

# **Student Services Program Review 2019/20 UPDATE**

## **Veterans Services**

**Created on: 07/31/2019 12:12:00 PM PDT  
Last Modified: 01/06/2020 03:23:47 PM PDT**

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## **General Information (Student Services Program Review 2019/20 UPDATE)**

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## 2019/20 Student Services Program Review

### SUBMISSION INFORMATION AND UPDATES (REQUIRED)

A.

- Name of Lead Writer--Vicki Hernandez
- Name of Liaison--NA
- Department Chair--NA
- Name of Manager/Service Area Supervisor--Dean Ailene Crakes

B. Updates

### OUTCOMES AND ASSESSMENT (REQUIRED)

**Form:** 2019/20 Program Review Outcomes and Assessment Section (See appendix)

### PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

**Form:** 2019/20 Program Review Student Services Program Analysis Section (See appendix)

### PROGRAM GOALS (REQUIRED)

#### Veterans Services Goals 19/20

##### Veterans Services Increased Student Engagement

Increasing the number of student veterans using campus resources to enhance student success. This will be accomplished by target marketing to the military affiliated student population at Mesa College. This will include informational emails sent to students which will increase the awareness and in turn increase the student engagement in activities and events put on by Veteran Services

##### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4

##### Create programs that bring awareness of military affiliated to the campus community

With the increase of service members exiting the military, our military affiliated population will do so as well. Offering workshops and other awareness programs on campus will offer opportunities for the campus community to learn and understand our military affiliated student population at Mesa. This will be measured by the number of events and attendance at each event during the year.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 3.3,

**Veterans Services Goals 19/20:** Expand Veteran recognition programs on campus, Veterans Services Increased Student Engagement

### Expand Veteran recognition programs on campus

This will be measured by the number of attendees at the programs put on by Veteran Services, this will include both students and staff of Mesa College. Programs will include the graduation recognition ceremony as well as other ceremonial events at the college.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4, Strategic Goal 1.6, Strategic Goal 2.1

## ACTION PLANS FOR GOALS (REQUIRED)

### Actions

#### Veterans Services Goals 19/20

Outcome

#### Goal: Veterans Services Increased Student Engagement

Increasing the number of student veterans using campus resources to enhance student success. The resources found at the Veterans Resource Center provides access and exposure to the many support services available. Veteran tutoring services, counseling services and peer assistance are of the many resources student veterans can take advantage of on campus.

#### Action: Student Veteran Engagement

**Describe the actions needed to achieve this objective:**

Over the next year, Veteran Services will collect the number of students who are visiting the Veterans Resource Center as well as events that are put on by Veteran Services. This will be achieved by utilizing a system already being used in the VRC (SARS Tracker) as well as sign in sheets used for events and other activities in Veterans Services.

Veteran Services also tracks all students who utilize the Veterans Counter in the Student Services Building and captures the services we are providing.

**Who will be responsible for overseeing the completion of this objective:**

Veterans and Records Supervisor Vicki Hernandez. The staff in the Veterans Resource Center and in I4 will also assist with collecting this information.

**Provide a timeline for the actions:**

We started collecting data in the Fall 2019 semester and will continue spring 2020 and in the future for data collection.

**Describe the assessment plan you will use to know if**

Throughout the academic year, there will be a couple of survey's that will go out to the military affiliated students asking them if they were satisfied with the services

**the objective was achieved and effective:**

they received at either of the locations of Veteran Services. In order to better serve these students a survey has gone out in the fall semester to find out what additional services we can provide them, such as better times for meeting with a counselor in the VRC to what they would like to learn more about that Mesa has to offer them. We will know if our objective was effective and achieved based on the number of student who attend our events or utilized the VRC or services in building I4.

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Resources needed would include collaboration with key departments on campus, this would require utilizing our key allies on the campus to assist with supporting our military affiliated students at Mesa.

