

De Anza College  
 Student Services Planning and Budgeting Team (SSPBT)  
 2019-20 Program Review (APRU)

TracDat Description (50 character max)	Part 1	Program Information	
	Program Review		2019 -2020
	1a) Program Name		Veteran Services
	1b) Name(s) of the author(s) of this report:		Roland B. Amit, Sr. Supv. Enrollment Services/Shari Pasquali, Veterans Resource Specialist/Bertha Whyte, Veterans Resource Specialist, Manija Ansari, Adjunct Faculty.
SS 1c) Number of students served annually & trend increasing, even, decreasing	1c) How many students are served by this program annually and is this number trending up, even, or down?		We currently serve close to 400 Veterans. With the Armed Forces reducing its personnel strength, we predict that this number will only continue to increase.
	1d) Who are the typical students served by this program?		The students we serve in this program are Veterans and their qualified Dependents, Spouses and Active Duty Service Members.
	Part 2	MISSION and Accreditation Standard II.B.1	
	2a) What is the program Mission Statement?		The De Anza Veterans Program is dedicated to providing student Veterans and their qualified Dependents, Spouses and Active Duty Service Members with services that support the attainment of their academic and career goals.
SS 2b) In what ways and to what extent does program assure the quality of its services to students?	2b) In what ways and to what extent does the program assure the quality of its services to students?		<p>The Veteran Resource Specialist/School Certifying Official meets with incoming Veteran students individually and reviews the 7-point checklist necessary prior to certification. This is the beginning stage of the certification process and requires a one-on-one intake evaluation between The VRS/SCO and the Veteran to ensure all proper documentation is collected and filed with both De Anza College and Veterans' Affairs, making the process accurate, efficient and complete in a timely-manner for the students.</p> <p>The Veterans program offers a Specialized Counseling that assists students with individualized and comprehensive Educational Plan-</p> <p>The Veterans Resources Office also implements an open door policy to accommodate students' time the team collaborates to address unique student situation and provide a warm and welcoming atmosphere for open communication. The team also provides resources and services via email.</p>

<p>SS 2c) In what ways and to what extent does program support College Mission statement?</p>	<p>2c) In what ways and to what extent does the program demonstrate that its services support student learning and enhances the achievement of the College Mission?</p>		<p>In accordance with the College's Mission Statement, our program encourages our Veteran students to continue to instill their leadership experience to the rest of the non-Veteran student population.</p> <p>Expanding on prior knowledge/skills/abilities that Veterans have gained and experienced through their military careers, Veterans are a unique resource that continues to benefit themselves while they benefit others.</p>
<p><b>Part 3</b></p>		<p><b>Accreditation Standard II.B.3</b></p>	
	<p>3a) In what ways and to what extent does the program assure equitable access for all students?</p>		<p>The Veterans program currently serves students that are traditionally defined as an underserved population.</p> <p>Due to this, it is specifically designed to assist and guide Veterans through the unique challenges of obtaining their VA Educational Benefits and pursuit of higher education. Our office works closely with various Equity partners throughout the Campus/State/and other various Federal Organizations to provide knowledge of what our program has to offer and encourage collaboration.</p>
<p>SS 3b) State ways and extent that program encourages personal and civic responsibility.</p>	<p>3b) In what ways and to what extent does the program provide an environment that encourages personal and civic responsibility?</p>		<p>We strongly encourage our current Veteran students to actively engage with our new veteran population. We are fortunate enough to have a Veterans Group on campus (Student Veterans of America).</p> <p>They actively conduct meet &amp; greets with the general student population to learn more about Veterans and their unique cultural experiences. They also routinely provide additional leadership opportunities through the Student Veterans Association.</p> <p>Additionally our Veteran students routinely work with local and national community organizations such as the American Legion, Student Veterans of America, the Rotary Club, and Veterans of Foreign War.</p>
<p>SS 3c) State ways &amp; extent program designs, maintains and evaluates counseling &amp;/or academic advising</p>	<p>3c) In what ways and to what extent does the program design, maintain and evaluate counseling and/or academic advising programs</p>		<p>More so than many other academic programs, the Veteran Services Office has a more direct/hands-on involvement with students to ensure that they maintain academic excellence in their vocational academic career goals.</p> <p>Before certifying a Veteran for each quarter, the Veteran Resource Specialists ensures that each individual schedule matches that of the Veterans educational plan. This is done for two reasons:</p> <ol style="list-style-type: none"> <li>1. So the Veteran is taking the appropriate classes towards his/her degree plan.</li> <li>2. So that VA policy is not violated according to satisfactory academic</li> </ol> <p>When the above items are not being met, the Veteran student is referred to the Veteran counselor to evaluate their academic progress.</p>

