### Veteran Services

#### 2011-2012

**Division and Program-Level SLOs and anticipated measures/evidence**

<table>
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<tr>
<th>Academic Year (AY)</th>
<th>Division Wide Student Learning Outcome</th>
<th>Program Level Student Learning Outcomes (PLSLO)</th>
<th>Measures/Evidence</th>
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<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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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO #1**: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits.

How will SLO be assessed? A “Checklist” of what veteran students need to do to become certified for educational benefits in a timely manner will be developed.

What information/data will be collected? A set of survey questions will be distributed to all new veteran students to assess their knowledge of the steps necessary for getting certified for educational benefits.

When and by whom? Survey questions will be distributed by the certifying official at the first point of contact. Same survey questions will be distributed at mid-term by a veteran’s counselor.

How will it be analyzed? Data will be analyzed based on the student’s knowledge at the time of first contact or at mid-term.

How will it be reported? The data will be reported to the office of Planning, Research & Institutional Effectiveness.

**Reporting plan for assessment of PLSLO #1**: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits.

Where will results be disseminated?
When will changes be implemented?

**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.

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.

When will the annual report be completed?

**Spring 2012**
VETS Survey questions:
In an effort to better serve you, College of Marin is interested in determining how you became aware of services for Veterans at College of Marin. Please answer the following questions as best you can. If you have any questions, please contact Dr. Arnulfo Cedillo, Veteran Affairs Coordinator, Director, Student Affairs by email or call at 415-485-9375.

1. How did you gain information about Veteran Services at College of Marin?
   a. College Website
   b. Friend
   c. Classmate
   d. Counseling staff
   e. Other

2. How much did you know about Veteran Services when you first enrolled at College of Marin?
   a. Very Little
   b. Some knowledge
   c. Sufficient knowledge
   d. A great deal

3. How satisfied are you with veteran services support at College of Marin?
   a. Very satisfied
   b. Satisfied
   c. Not satisfied
   d. Very dissatisfied

How can we improve veteran services at College of Marin? Please submit your recommendation(s).
**Veteran Services**

**2011-2012**

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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 veterans 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