



2018-19 Program Review – Student Services

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The mission statement of Veteran Affairs (VA) is to ensure veteran students; dependents and disabled veterans received support services needed to complete their educational goals and complete certification of enrollment in compliance with the Department of Veteran Affairs and Federal and State mandated guidelines and regulations.

List your Faculty and/or Staff

- * Designated Certifying Official
- * Designated 05 Veteran Counselor

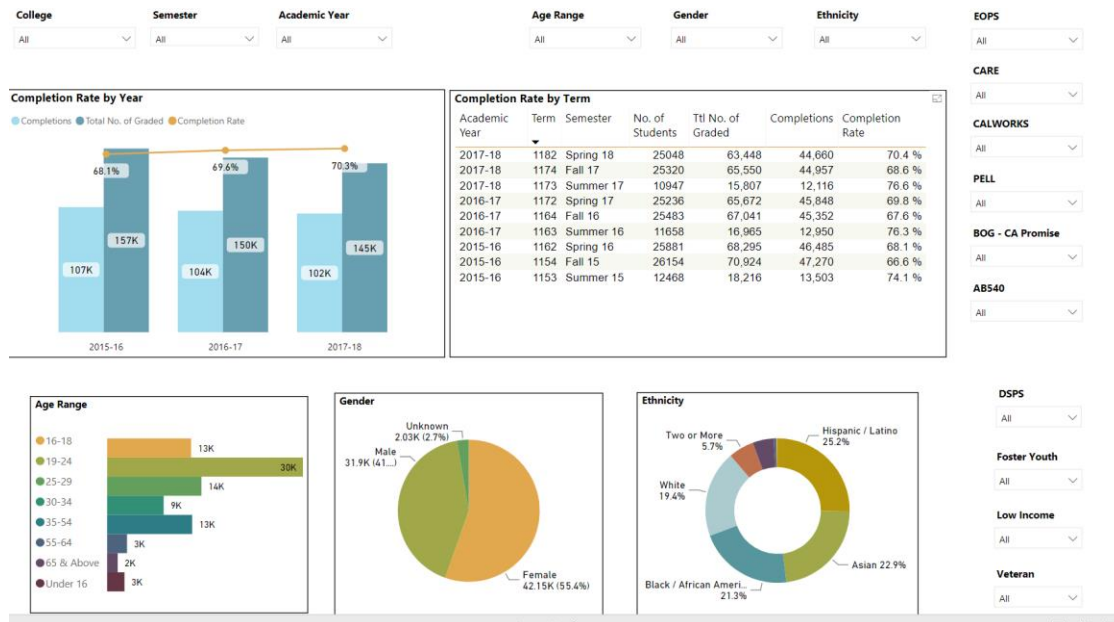
The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up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

- Program goal 1. Financial Need- The Veteran Affairs Department requires a dedicated budget to provide service to Laney College Veterans and Dependents.
Program goal 2. A specifically designate facility.
Program goal 3. A designated certifying official & a Full time designated counselor

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

A larger space is needed to provide a one-stop support system for Veteran students. Currently our VA counselor is located on the 3rd floor of the tower in Counseling and the certifying officials is located in the Student Center Building Room 300. Due to limited space our center cannot provide effectual support services that our veteran student population need.

Students Served



Special Populations Power BI dashboard

Please enter your College Mission Statement

Our Mission **Laney College** educates, supports, and inspires students to excel in an inclusive and diverse learning environment rooted in social justice.

Please enter your Student Services Mission Statement

The mission of the Office of Student Services is to provide comprehensive high-quality programs, services, and guidance which enhances student access and contribute to the success of our students. Our goal is to empower students to make informed decisions that will facilitate their learning and achieve their academic goals.

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

Services provided include, but are not limited to:

- Providing information on VA benefits specific to a student's situation
- Referring students to the appropriate campus or community resources
- Helping students navigate the campus and all the various departments
- Sending out invitations to social events and workshops throughout the year
- Connecting students with other student veterans at Laney
- Helping students make the transition from military to student life at Laney

