Peralta Community College District
STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2014-2015

This presents the common elements to be addressed by each student services unit/area in its annual program update. Depending on College preferences, elements may be formatted or addressed slightly differently.

I. OVERVIEW

		Date Submitted:	11/7/2014
College	College of Alameda	**Administrator:**	Amy. H. Lee Ed. D
Unit/Area	Veterans Affairs		
Completed By:	Jamar Mears, La Shawn Brumfield		
Mission/History and Description of Service Provided *Brief, one paragraph.*	The Veterans Affairs Program provides assistance to veterans and to eligible dependents of veterans in their pursuit of an education and in obtaining veterans' benefits. Services including counseling, tutorial assistance, outreach, recruitment, referral service for job placement, and financial assistance		
Student Learning Outcomes (SLOs) *(or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)*	SLO 1: Students will have a defined educational goal by the second semester of their enrollment (Measured by the number of updated Ed Plans) SLO 2: Students will understand how to access their Educational Benefits (Measured by the number of students who are certified by the 4th week of school.) SLO 3: Students will be knowledgeable about campus resources. (Measured by student survey.)		
SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)	SLO 1 is mapped to College ILO# 5 Civic Responsibly SLO 2 is mapped to College ILO#1 & 2 Problem Solving and decision making & Technology and Communication. SLO 3 is mapped to College ILO # 1 Problem Solving and Decision Making.		

II. ASSESSMENT, EVALUATION AND PLANNING

Quantitative Assessments	
Include service area data such as number of students served by your unit/area. Include data and recommendations from program review. ***Include data used to assess your SLO/SAO/PLOs.***	SLO 1: 87 out of 87 students will have a defined educational goal (Measured by the number of complete Ed Plans SLO 2: 87 out of 87 students were certified by the 4th week of school. Table 1. Breakdown of VA Certified Students | Semester	Veterans	Dependents	Total Certified
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Fall 2013	74	11	85
Spring 2014	79	14	93
Fall 2014	74	15	87	

Qualitative Assessments	
Present evidence of community need based on advisory committee input, student surveys, focus groups, etc. ***Include data used to assess your SLO/SAO/PLOs.***	The Staff Assistant /Certifying Official and Veterans Counselor have received feedback from the veterans that they are satisfied with the quality and support of the services they receive from Veterans Affairs. Veterans often share their experiences and concerns about the campus and express their concerns to the veteran's counselor as well as the staff Assistant for support and advice. The Veterans counselor and certifying official has helped the veterans get the veterans club going for the Fall 2014 semester. We held a meeting and had a nice turn out of men and women who showed up and were very interested in the vets club. There are different club president from various colleges who would like to work with the vets club and that seem to really motivated them even more.

Identifying Strengths, Weaknesses, Opportunities, and Limitations

Strengths *What are the STRENGTHS of your unit/area?*	Staffing: We have a committed VA Certifying Official and Veterans Counselor who is passionate about their work. They proactively connect veterans to resources within the college and the community such as: scholarships, employment, and health services.
Weaknesses *What are the current WEAKNESSES of your unit/area?*	**Online Resources:** The Veterans Website is undergoing revision to provide more information for enrolled and prospective students. **Connecting students to other resources:** Currently, Veterans who may benefit from DSPS or Mental Health Services on campus are referred out to these departments. While the Vet's office has good relationships with these departments, students may not follow through because they are unfamiliar with staff in these areas. We have introduced Veteran's to these services, but hope that the Resource Center will serve as bridge to other campus resources for our

	Veterans. In addition, we would like to identify vet friendly faculty and staff to assist veterans.
Opportunities *What are the OPPORTUNITIES in your unit/area?*	**Veterans Resource Center:** The VRC will bring about more opportunities for the Veterans as we reach out to the community on a much broader base to provide the best partners the will benefit the Vets by way of scholarship, employment and health to name a few. Also, the VRC will assist in tutoring, application for benefits as well computer access.
Limitations *What are the current LIMITATIONS of your unit/area?*	In addition to a defined space, budget hinders the ability to support veterans with scholarships, additional faculty and staff assistance (i.e. tutors, coordinator, supplies, books, etc.)

Action Plan for Continuous Improvement

Please describe your plan for the continuous improvement of your unit/area.

The opening of the new Veterans Resource Center (VRC) which will provide more services and place for veterans to accomplish any business with the Veterans Administration Department as well as helpful resources that are based at COA.

A survey: Staff will develop and administer a survey to Veteran's to evaluate the quality of services provided and provide needs assessment. This survey, in addition to student focus groups, site visits to other VRCs, and collaboration with the Vet Student Group will help us develop programming for COA's VRC.