			<p>Throughout the term, the Veteran Resource Specialists routinely review the Veteran students' academic progress status to ensure that they are maintaining the required standards as defined by the Department of Veterans Affairs.</p> <p>This continuous monitoring will create an early alert that a Veteran student is in danger of being placed on probation or suspension.</p> <p>The Veterans Resource Specialists also make sure that each student that does not have an educational plan is referred to the Veteran Counselor to schedule an appointment for a comprehensive education plan.</p>
SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity	3d) In what ways and to what extent does the program design and maintain practices and services that support and enhance student understanding and appreciation of diversity?		Accreditation Standard II.B.3.d-The institution designs and maintains appropriate programs, practices and services that support and enhance student understanding and appreciation of diversity.
SS 3e) State ways & extent program regularly evaluates admissions & placement practices	3e) In what ways and to what extent does the program regularly evaluate admissions and placement instruments and practices to validate their effectiveness while minimizing biases?		Accreditation Standard II.B.3.e-The institution regularly evaluates admissions and placement instruments and practices to validate their effectiveness while minimizing biases. (Answer only if applicable to the program under review)
SS 3f) State ways & extent program maintain student records securely & confidentially?	3f) In what ways and to what extent does the program maintain student records permanently, securely and confidentially, with provision for secure backup of all files?		Accreditation Standard II.B.3.f-The institution maintains student records permanently, securely and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.
	<b>PART 4</b>	<b>Staffing</b>	
SS 4a) Have there been any significant staffing changes since the last APRU?	4a) Have there been any significant staffing changes since the last APRU?		The Veteran Services Office operated with one staff member for several years with the exception of three short-term new hires that did not stay in the position. In April 2019 A second Veteran Resource Specialist and a part time Veteran counselor were brought on board.
	4b) Are there any significant staffing changes that will be needed?		We are looking to upgrade the Veteran counselor position to full time tenure. This is needed due to increase in new student population that we are now experiencing.
	<b>PART 5</b>	<b>Facilities</b>	
	5a) Have there been any significant facility changes since the last APRU?		The Veteran Services Office received a grant that allowed their re-location and dedicated space.
	5b) Are there any significant facility changes that will be needed?		At this point in time due to grant funding, we do not foresee any additional changes.
	<b>PART 6</b>	<b>Equipment</b>	
	6a) Have there been any significant equipment changes since the last APRU?		Yes. Veteran Services moved to a new location that came with some existing furniture in the individual offices. New equipment consists of five new computer stations & computers - water fountain- two scanners- two tables with 8 chairs – four armchairs with magazine table.