**Goal: Create programs that bring awareness of military affiliated to the campus community**

With the increase of service members exiting the military, our military affiliated population will do so as well. Offering workshops and other awareness programs on campus will offer opportunities for the campus community to learn and understand our military affiliated student population at Mesa. This will be measured by the number of events and attendance at each event during the year.

**Action: Military Awareness workshops**

**Describe the actions needed to achieve this objective:**

Provide programming to the campus that encourages the entire campus community to attend.

**Who will be responsible for overseeing the completion of this objective:**

Veterans and Records Supervisor, Vicki Hernandez  
The staff will also assist in this programming and planning

**Provide a timeline for the actions:**

This objective will begin in the spring 2020 semester and continue on a yearly basis.

**Describe the assessment plan you will use to know if the objective was achieved and effective:**

A check-in will be required for each event put on by Veteran Services. For our main event there will be survey at the completion for participants to complete to give feedback. There will also be a pre and post survey for participants to fill out regarding their knowledge working with military affiliated students on a college campus.

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

This will require working closely with events for a central location large enough for medium to large attendance. If there is a fee for the workshop, we will need funds to cover this as well. Collaboration and support from our campus allies.

**Goal: Expand Veteran recognition programs on campus**

This will be measured by the number of attendees at the programs put on by Veteran Services, this will include both students and staff of Mesa College. Programs will include the graduation recognition ceremony as well as other ceremonial events at the college.

<b>Action: Veteran Celebratory and Recognition Events</b>	
<b>Describe the actions needed to achieve this objective:</b>	Communication with student veterans notifying them of the event. This will be done by email advertising and phone calls for personal invites.
<b>Who will be responsible for overseeing the completion of this objective:</b>	Veterans and Records Supervisor, Vicki Hernandez Staff will assist with the planning and programming of this event
<b>Provide a timeline for the actions:</b>	This will take place in the spring semester of every year, the date is usually the week of commencement. Advertisement will begin once a list of students graduating is received or no later than the middle of April. One week out Veteran Services will have everything prepped and ready for the event , which will provide the days before the event to take care of any last minute items.
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	This will be based on the number of attendees at the event in comparison to the previous years.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Costs associated with this event will be food, stoles, certificates and covers as well as any cost associated with a guest speaker.

**GOAL STATUS REPORT (REQUIRED)**

**Action Statuses**

**Veterans Services Goals 19/20**

Outcome

**Goal: Veterans Services Increased Student Engagement**

Increasing the number of student veterans using campus resources to enhance student success. The resources found at the Veterans Resource Center provides access and exposure to the many support services available. Veteran tutoring services, counseling services and peer assistance are of the many resources student veterans can take advantage of on campus.

<b>Action: Student Veteran Engagement</b>
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**Describe the actions needed to achieve this objective:**

Over the next year, Veteran Services will collect the number of students who are visiting the Veterans Resource Center as well as events that are put on by Veteran Services. This will be achieved by utilizing a system already being used in the VRC (SARS Tracker) as well as sign in sheets used for events and other activities in Veterans Services.

Veteran Services also tracks all students who utilize the Veterans Counter in the Student Services Building and captures the services we are providing.

**Who will be responsible for overseeing the completion of this objective:**

Veterans and Records Supervisor Vicki Hernandez. The staff in the Veterans Resource Center and in I4 will also assist with collecting this information.

**Provide a timeline for the actions:**

We started collecting data in the Fall 2019 semester and will continue spring 2020 and in the future for data collection.

**Describe the assessment plan you will use to know if the objective was achieved and effective:**

Throughout the academic year, there will be a couple of survey's that will go out to the military affiliated students asking them if they were satisfied with the services they received at either of the locations of Veteran Services.

In order to better serve these students a survey has gone out in the fall semester to find out what additional services we can provide them, such as better times for meeting with a counselor in the VRC to what they would like to learn more about that Mesa has to offer them.

We will know if our objective was effective and achieved based on the number of student who attend our events or utilized the VRC or services in building I4.

