

2021-2022 Program Review



CAN Program Review (Student Services) - Veterans (Fall 2023)

STEP 1: Annual Updates

2021-2022

Student Services Annual Update Questions

1. Major Accomplishments & Challenges (500 Word Limit): Accomplishments:

1. Cañada College hired its first permanent, full-time 1.0FTE Veterans Coordinator in January 2021 during COVID-19. This position allowed for VROC to be staffed 100% of the time and it also allowed for Veterans to learn about many resources on campus including SparkPoint, Personal Counseling, Counseling, TRIO, and the Career Center. This was a shared position with Counseling (Probation / Dismissal). Connections were strengthened between Veterans and the college Certifying Official, as well as, the Veterans Counselor. This led to Veterans making more informed decisions around academics and the use of their Veterans benefits.
2. Connections were strengthened between the 3 college's Veterans Centers. This led to increased collaborations and support for veterans who are attending multiple campuses.
3. District-wide Collaborations included Board of Trustee and Statewide Facilities presentations, streamlining our support services to maximize student support while reducing costs, sharing basic needs resources and planning the implementation of a new chatbot and CRM.
4. VROC has secured a new location that is a larger space and that aligns us with the CCCC minimum qualifications for a Veterans Resource Center.
5. Veterans were connected to increased Basic Needs resources.

Challenges:

1. Although veterans were supported during COVID-19, veterans lost their ability to walk up to a Coordinator or front-line staff to seek assistance.
2. Veterans also lost their dedicated space to socialize, build community and find a quiet place to study / unplug due to virtual learning.
3. There were many challenges with student certifications at the state and VA level which posed challenges for our Veterans support teams including our certifying officials and registrars.
4. The lack of full-time, permanent staffing impacts Cañada's ability to recruit new veterans and to build up enrollments at Cañada College. Veterans may favor our sister campuses since they are fully staffed.
5. Our student veterans have been negatively impacted by COVID-19. This is then impacting their financial stability since their enrollment dictates their "Basic Housing Allowance (BHA)" which they count on to support themselves.
6. Student Veterans who dropped out of classes mid-semester, may have had to pay back their BHA due to needing to reduce their unit load.

7. The VA has also been delayed in processing veterans awards causing some veterans to receive delayed payments.

8.. There are new laws and state requirements enacted to support Veterans including the Isakson Roe Health Care and Benefits Act of 2020 and Credit for Prior Learning. Both of these require cross-district and inter-campus collaborations and changes in order to meet these requirements.

9. As a result of this new VROC position being shared with Probation Dismissal, our campus has been unable to dedicate 100% of this coordinator's position to supporting student veterans

10. (By the time of writing this annual update, our Veterans Coordinator resigned. Fortunately, we have successfully hiring a new Veterans Coordinator)

2. Proposed Changes: 1. VROC is seeking to hire a new short-term 0.50 FTE Veterans Coordinator to provide additional support for VROC. This person will help support the existing Veterans Coordinator with new laws and regulations required by the CCCCCO, state and the VA.

2. VROC will also hire student assistants to help provide VROC coverage and support.

3. Veterans Services at Cañada College will continue to collaborate with our Veterans Services counterpart at both Skyline and CSM. This will streamline our return to in-person learning practices, policies and messaging, and aid with adhering to Isakson Roe, Credit for Prior Learning, vaccination updates for veterans, and our CRM rollout

3A. Impact of Resource Allocations Process: Goal 0: VROC was successful in having a full-time, permanent Veterans Coordinator and this has allowed our VROC to provide direct, timely and knowledgeable support for our student veterans. However, since this is shared position, a percentage of this staff's time is dedicated to supporting Probation / Dismissal. Therefore, our veterans coordinator is unable to support veterans (including supporting veterans, increasing enrollments and outreach) as our sister campus positions can. With the increased veterans laws and regulations being imposed by the CCCCCO, state and VA, this strains the coordinator's ability to adequately support our student veterans equitably.

Goal #1: Secure funding for VROC Study room and coordinator's Office - Goal met. VROC has secured a new location.

Goal #2: Laptop for VROC PSC - Goal met. Laptop has been purchased.

Goal #3: Student Laptops - (4) - In progress. Once we move in we will reassess this request.

3B. Disproportionately Impacted Students Affect: Student veterans are a disproportionately impacted community. They are often older students with a goal and who may find it difficult adjusting to civilian life from the military. This position assists student veterans with matriculation, certification, counseling, and basic needs support at each step of the way and may also serve to advocate for student veterans as they may be new to higher education. Student veterans are also often in need of personal counseling to address PTSD.

4. SAOs and SLOs: SAO#1: Connect veterans to student services - Met

Assessment: PSC will connect veterans to college and VA benefits

SAO#2: Connect veterans to academic counseling - Met

Assessment: Veterans Counselor will meet with veterans and ensure that veterans have updated SEPs.

SAO#3: Complete and implement a new CRM specific for student veterans.-SAO New

5. SAO/SLO Assessment Results and Impact: SAO#1: Connect veterans to student services - Met

Assessment: PSC will connect veterans to college and VA benefits

The VROC Coordinator has connected a growing number of student veterans to Student Support Services in a timely and intentional manner. The Coordinator has also worked to advocate for students with the VA and the CCCCCO. Having a full-time permanent coordinator has also helped to connect our student veterans to increasing student services.

