Veteran Services
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<th>Academic Year (AY)</th>
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<td>AY 2011-2012</td>
<td>Identify COM vets and insure they have knowledge in using college resources that support student success.</td>
<td>PLSLO #1: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits.</td>
<td>Measures: (a) Interview veteran students to determine how many feel that the new “Checklist” was beneficial. (b) Assess the results of the “Survey Questionnaire”.</td>
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Describe/Discuss the result of PLSLO #1
Spring 2012: Due to administrative changes, the “Vets Checklist” was not completed in time for use in the Fall semester, 2011. The survey was disseminated in the middle of the Spring semester, 2012 and the results have been analyzed.

Describe how the results of the assessment were disseminated and to whom? (What was the program’s process for reviewing the results and discussing the implications of the results?)
The information will have been shared with the counselors, the dean, and planning and research team by the end of the spring semester. The program review process results informed us the need to use the point of contact to share all necessary information to vet students and to provide all necessary information with regards to services and referrals.

- Programs Review Document
- Veteran Club
- Veterans services Center
- Student Portal

Discuss how the results were used to either: confirm the SLO was successfully met, and/or how the program generated strategies for program modification.
The results showed that we have not successfully met the SLO because of the administrative change. Working on the survey results and making sure we make necessary changes to get the information to the vet students earlier and make the necessary connections for referrals.

If applicable, discuss program modifications changes and timeline for implementation of changes.
Changes needed include informing new Vet students of the services available to them, assist them with the necessary paperwork, refer them to county and state resources for vets. Will inform the Vets counselor of the needed changes to better serve our vet students.
Will place vet information on the Student Portal, COM website, flyers and posters around campus.
What resources are needed to improve your program?
We need to identify a location for a veterans’ services center. We need to identify staff to be in the center. We need to identify funds to provide furniture, a phone, a copier/printer, and funds to print materials to inform vet students of the services available to them.
Date: March 20, 2012

Program/Service Information: Veteran Services

Problem/ Needs (i.e. SLO assessment findings, SLO meeting dialogue)
First point of contact for Veteran students is the certifying official. A checklist of needed forms, etc is shared with each student. Services available on campus are noted and the student is referred to a veterans’ counselor. The college provides two part-time counselors to advise vet students on their academic needs and referrals are made for all other needs a vet student may have. The college does not offer its veterans a veterans’ service center, even though Congress approved a process in 2010 for helping higher education institutions institute such facilities in order to attract, assist and maintain our military men and women in their pursuit of higher education. We must also keep in mind that the Post 9/11 GI Bill noted the increase in the number of student veterans on our nation’s campuses to over 25%. With these facts in mind, the college does not have in place classified support staff to assist in the dissemination of services.

Request for Resources Allocation
Funds are needed to establish a fully functioning veterans services center, including furniture, telephone, copier/printer, resources, and a classified or work-study individual to be in the office and answer the telephone and answer questions and serve as a resource person for the veteran students at COM.
Funds are needed to better communicate the services available to veteran students and to develop a referral system to county and state resources.
$10,000 for office setup; furniture, phones, copier/printer
$25,000 for half-time classified staff
$5,000 for work study student
$5,000 for printing needs and office supplies
Total fund request: $45,000

How Resources will Impact the Program
Funds will allow Veteran Services to have a fully functioning office and for veteran students to have a “place” where they can have questions answered, where referrals can be made and a place that will be “theirs” and for their needs.
Funds will allow to better communicate to the campus community the services and location for veteran services.
Responsible Person for Completing this Mini-Program Review

Dr. Arnulfo Cedillo
Director, Student Affairs/Health Center
415-485-9375

Signature of Dean/Supervisor ____________________________ Date ________________

Deadline for submission: March 20th
Please submit your Annual Program-Level SLO Report with your Mini-Program Review
1. How did you gain information about Veteran Services at College of Marin? (Mark all that apply)

- College Website: 2 (14%)
- Friend: 2 (14%)
- Classmate: 0 (0%)
- Counseling staff: 5 (36%)
- Other: 8 (57%)

Total Responses: 14

2. How much did you know about Veteran Services when you first enrolled at College of Marin?

- Very little: 5 (36%)
- Some knowledge: 5 (36%)
- Sufficient knowledge: 3 (21%)
- A great deal: 1 (7%)

Total Responses: 14

3. How satisfied are you with Veteran Services support at College of Marin?

- Very Dissatisfied: 3 (21%)
- Dissatisfied: 3 (21%)
- Satisfied: 5 (36%)
- Very Satisfied: 3 (21%)
- Not Sure: 0 (0%)

Total Responses: 14

Mean: 2.57    Standard Deviation: 1.09
4. How can we improve Veteran Services at College of Marin?

Not sure. Paulette Foster was amazingly fast. She answered all my questions immediately and informed me very clearly what the steps were that she would be doing as well as instructing me what to do. It was very very easy and I appreciate the time Paulette took to help me out. I’m sure she does this daily and I really appreciate her patience with what I would feel is a mundane task.

4. How can we improve Veteran Services at College of Marin?

It would be nice to have more veteran gatherings throughout the day. I’ve only seen a few gatherings and they have mostly been strictly in the morning times. It makes it a little more difficult for those who work during the day and attend classes at night.

4. How can we improve Veteran Services at College of Marin?

Just a suggestion. I suggest you have more than one VA rep at the Kentfield campus. Karen was very helpful and answered questions I had regarding my education plan. I suggest more than one rep, just in case the one assigned counselor is on Vacation or whatever other unexpected events come up. Other than that your staff is great. Thank you.

4. How can we improve Veteran Services at College of Marin?

As a veteran I shouldn’t have to look for my counselor. Once the proper forms are filled out clearly stating one is a veteran, the counselor should have contacted the veteran. I know of only two veteran counselors. They were usually busy when I called. The first counselor I did see was not a veterans counselor. She stated that she was helping the va counselor out. She had me fill out forms, but could not answer specific questions.

4. How can we improve Veteran Services at College of Marin?

I was lucky enough to meet Veteran club representatives the day I came to college of Marin. Most people I have met do not know about veteran services or have looked outside the school for assistance.

An office that could have helped me file for my GI Bill might have allowed me to use it my first semester at COM.

A Veteran Center with adequate space to do homework, get counseling, receive assistance with VA benefits, and meet other Veterans could ease the transition to student life and encourage enrollment of more veterans into the school. Campuses with Veteran Centers see large increases in Veteran enrollment after developing a veteran center.

Having a certifying official that we could meet with in person upon enrollment would help at the Kentfield Campus.

The current Veteran Center does not have a staff member ready to answer questions of prospective veteran students. Having a trained veteran representative will help the welcoming to the college.

4. How can we improve Veteran Services at College of Marin?

It would be helpful to have a welcoming meeting space and some identified staff in student services areas who are familiar with veterans’ issues. It would be helpful to host subject matter experts on a regular basis such as a monthly visit from health services counselor from the VA.

4. How can we improve Veteran Services at College of Marin?

Actually, until now, I have not heard of Veterans Services at College of Marin. I did not know there is Veteran's Services department at College of Marin. I have been here for 3 years. I am aware of a Veteran's Club but not of an official services department.

4. How can we improve Veteran Services at College of Marin?

Having a place where veterans can go such as a veterans center, where it can be like a one stop place for everything, the little office that is shared did not do anything for me.

4. How can we improve Veteran Services at College of Marin?

Give us a veterans resource center! A real one. Where veterans can address their needs for transitioning into civilian life.

4. How can we improve Veteran Services at College of Marin?

It will improve in due time. It is still on the process of getting establish and Isaiah Pacheco is doing a great job so far.