

## Welcome to Program Review

College of Alameda - 2019

Veterans Services - Service Area or Special Program

Program Review

### Program Overview

**Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.**

The Veterans Affairs Office is primarily responsible for the processing of veterans educational benefits through the Department of Veterans Administration. The Veterans Affairs Office here at the College of Alameda provides on and off campus support service to veteran students that will enable them to make a smooth transition from military to college. Support service that are available to veterans are: certification of educational benefits, Counseling, Financial Aid, DSPS, Tutorial & Health & wellness, Admissions & Records as well as the Veterans Club which also provides a "community of support" among veteran student. Off campus referral support provides: Housing, Employment & Health. Through these supports service and referrals while here at the College of Alameda Veterans of all diverse back ground can receive a sound educational foundation.

### Program Total Faculty and/or Staff

#### Full Time

Jamar Mears  
Lashawn Brumfield  
Jamar Mears  
Lashawn Brumfield  
Jamar Mears

#### Part Time

**The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.**

### Describe your current utilization of facilities, including labs and other space

The Veterans Resource Center provides service to veterans in the form of: counseling, advising, certification of benefits, resources such health, career, housing, veterans club meeting. The equipment that veterans utilize in the VRC are as follows: computers, printer, fax, TV, phones. These equipment items assist veterans with homework, studying, enrollment, research, job search, transfer applications, video conference (reach out to other veterans) VA claims and/or assistance.

### Students Served

College Level - Program and Department comparison



% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
50	By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with events, orientation, workshops, community partners, class room presentations.	2545920	1775
<b>Total Costs</b>			
2547695			

## Assessment - Service Area

### List your Service Area outcomes or attach an applicable report

How does your department, program, or unit ensure that students are aware of learning or service area outcomes? If you chose other, please provide more information  
 Post on department bulletin board

Where are the service area and/or program level outcomes published? If you chose website, please specify URL  
 Program or Service Area Website <http://alameda.peralta.edu/veterans-services/>

If you chose other, please provide more information

### Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

Student workers	<input type="checkbox"/> 2016 - 17	<input type="checkbox"/> 2017 - 18	<input type="checkbox"/> 2018 - 19
Math Tutors	<input type="checkbox"/> 2016 - 17	<input type="checkbox"/> 2017 - 18	<input type="checkbox"/> 2018 - 19
Orientation	<input type="checkbox"/> 2016 - 17	<input type="checkbox"/> 2017 - 18	<input type="checkbox"/> 2018 - 19

### Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

Outreach-To communicate with outside organizations in the form of outreach to build partnerships where their services will be extended to veterans on campus.  
 In reach- class room presentations to re reach veteran students and/or dependents on campus  
 Recruiting

**What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?**

- Students services Council- shares updates and news.
- Veterans Summit
- Regional Meetings
- Counseling Meetings

**Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?**

The overall outcome has demonstrated that the students are satisfied with the services they are provided via VRC. As well as, awareness of campus resource and services that are utilize as needed. The survey further identifies that the program unit survey can expand to include other areas that affects students success.

**How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?**

- Certification- Each semester veterans returns for certification for upcoming semester.
- Counseling- Veterans are utilizing the counseling service on more frequent basis.

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

Improvement Actions Choose your Action

## Engagement

**Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.**

- Students services Council- shares updates and news.
- Veterans Summit
- Regional Meetings
- Counseling Meetings

**Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.**

VRC faculty/staff attends veteran related meetings/conferences. Also, creates partnerships and collaborates with other departments/community partners to host events, and create additional resources, as well as to make referrals as needed.

**Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.**

The VRC currently does not have any adjunct faculty. However, the veteran counselor informs and updates all faculty on VRC related pertinent items.

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

Choose your Action

Improvement Actions

### Action Plan Summary and New Program Goals

Total Improvement Plans: 1

Total Resource Request: 1

**Review, add or modify the following actions plans that were entered in each section. Then review the Program Goals that were marked as in progress. Determine if you would like to keep the in progress goals and draft new 3-year goals for your department or program. The action plan items should support your new program goals. Align your program goals to the college strategic goals and District Strategic Goals.**

Section / Head	Description	Completed Date	Annual Progress Update Date
<b>Student Services &amp; Special Programs</b>			
Students Served			
Customer Service	By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with events, orientation, workshops, community partners, class room presentations.		

