



Student Services
(Veteran Services Office)
Program Review Reflection
2014-2015

1. Overview: Assess program, services, and division during the 2014-2015 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.
 - A. Accomplishment: Reclassification for Veterans Program Coordinator to change to Veterans Resource Specialist, additional book voucher money from president to Foundation Fund in the amount of \$20,000.
 - Challenges: Need additional staffing and to meet this need, the position was posted on Spring 2015.
 - B. Accomplishment: presented need for expansion of Veterans Services Office to upper management
 - Challenges: Providing additional space for Veterans Services Office and a Veterans Counselor. Upper management is aware of this issue and is deriving a plan to expand the VSO
 - C. Accomplishment: Veteran Student Lounge is located in Learning Center West in the basement. It has computers for the students to do their homework and rooms for study groups.
 - Challenges: Our current Veteran Student lounge is unsupervised and does not provide a safe environment for ALL of our vets. Once the VSO is expanded, this may allow for a lounge for the Veterans that will be supervised.
 - D. Veterans Services Office has been given access to De Anza web page to edit Veterans Services page.
 - Challenges: timeline of when web page must be updated. Sometimes the information is outdated. Once additional Veterans Resource Specialist is hired, the web page can be maintained on a bi-monthly basis.
 - E. Accomplishment: For each Veteran student, the VA pays us \$9 per student that money is supposed to be used to support the work of our institutions office of Veterans Affairs and the Certifying Official. Public Law (PL) 111-377 requires that the ARF payment be used solely for the processing of enrollment certifications and changes to enrollment certifications, or for supporting programs for Veterans at De Anza.

Students certified by De Anza and receiving payments on an active award for VA benefits at anytime during January 1st to December 31st of each given year determine the payment.

- Challenges: The payment we receive has decreased from \$12 to \$9 for each student certified. Tracking of which account the payment is being placed into at De Anza is unclear. Clarification with District Services is necessary in order for us to make sure the money is being used for the VSO and veteran students.

F. The Annual Reporting Fee is received from the VA by EFT credit to DA Admissions 10744511. This payment is not only for the processing of enrollment certifications; it may also be used for conference registration fees and travel expenses for the School Certifying Officials to attend the annual WAVES Conference.

2. Describe how SSSP core services or DSPS, EOPS, CalWORKs program plans were met. Include evidence that illustrate how the core services were met.

The SSSP core services program plans were met by coordinating with the Equity office to service our veteran students. Under the guidance of the Equity office, we have received additional funding to help re-organize the Veterans Services Office to meet the high demands of the VA for the certification process as well as adequate ways in which we will be able to produce better statistical reporting for our Veteran population.

The SSSP core services program was introduced to Veteran Services during the 2014/2015-program review. The Equity Office provided additional funding to the Veteran Services Program to assist with the expansion of the Veteran Services Office to meet the growing needs of Veteran students.

3. Describe how Student Equity goals were met. Include evidence that illustrate how goals were met.

The student equity plan for the Veterans Service Office was created and submitted to the equity office. The equity office approved additional funding for the VSO in 2015-16 academic year. The plan for the VSO outlines how we plan to close the achievement gap for African-Americans and Asian-Pacific male student population.

4. Enrollment Management (if applicable): Analysis of course offerings and what is needed for 2015-2016 course offerings.

Not applicable

5. Resource requests based on previous Program Reviews and/or Annual Program Review Updates.

The Veteran Services office requested a Veterans Counselor, additional staffing and book vouchers. The VSO plan is to post a position to hire a veteran counselor and veterans resource specialist in the 2015-16 academic year. The VSO requested additional funds for book vouchers for the Veteran students and received a \$20k donation from the President office to ensure students receive assistance with their books.

6. Other Relevant Information:

NA