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Resources needed would include collaboration with key departments on campus, this would require utilizing our key allies on the campus to assist with supporting our military affiliated students at Mesa.

Status for Student Veteran Engagement

**Current Status:** In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:** NA

**If the Current Status was not marked Completed, what are the implications and next steps:** The first few survey's have gone out the military affiliated students, 1) asking for services they would like to have  
2) asking about the services they have received when visiting Veteran services  
This will continue through spring 2020

**Goal: Create programs that bring awareness of military affiliated to the campus community**



With the increase of service members exiting the military, our military affiliated population will do so as well. Offering workshops and other awareness programs on campus will offer opportunities for the campus community to learn and understand our military affiliated student population at Mesa. This will be measured by the number of events and attendance at each event during the year.

<b>Action: Military Awareness workshops</b>	
<b>Describe the actions needed to achieve this objective:</b>	Provide programming to the campus that encourages the entire campus community to attend.
<b>Who will be responsible for overseeing the completion of this objective:</b>	Veterans and Records Supervisor, Vicki Hernandez The staff will also assist in this programming and planning
<b>Provide a timeline for the actions:</b>	This objective will begin in the spring 2020 semester and continue on a yearly basis.
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	A check-in will be required for each event put on by Veteran Services. For our main event there will be survey at the completion for participants to complete to give feedback. There will also be a pre and post survey for participants to fill out regarding their knowledge working with military affiliated students on a college campus.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	This will require working closely with events for a central location large enough for medium to large attendance. If there is a fee for the workshop, we will need funds to cover this as well. Collaboration and support from our campus allies.

<b>Status for Military Awareness workshops</b>	
<b>Current Status:</b>	In Progress
<b>If the Current Status was marked Completed, what was the impact of the completed objective on your program:</b>	NA
<b>If the Current Status was not marked Completed, what are the implications and next steps:</b>	I have started to reach out to the Military Ally presenter to talk about a workshop at Mesa. We are looking for a date in the spring 2020 semester

**Goal: Expand Veteran recognition programs on campus**  
This will be measured by the number of attendees at the programs put on by Veteran Services, this will include both students and staff of Mesa College. Programs will include the graduation recognition ceremony as well as other ceremonial events at the college.

**Action: Veteran Celebratory and Recognition Events**

**Describe the actions needed to achieve this objective:**

Communication with student veterans notifying them of the event. This will be done by email advertising and phone calls for personal invites.

**Who will be responsible for overseeing the completion of this objective:**

Veterans and Records Supervisor, Vicki Hernandez  
Staff will assist with the planning and programming of this event

**Provide a timeline for the actions:**

This will take place in the spring semester of every year, the date is usually the week of commencement. Advertisement will begin once a list of students graduating is received or no later than the middle of April. One week out Veteran Services will have everything prepped and ready for the event , which will provide the days before the event to take care of any last minute items.

**Describe the assessment plan you will use to know if the objective was achieved and effective:**

This will be based on the number of attendees at the event in comparison to the previous years.

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Costs associated with this event will be food, stoles, certificates and covers as well as any cost associated with a guest speaker.

**Status for Veteran Celebratory and Recognition Events**

**Current Status:**

Not started

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

NA

**If the Current Status was not marked Completed, what are the implications and next steps:**

This process will begin in the spring 2020 term, although some planning has been started, the only thing available is the date of the event.

## Request Forms

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**CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST**

## Reviewers

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### LIAISON'S REVIEW

**Form:** Student Services Program Liaison's Review 2019/20 UPDATE

### MANAGER'S REVIEW

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# Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
  - B. **2019/20 Program Review Student Services Program Analysis Section** (Form)
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# Form: "2019/20 Program Review Outcomes and Assessment Section"

**Created with :** Taskstream

**Participating Area:** Veterans Services

## **(REQUIRED) Program name**

Veteran Services & Veterans Resource Center (VRC)

## **(REQUIRED) Are you on target with your assessment schedule?**

Yes, I have started collecting data from student veterans via a google survey form to determine if we are meeting the students needs. This will continue and pick up more in the spring term.