	6b) Are there any significant equipment changes that will be needed over the next year?		Yes. Veteran Services is still pending items listed in the grant: one refrigerator, one microwave, one coffee maker, one big screen television which are all part of the grant funding.
	<b>PART 7</b>	<b>Operational Costs</b>	
	7a) Have there been any significant operational cost changes since the last APRU?		De Anza applied for a Veteran Resource Center grant and was awarded \$68,000.00.
SS 7b) Will any significant operational cost changes be needed over the next year?	7B) Are there any significant operational cost changes that will be needed over the next year?		The Veteran office has moved to the new dedicated space!
	<b>PART 8</b>	<b>Organizational Alignment</b>	
SS 8a) Have there been any significant organizational alignment changes since the last APRU?	8a) Have there been any significant organizational alignment changes since the last APRU?		The Veteran Counselor has been moved from reporting to the Dean of General Counseling to the Dean of Enrollment Services.
	8b) Are there any significant organizational alignment changes that will be needed over the next year?		There are no expected organizational alignment changes.
	<b>PART 9</b>	<b>Regulations/Laws/Policies</b>	
SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?	9a) Have there been any significant changes in regulations/laws/policies since the last APRU?		Reporting requirements and compliance <del>audit</del> requirements are subject to change at any time. The most current relevant change to the Post 9/11 GI Bill was signed into law during 2019 named "The Colmery Act". This law requires significant changes to School Certifying Officials process. This benefit is extremely complex and is anticipated to continue evolving in the future.- VA compliance requires that school officials maintain current knowledge of rules, regulations and procedures of VA Educational benefits.
SS 9b) State significant changes in regulations/laws/policies affecting program over next year.	9b) Are there any significant changes in regulations/laws/policies that will affect the program over the next year?		The regulations put forth by the VA could change at any moment within the next five years. School officials are now required to log training hours with the VA to be approved to certify student Veteran certifications.
	<b>PART 10</b>	<b>Professional Development</b>	
SS 10a) State any significant professional development activities for the program since last CPR.	10a) Have there been any significant professional development activities for the program (or others) since the last APRU?		De Anza College is a current member of the Western Association of Veteran's Education Specialists (WAVES). Training is held every July in conjunction with the Veteran's Administration and state agencies. The conference is imperative to our understanding of the many legislative changes that may occur from year to year. Training is broken down according to the state in which the school is located; this is crucial, as state and federal laws differ greatly. The annual conference allows School Certifying Officials to network and create best practices. San Diego Regional – Education Liaison Representative and Muskogee Regional Office – Education & California's approving agency for Veteran education benefits. Other state approving agencies are present and conduct trainings throughout the conference. In addition to attending this conference, there are

			various conferences/workshops that may take place throughout the state at any given time that the Veteran Resource Specialist (school certifying official) and Veteran counselor may attend.
SS 10b) State any significant professional development needs for the program for the next year.	10b) Are there any significant professional development needs for the program (or others) over the next year?		There are numerous organizations across the state that conduct various types of training that would greatly enhance our Veteran Resource Specialist with other resources for our Veteran population. This would require additional funding.
	<b>PART 11</b>	<b>Curriculum, Student Success, and Equity</b>	
SS 11a) Have there been any significant curriculum since the last APRU?	11a) Have there been any significant curriculum since the last APRU?		There has not been any significant curriculum over the past year. However with the hiring of a Veteran Counselor we anticipate there will be some involvement in the future.
SS 11b) State any significant curriculum issues that will affect the program over the next year.	11b) Are there any significant curriculum issues in that will affect the program over the next year?		With the hiring of a Veteran Counselor, curriculum for a specific Veteran Orientation will be a focus.
SS 11c) State the aggregate student success rate in the instructional portions of the program?	11c) What is the aggregate student success rate in the instructional portions of the program?		In accordance with ACCJC requirements, the college has adopted an institutional standard for successful course completion at or above 60% <a href="http://www.deanza.edu/ir/deanza-research-projects/2012_13/ACCJC_IS.pdf">http://www.deanza.edu/ir/deanza-research-projects/2012_13/ACCJC_IS.pdf</a> . If student success rates in the program are below 60%, what plans are there to bring course success rates up to this level?
SS 11d) State gap of student success rates with targeted groups.	11d) What are the student success rates between groupings of students? Is there a success rate gap that exceeds 5% between any of these groupings?		The college equity goal is to have no more that a 5% student success gap between any groupings of students. Please explain any gaps exceeding 5% and what plans are in place, or are being made, to address closing this gap.
	<b>PART 12</b>	<b>Other</b>	
SS 12a) Have there been any other significant program changes since the last APRU?	12a) Have there been any other significant program changes since the last APRU?		Two additional positions were filled in April 2019. Veteran Resource Specialist / School Certifying Official and part time Veteran counselor.
	2b) Are there any other significant issues that will affect the program over the next year?		Please identify any other anticipated issues that could affect the program over the next year.
	<b>PART 13</b>	<b>Student Services Learning Outcomes and Accreditation Standard II.B.4</b>	
	13a) What are the current/active program outcome statements?		A&R/VETS_SSLO_5 Degree Works Knowledge from Intake - This survey assesses how much the new Vets students know about Degree Works. (Active)
	13b) How many SSLO/SLO statements have been assessed since the last APRU?		There have been no SSLO/SLO assessed in the past year due to staffing. The Veteran Services Office was relocated between summer and fall 2019 quarters. We expect to re-establish ongoing SSLO/SLO statements and assessments.