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

- The Veteran Affairs program bridges the gap for VA students that are transitioning from military to student life.
- Veteran Affairs works closely with the Bursar Office: Kinh Tran, to ensure veteran students accounts are credited and received in a timely manner to prevent bursar holds.
- Financial Aid who provides a Financial Aid representative to assist with Financial Aid documents. Having an identified person in Financial Aid for Veteran students who are experiencing the effects of PTSD (Post -Traumatic Stress Disorder) or BTI (Brain Traumatic Injury) reduces the anxiety.
- Referrals are made to Lisa Sawadogo, the Mental Health Counselor
- Appropriate referrals are made to DSPS as well as the Oakland VA Clinic.
- Veteran Affairs also advise students to utilize the Tutorial Center as well as the Writing Center, Math Lab, and the Library. We encourage our students to take advantage of these services.
- Veteran Affairs connect to student activities through (student government, clubs and organizations, and athletics) to ensure that VA students are experiencing a well -rounded experience while attending Laney College.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

The VA requires student veterans to have a Comprehensive Education plan every semester to maintain eligibility.

Our program receives a yearly grant (VRC Grant Program) provided by the State Chancellor's Office. In order to maintain funding, we must provide the following services to our students:

- ADA compliant
- Front Desk for intake service
- Computer lab with a minimum of 2 computers and 1 printer
- Private room(s) for counseling and benefit certification
- Designated signage
- Lounge area

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations,

particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

Our entire department sole purpose is to provide SSSP support:

- Academic counseling and tutoring
- Transportation vouchers
- Book voucher

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

# of student that completed orientation	342
# of students that completed assessment	342
# of completed Student Educational Plans (SEPs)	342
# of Abbreviated versus Comprehensive SEPs	342
Total # of follow-up services	342

What has your service area done over the last 2-3 years to improve SSSP services?

The Veteran Department has improved in Student Service by implementing the following:

- *Vets Specific Orientations
- *Comprehensive & Abbreviated Educational Plans
- *Follow-Up Services
- *Priority Registration
- *Associate Degree and Transfer Workshops

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

Veteran Affairs current staff:
*Designated Certifying Official
*Designated 0.5 Veteran Counselor

Students Served – Assessment

List your Service area outcomes

Veteran Affairs Service area outcomes:

- *Increase the number of Veteran Students
- *Increase the number of Veteran Students that transfer
- *Increase the number of Veteran Students that applied for degrees
- *Increase the number of Veteran Students that take advantage of priority registration

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

Students are kept abreast of service area outcomes from the following:

- a quarterly newsletter.
- Weekly email blast

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

Program level outcomes are published from the following:

- quarterly newsletter
- Orientation handouts

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.

2016-Hired a Designated Veteran Affairs Counselor
2017-Increased number of Veteran Students
2018-Received VRC funding

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.

*Designated Staff Assistant Veteran Affairs
*Provide comprehensive counseling and certifying services together in the VRC
*Increase collaboration with offsite community partners

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

*Monthly veteran staff meeting
*Twice a semester veteran orientation

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?

*No formal evaluation has been collected however, feedback is received ongoing from student
*We will solicit feedback formally Spring 2019

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?

- *Increasing numbers of veteran served
 - *Anecdotal feedback from student veterans
 - *Completion of Abbreviated and Comprehensive Education Plans
- Expected Results of these indicators are:
- *Increase number of student veteran graduates and transfer

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.

- *Participating in College/District governance and campus life:
- *Professional Development Committee
- *Peralta College's Foundation Scholarship Committee
- *Regional/State & Region 3& 4 Veterans Association
- *Counseling Department Committees
- *Counseling outreach: Ethnic Studies, Black Student Union, Laney's Queer Brunch
- *Volunteer: Northern California Convening for Justice Systems Impacted Students, November 3, 2018

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

The Support Staff partners with the following:

- * Local Stand Downs
- * EDD (Employment Development Department)
- * Laney Employee Services
- * Swords to Plowshares
- * Oakland Vet Center
- * Laney Mental Health

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

Adjunct faculty are included in counseling department training concerning veteran specific issues

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual	Total Estimated Cost
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			Benefits Costs	
Personnel: Classified Staff	Staff Assistant for the VA office.			
Personnel: Student Worker				
Personnel: Part Time Faculty				
Personnel: Full Time Faculty	A full- time designated Veteran Affairs Counselor. To provide support for a growing veteran population.			

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed		
Professional Development: Personal/Individual PD needed		

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies		
Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	Computer lab with a minimum of 5 computers and 1 printer/scanner	
Technology & Equipment: Replacement		

Prioritized Resource Requests Summary – continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms		
Facilities: Offices		
Facilities: Labs		
Facilities: Other		

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials		
Library: Library collections		

Resource Category	Description/Justification	Total Estimated Cost
OTHER		