## **(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?**

My initial assessment has revealed a couple of things students would like to see from the VRC. First it revealed the services they would like to know more about and second is the best time and days to offer services such as counseling and tutoring in the VRC.

## **(REQUIRED) Based on your assessments, what resource needs have you identified?**

NA

## **Please provide any other comments.**

*No answer specified*

# Form: "2019/20 Program Review Student Services Program Analysis Section"

Created with : Taskstream

Participating Area: Veterans Services

## Program Name

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**(REQUIRED) Type your program/ service area name.**

Veteran Resource Center

**Part A: In this section, please analyze your program/service area in terms of one metric of student success. Start by disaggregating the available data by race, gender, and any other parameters of interest for the metric and answer the following questions.**

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**(REQUIRED) A1. What patterns do you notice with regard to equity at the program level or specific service level by race/ethnicity?**

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

For the Veteran population the equity gap level by race/ethnicity is greatest with African American, Latinx and other, with a -7%, -3% and -2% respectfully. When these ethnicities are compared with the overall enrollment at Mesa, there is a greater percentage (5.5%) of African Americans who are veterans than the overall percentage of African Americans enrolled at Mesa. This information tells us there is a higher number of African American student veterans who are experiencing course success rate below average, knowing this information also helps Veteran Services in determining what services to offer students to help them succeed in their courses while attending Mesa.

When I compare the overall equity gap based on ethnicity, there is a total of 12% performing below average while there is only 20% performing above which those performing above are only by a few percentage points.

The ethnicities performing above average include American Indian, Asian, Filipino, Pacific Islander and White, while others are performing below average in course success rate.

**(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?**

The equity gap has changed in the past years, the first year of research shows all ethnicities below average except for white, in the next year all showed above average course success rate except for the African American, Latinx and other/unreported. In the last year reported (2018-19) there was a sharp increase in the decline of below average success rate for African Americans, -14% and Latinx went to 0%. In the previous year, African Americans were at 4% and Latinx at 5%.

So Latinx research shows there has been an improvement however African American student veterans dropped drastically by -10%.

**(REQUIRED) A3. What factors might have influenced these results? What are your most significant findings?**

As service members exit the military and enter into higher education, many of them have been out of school for many years and have not sat in a traditional classroom since high school. This can have a huge impact on their ability to succeed in a traditional classroom. Their transition to higher education can often be difficult and challenging to many of our veterans at Mesa. They don't know what they don't know and sometimes are not sure what to ask. Because of this, I believe that this has an impact on the results in course success for some of our ethnicity groups looked at in the data. These are students are typically first generation college students and grew up in the military being told what to do and when to do it. These student have the discipline it takes to be successful, we need to give them the tools to be successful in college.

**(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?**

Understanding the equity gap a little better at Mesa, I can see Veteran Services actively working on a better transition for our student veterans. We can streamline our process with certifying and making sure all students fully understand their benefit and process everything correctly and in a timely matter so our student veterans do not need to worry about their housing but can focus more on their studies and passing their classes. The VRC will focus on providing a space for students to receive services and assistance with transition by providing counseling, academic and mental health, tutoring and a place to call home while at Mesa.

All of this can and will be done by being a high touch Veteran Service and Resource Center.

**(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution (HSI)?**

Veteran Services serves a large student veteran population, of that population over 27% of the student veterans are Latinx. We serve a large portion of Latinx students and we assist in their success while attending Mesa.

**(REQUIRED) A6. Have you identified resource needs?**

I am currently in the process of identifying resource needs for Veteran Services, although in my short time on campus, I have identified a few needs for the program and already addressed them in the goals and outcomes section.



**(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.**

I have addressed some needs within new goals listed in the review.

**Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.**

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**(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?**

NA for this year.