	<p>13c) Summarize the outcomes assessment findings and resulting program enhancements made since the last APRU.</p>		<p>Please summarize the outcomes assessment findings and resulting program enhancements made over the past year. (Cut/paste from TracDat, APRU or other documents.)</p>
	<p>13d) What are the program outcome assessment plans for the next year?</p>		<ol style="list-style-type: none"> <li>1. Certification Workshop <p>Provide student veterans with the tools to obtain their academic goals and employment opportunities; We will discuss VA compliance for Educational Plans and Certification Process.</p> </li> <li>2. DegreeWorks Workshop <p>Train Veteran students on how to use Degree Works to help them develop their educational plans and understand them. Students will receive hands on training on how to navigate through Degree Works; Change their major; Differentiate AA/AS degrees and Transfer degrees; Various GE Patterns.</p> </li> <li>3. VA Work Study Training <p>Make sure that our work-study are properly trained in working with the VA files as well as servicing the VA students during walk-ins. They will receive full on training regarding different auditing processes. We will collaborate with Foothill College VRC.</p> </li> <li>4. Success Workshop <p>Veteran counselor will conduct workshop regarding academic and progress probation. The workshop focuses of the following topics: Time-Management, Stress-Management, Study-Skills and Self-Care.</p> </li> <li>5. VA Vocational Rehabilitation Workshop <p>Provide eligible Veteran students with information about Vocational Rehabilitation benefits available to them. We would partner with the VA Vocational Rehabilitation staff for this informational workshop. Establish a working relationship with the Vocational Rehabilitation counselors to meet with their De Anza students once a quarter. Develop an MOU between Vocational Rehabilitation and De Anza College</p> </li> </ol>

			<p>6. Career Fair</p> <p>For Veteran students in which companies such as LinkedIn, Google, Tesla, AT&amp;T etc. can share employment opportunities as well as degree and careers needed in order for students to work in various positions. Develop a partnership with Veteran friendly employers</p> <p>7. Memorial Day Event</p> <p>Allow student Veterans to plan and execute the event.</p> <p>8. Year End Celebration</p> <p>Veteran Services plans an event to honor all students in their program that graduate/transfer within the 2019/2020 Academic Year.</p> <p>9. Veteran's Day Event:</p> <p>Allow student Veterans to plan and execute the event.</p>
	<b>Part 14</b>	<b>APRU Summary</b>	
	14) Where has the program come from since last year, where is it now, and where does it anticipate or need to go over the next year?		The program has grown and works more collaboratively with other departments in Student Services!
	<b>Part 15</b>	<b>Divisional Perspective</b>	
	15a) Name of the Division and the names of the programs.		Enrollment Services is the name of the Division that houses the Admissions and Records, Evaluations, Assessment, Veteran Services and (new to the division) the International Student Program, and Cashiering Office.
	15b) Who wrote the Divisional Perspective?		Nazy Galoyan
	15c) Summarize the APRU written by the programs of the Division.		This program has made a great improvement! Now that we have Veteran Resource Center and dedicated counselor, our Vet students receive better quality services and have their own place where they can study, do homework and have that feeling of belonging!