### Engagement

### New and Continuing Goals

Discipline, Department or Program Goal	College Goal	PCCD Goal
To hire temporary staff to assist in the VRC until a permanent part time staff position is open that could assist with office duties, students and recruitment.	Increase community and educational partnerships	Engage and Leverage Partners

### Resource Request Summary

Total Cost: \$2547695

Total Resource Request: 1

#### Engagement

##### Personnel

No Resources found for this category

##### Professional Development

No Resources found for this category

##### Technology and Equipment

No Resources found for this category

##### Supplies

No Resources found for this category

Facilities

No Resources found for this category

Library

No Resources found for this category

Other

No Resources found for this category

Student Services & Special Programs

Personnel

Type	% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Costs
Classified Staff	50	By having part time personnel he/she can assist the office with greeting and assisting new students, counselor and certifying official with the daily duties of the office as well as with events, orientation, workshops, community partners, class room presentations.	2545920	1775	2547695
<b>Sub-Total: \$2547695</b>					

Professional Development

No Resources found for this category

Technology and Equipment

No Resources found for this category

Supplies

No Resources found for this category

Facilities

No Resources found for this category

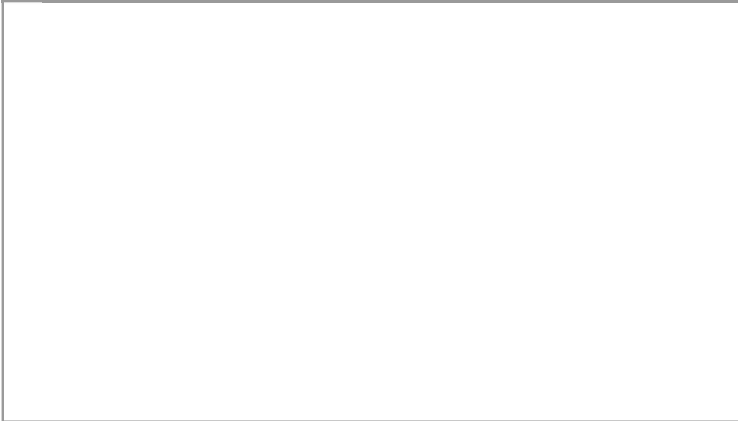
Library

No Resources found for this category

Other

No Resources found for this category

Chart

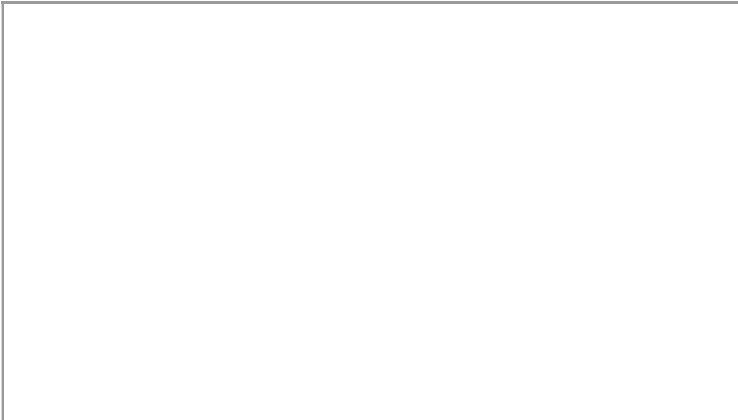


Microsoft Power BI

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Compare



Microsoft Power BI

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**Detail the services provided by your program/service area.**

The Veterans Resource Center provides service to veterans in the form of: counseling, advising, certification of benefits, referrals to on/off campus resources such health, career, housing and veterans club meeting.

**Reflect on collaboration and engagement with other programs/service areas that have contributed towards student success and meeting program goals**