See also, next section: Additional Planned Activities

Additional Planned Educational Activities Toward Strategic Goals and Institutional Objectives

Describe your unit/area's plan to meet district and college strategic goals and institutional objectives.
Refer to the provided documents for district and college Strategic Goals and Institutional Objectives 2014-2015.

A. Advance Student Access, Equity, and Success	Students who are certified through the VA receive benefits such as assistance with tuition and fees and housing. Certifying students in an accurate and timely manner increases the likelihood that they will enroll and persist in school. In addition to supporting currently enrolled students, once on board, the Veteran's Counselor and Staff Assistant will outreach to the Alameda County VSO to promote enrollment at College of Alameda The COA Veteran's website is undergoing revisions to provide information for current and prospective Veteran Students. The website includes steps to enroll at COA and getting VA benefits started at the campus.	[text]
B. Engage and Leverage Partners	The Veteran's Counselor and Staff Assistant will coordinate services with the following: **COA Resource**s - Mental Health Services/ WRAP - Health Services - DSPS - LRC - Financial Aid - One Stop - Transfer Center **Other Resources** - Alameda County Veteran's Employment Center. - Alameda County Veteran's Services Office - Oakland Vet Center	[text]
C. Build Programs of Distinction	By Spring 2014, we project that COA will have a full-time Veteran's Counselor who will provide regular and consistent counseling services to our Veteran's population. This individual will also assist students in meeting requirements to maintain priority registration.	[text]

D. Strengthen Accountability, Innovation and Collaboration	See above. Additionally, the full-time Veteran's Counselor will conduct workshops related to college success such as study skills, note taking, stress management, and using online learning resources like Khan Academy. The Veteran's Staff Assistant will coordinate services with the Learning Resources Center and help Veteran's facilitate study groups in the Veteran's Resource Center.	[text]
E. Develop and Manage Resources to Advance Our Mission		[text]

III.   RESOURCE NEEDS

Human Resource/Personnel
Please describe any human resource/personnel needs for your unit/area.

Current Staffing Level:		Headcount	FTE Equiv.
	Faculty (Permanent)	0	0
	Faculty (PT/Adjunct)	1	0.3
	Classified Staff (Permanent)	1	.5
	Classified Staff (Hourly)	0	0
	Students	1	.4
	ICC/Consultant/Other	0	0

Narrative: *Describe the current staffing level in relation to the relative need for effective delivery of your unit/area's programs and services.* *Discuss any current position vacancies, the need for additional personnel, the need for permanent faculty/staff instead of adjunct/hourly personnel, etc.* *Describe implications of the current staffing level in your unit/area to overall service delivery.*	We currently do not have a staff or faculty member whose time is solely devoted to serving are Veterans. The Counseling area also serves at this time the Veterans Office so student's workers for counseling are split to help serve veterans as well. The part-time counselor shares his time between Veteran and non-Veteran students.
Human Resource/Personnel Requests *List your human resource/personnel requests in prioritized/ranked order.* *Human resource/personnel requests will go through the established College and District planning and budgeting process.*	No additional requests at this time. We are waiting to for the 2 positions to post/ fill.

Facilities/Infrastructure

Please describe any facilities/infrastructure needs for your unit/area.

Narrative: *Describe the current facilities/infrastructure of your unit/area in relation to the relative need for effective delivery of programs and services.* *Describe implications of the current state of facilities/infrastructure in your unit/area to overall service delivery.*	The Veterans area is shared with the counseling department which makes the area congested. As a result, certifying work is often interrupted by general counseling needs. A few Veteran students have also said that the open space makes it difficult for them to speak to La Shawn about issues/ concerns they are experiencing.	[text]
Facilities/Infrastructure Requests *List your facilities requests in prioritized/ranked order.* *Facilities requests will go through the established College and District planning and budgeting process.*	Awaiting the Veterans Resource Center.	[text]

Technology

Please describe any technology needs for your unit/area.

Narrative: *Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.* *Describe implications of the current state of technology in your unit/area to overall service delivery.*	Computers are needed for Veterans to get access to application for the process of benefits as well as to check on the status of application submitted, put in request for veterans form such as DD-214, as well as Change of program/school and Certificate of Eligibility. Computers in this area are very old, shutdown & restart often, very, very slow process time. The Staff Assistant would benefit greatly with a larger screen, keyboard, and mouse.	[text]
Technology Requests *List your technology requests in prioritized/ranked order.* *Technology requests will go through the established College and District planning and budgeting process.*	1) 6 new computers 2) 1New industrial(printer would print for 6 computers) printer 3) 6 New keyboards and mouse 4) Wide screen for staff assistant 5) New mouse and keyboard for staff assistant 6) Fax machine 7) Scanner	[text]

IV. OTHER
Please feel free to provide any additional information about your unit/area below.