b>	<b>District #</b>	<b>GI Bill recipients</b>	<b>Dependents</b>	<b>District %</b>
<b>ACCESS - continued</b>						
<b>Financial Aid</b>						
Not Received	268	28	19366	47.94	36.84	59.27
Received	291	48	13309	52.06	63.16	40.73
BOG Waiver	276	47	12938	49.37	61.84	39.60
PELL Grant	134	22	4670	23.97	28.95	14.29
Other	31	5	1886	5.55	6.58	5.77

<b>PROGRESS</b>							
<b>Persistence</b>							
Enrolled in Fall	417	64	23009				
Persisted to Spring	314	54	16015	75.30	84.38	69.60	
<b>Course Completion</b>							
<b>Degree Applicable</b>							
Attempted	3286	495	128919				
Successful	2305	363	94034	70.15	73.33	72.94	
<b>Basic Skills</b>							
<b>ESL</b>							
Attempted	7	7	1832				
Successful	3	3	1476	42.86	42.86	80.57	
<b>English</b>							
Attempted	42	6	1591				
Successful	31	5	1000	73.81	83.33	62.85	
<b>Math</b>							
Attempted	71	9	2359				
Successful	53	8	1503	74.65	88.89	63.71	
<b>ACADMIC SUCCESS</b>							
Degree	31	2	1483	5.55	2.63	4.54	
Certificate	19	1	574	3.40	1.32	1.76	
<b>Other General Data</b>							
<b>Petaluma Unit Breakdown</b>							
.5 - 3.0 units	51	7	2678	27.72	28.00	33.60	
3.5 - 6.0 units	41	6	1974	22.28	24.00	24.76	
6.5 - 9.0 units	30	5	1131	16.30	20.00	14.19	
9.5 - 12.0 units	19	1	656	10.33	4.00	8.23	
12.5 - 15.0 units	13	2	483	7.07	8.00	6.06	
15.5 - 18.0 units	9	3	276	4.89	12.00	3.46	
18.5 - 21.0 units	5	0	246	2.72	0.00	3.09	
21.5 - 24.0 units	7	1	239	3.80	4.00	3.00	
24.5 - 27.0 units	2	0	167	1.09	0.00	2.10	
27.5 - 30.0 units	3	0	82	1.63	0.00	1.03	
30.5 +	4	0	39	2.17	0.00	0.49	
12.0 - 21.0 units per year	29	5	1123	15.76	20.00	14.09	
21.5+ units per year	19	1	583	10.33	4.00	7.31	



### 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	Develop a comprehensive facility layout for a Veterans Resource Center	Identify priority, and secondary, space needs to support enhanced and full wrap-around services to Veterans; incorporate reporting, academic counseling, DSPS support, space for community agency visiting professionals, as well as an open lobby/recreation area.	1-3 years	Fall 2015 interim enlarged space will be constructed in Plover Hall. The 3 year plan is for a stand-alone, full-service VRC funded with Measure H funds.

## 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 has been 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, assigned 50% to Veterans, was hired beginning Fall 2013. A full-service, stand-alone Veterans Resource Center was on the Measure H list in November, 2014. An interim, enlarged Plover office space is planned for Fall 2015.

## 6.2b PRPP Editor Feedback - Optional

The changes put in to Section 3 seem a bit confusing, specifically for the "Cultivate a Healthy Organization" section 3.3. The directions and prompts for this seem to overlap with Section 3.2. We also seemed to drop the emphasis on training and professional development that had previously been in this section. I thought it was important for each area manager to reflect, annually, on the development and training of their staff and faculty. It's too bad we dropped it.

### 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, space for community agency visiting professionals, and a large lobby/recreation area.	1 year	A new facility, large enough to house 6-7 offices, reception and lobby space. This was part of the Measure H campaign and should be listed in the Facilities Master Plan.
0002	ALL	04	02	Provide larger service space for the Veterans office.	Provide an adequately sized service lobby for the Veterans Office, and provide adequate, secure workspace for the Admin. Asst.	1 year	Additional square footage. 900 square foot expansion planned for Fall 2015.