SAO#2: Connect veterans to academic counseling - Met

Assessment: Veterans Counselor will meet with veterans and ensure that veterans have updated SEPs.

Rosa Moncada worked with our Veterans Counselor (Nick Martin) to streamline the SEP approval process.

SAO#3: Complete and implement a new CRM specific for student veterans.-SAO New

Goal Description: Student Laptops - (4)

VROC plans on having laptops for students to use at computer stations in VROC. Many student veterans do not have either computers and /or stable internet at home so this resource would provide the technology to study on campus, near valuable academic resources in a quite and dedicated environment for our Veterans who often need a quite space to work at.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 12/02/2020

Estimated Completion Date: 07/06/2021

Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Create an Alumni Network, Enhance Marketing, Hold On-Campus Events, Implement Guided Pathways, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Resource Requests

4 student use laptops for VROC - VROC space is being upgraded to better serve the needs of student veterans and their dependents. This will also allow us to meet the minimum standards for VROCs per the CCCCO and ongoing funding requirements.

Status: New Request - Active

Type of Resource: Information Technology

Cost: 4801.02

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: Our student Veterans are often financially under-resourced. Therefore, they often don't have the means to purchase a laptop and / or printer. Purchasing laptops for the VROC would allow Veterans to have a quite space where they could do research, complete their homework or simply study. By providing this resource in a dedicated space for Veterans, we will close the equity gap facing many student veterans who need this resource to realize their educational potential. Additionally, many veterans face mental health issues (like PTSD) and need a quiet computer lab in which to study and learn.

Critical Question: How does this resource request support Latinx and AANAPISI students?: These laptops would be available for both Latinx and AANAPISI students and military connected individuals whenever the VROC would be open.

Goal Description: Hire a full-time OFFICE ASSISTANT

The current Veterans Coordinator is a shared position with Probation / Dismissal but at 0.5FTE, this position is unable to fully meet the growing demands for supporting veterans and their dependents.

Hiring a full-time OFFICE ASSISTANT will allow VROC at Cañada College to attract more student veterans, thereby increasing Veteran enrollments and state funding, expand support services, for veterans and their dependents, increase veteran retention, success and persistence, and shorten time to completion. The end result will be that we can serve more student veterans more effectively and equitably.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2021-2022

Estimated Start Date: 07/01/2022

Estimated Completion Date: 07/01/2022

Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

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Please select the college strategic initiatives with which your program goal aligns.: Develop Clear Pathways, Improve Student Completion, Expand Cohort Bridge Programs, K-12 & Adult School Partnerships, Connect Students with Internships and Mentorships, Enhance Marketing, Hold On-Campus Events, Partner with 4-Year Colleges and Universities, Implement Guided Pathways, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Resource Requests

Hire a full-time OFFICE ASSISTANT - Currently, the VROC Coordinator is a shared position with Probation Dismissal (50%/50%). However there are multiple reasons why we need to increase this position to 1.0 FTE:

1. Cañada has the lowest number of veterans within our 3 college district even after you adjust for FTES. This position would help to outreach and increase the number of student veterans who select Cañada College as there "home school"
2. VROC would be able to provide increased wrap-around supports for our student veterans by having a single point of contact who would be available 100% of the time to support our veterans and their dependents.
3. This position will help to support the following NEW projects, initiatives, laws and mandates:
 - a. Increased timely and informed support for veterans including certifications, scheduling counseling appointments, Personal Counseling, Food insecurities, housing insecurities, and mental health support.
 - b. Credit for Prior Learning. - This would provide student veterans academic credit for previous military experience but this needs to be coordinated across the District with our Registrars, Certifying Officials and Enrollment Services Deans.
 - c. Ongoing website and catalog updates based on VA mandates
 - d. Implementation of Isakson Roe Healthcare and Benefits Act of 2020 mandates across the District. There are both Spring 2022 deadlines and end of year deadlines by when to comply
 - e. District-wide collaborative marketing & procedure coordination as we find that an increased number of students are attending multiple campuses and seek streamlined services
 - f. As we open our new VROC, we also need increased presence and support for Veterans returning to in-person classes who may be navigating the new laws and procedures outlined above.

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 106985

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: Student veterans are a disproportionately impacted community. They are often older students with a goal and who may find it difficult adjusting to civilian life from the military. This position assists student veterans with matriculation, certification, counseling, and basic needs support at each step of the way and may also serve to advocate for student veterans as they may be new to higher education. Student veterans are also often in need of personal counseling to address PTSD.

Critical Question: How does this resource request support Latinx and AANAPISI students?: A 1.0 FTE VROC Coordinator will increase outreach, and support for LatinX and AANAPISI Veterans by connecting them to student support services, basic need support, and networking. As an HSI and AANAPISI, Cañada College already supports a diverse student population, but many veterans do not identify as veterans for many reasons and this position will provide support and encouragement for both veterans and their dependents to connect with VROC, build community and support each other. In fact, many dependents don't know that they are eligible for benefits so this position will connect them with increased resources.

Resource Priority Ranking: High Priority