

2022-23 Program Review Veterans & Veterans Success Center

Directions for Lead Writers: Please use this template to complete your Unit’s Program Review for this cycle. Instructions for submitting your completed template at the end of the spring semester will be provided in a few weeks. Click [here](#) to view our Glossary of Terms.

Other Resources:

[Program Review Handbook](#)

[Acronym Dictionary](#)

[Resource Link Library](#)

DEI Discussions: as part of your reflection with your unit, a workgroup has developed a Diversity, Equity, Inclusion, and Accessibility Discussion Guide. Please use this in your unit-level discussions as we move toward becoming more diverse, equitable, inclusive, and accessible through intentional and ongoing campus-wide reflections and revisions of policies and practices.

View the guide [here](#). Have reflections or feedback to share? Click [here](#).

<i>Program Information & Executive Summary</i>		
Prompt	Guidance	Program Response
Describe the successes and challenges your unit has faced since the last comprehensive review.		Veterans Services and Veterans Counseling have had a full turn over in personnel since the last comprehensive review. During that time, the Covid-19 pandemic changed the way the school could operate. Since coming out of the pandemic and returning to campus, our main goal has been to increase the visibility of the new Veterans Success Center and to drive foot traffic to it, as our greatest challenge has been getting our military-affiliated students to view Mesa College as a full academic experience as opposed to a transient location that they must attend in order to gain access to a university. The other main challenge we have faced, is trying to find new and different ways to spread awareness of our ever-increasing services and partnerships. To do so, we have greatly increased the internal and ongoing services offered in the center, as well as the external services that we coordinate throughout the year. We have been working to solidify partnerships with the Transfer Center, DSPS, and Career Counseling. Successes include our participation representing Veterans Counseling during the Transfer Center workshops during

		transfer season, securing a mental health provider for the Veterans Success Center, securing laptops that can be checked out to better support veterans' access to technology, driving traffic to the center through events held by our Student Veterans Organization, and our partnerships with San Diego area universities and organizations.
If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.	Optional	NA
If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.	Optional	<p>At the beginning of the academic year 2022-2023 we began brainstorming actions that we could implement to drive greater traffic into the Veterans Success Center and higher rate of participation in services. Services we have implemented so far that increased foot traffic include:</p> <ul style="list-style-type: none"> ● Veterans Week: 5 days of events/services with lunch served each day ● Meet and greet the new veterans counselor event ● TAG/TAP workshops with the Transfer Center ● Transfer Day with the Transfer Center ● UC/CSU Workshop with the Transfer Center ● Hotspot veterans counseling in the VSC ● Registration Workshop participation ● VSO events in the VSC ● Ongoing outreach visits by local area state and private, non-profit universities ● Holiday festivities in the VSC <p>We have also bought a lockable charging tower with 25 laptops to be checked out in the VSC to support our effort to have equitable services for our military-affiliated student population.</p> <p>While we have had a change in personnel, we have begun to hire permanent employees, since the last comprehensive review, that will be able to support the return to campus effort. We have also hired two NANCE positions and ten VA Work Studies within our department in order to provide coverage for the VSC and Veterans &</p>

		Records Desk in order to service our military-affiliated student population and answer any questions they may have about utilizing VA Educational Benefits.
Please confirm that the department has reviewed the Course Learning Outcomes listed in CurricuNet for each course and verify accuracy.	Select One	<input type="checkbox"/> Reviewed and accurate <input type="checkbox"/> Reviewed not accurate, update in progress <input type="checkbox"/> Reviewed not accurate, need support

Data Reflection

Prompt	Guidance	Program Response
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Describe the trends you see in your program/service area's data.	Instructional Data you may consider: enrollment trends, course & program learning outcomes, Institutional Learning Outcomes, course success and retention rates, degree completion, transfer, employment, labor market analysis, other data relevant to your unit's work	<p>Since the last review, the Veterans & Records Office has engaged with students a total of 15,411 times:</p> <ul style="list-style-type: none"> • 655 times for processing AP Scores. • 1316 times to clear COVID holds on student accounts. • Recommended 367 students to update their Education Plan. • Helped/processed transcripts for 390 students. • Processed 335 Grade Change or Assignment of Incomplete Forms. • Addressed 1,932 JIRA Help Tickets related to Student Password Issues for their student portal. • Had 4,340 unique interactions with students, of which 2,704 were for processing VA paperwork. • Our VA Work Studies had an additional 2,769 interactions with students. <p>During the same period, our Academic Counselors had a total of 27,841 interactions with our military-affiliated students.</p> <p>From data collected, we are able to see a recent significant drop in military-affiliated enrollments between the 2020-2021 Academic Year (1,201) and the 2021-2022 Academic Year (780). Unfortunately, we do not have enough data at this time to provide numbers for the 2022-2023 Academic Year to determine our overall numbers. Mesa's military-affiliated students have a slightly higher success rate (74.4%) compared to our Campus Success Rate (73%), as well as a higher retention rate of 88.8% when compared to the campus overall rate of 86.7%.</p>
	Service/Admin Area Data you may consider - service usage, service access, demand for services, student service/administrative unit outcomes, types of services offered and used, headcount of services usage, trends in reason for service use, other data relevant to your unit's work	

<p>Describe any equity gaps you see in these data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)?</p>	<p>Equity gaps refer to disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, and other demographic traits and intersectionalities.</p>	<p>Even though our military-affiliated students have a higher success rate compared to our campus average, when we compare the disaggregated data, we can see equity gaps in the success rate amongst our Black/African American and Latinae military-affiliated students compared to our Campus Success Rate.</p> <p>We can also see that there is currently an equity gap when it comes to the retention rate at Mesa between the Fall to Spring semesters between our Female (57%) and Male (60%) military-affiliated students compared to our campus average for Female (62%) and Male (63%) students. This could possibly be due to the fact that military-affiliated students can sometimes transfer for spring semester when general population students cannot; however, it still warrants further consideration.</p>
<p>Describe the discussion(s) that took place about the unit's learning outcomes assessment data.</p>	<p>Department Outcomes Coordinators (DOCs) facilitate a department wide discussion on learning outcomes data each year during "Outcomes Across Campus". DOC's may be helpful in supporting this section.</p>	<p>As previously mentioned, there has been significant turnover within the Veterans Services Team over the last year, and because of this, we have begun to consider re-evaluating how we implement various processes, as well as what services we offer to our students. The Veterans Services Team is made up of staff for the Veterans & Records Office and Veterans Success Center, as well as several Academic Counselors (including our Veterans Counselor) meet on a regular basis to discuss how we can improve current processes in order to meet our outcome goals. We have also implemented monthly meetings where we discuss such topics as current trends with our population, individual students we may need to check on, services that may need to be incorporated or revised, programming and certifying concerns.</p>
<p>Practice Reflection</p>		
<p>Prompt</p>	<p>Guidance</p>	<p>Program Response</p>
<p>Describe current practices your unit has engaged in that you believe impact the above data trends and equity gaps.</p>	<p>Items to consider: new actions specifically focused on issues of equity, major curricular changes, professional learning, policy or process changes, data-informed unit dialogue, community outreach.</p>	<p>Along with our standard operating practices, Veterans Services and veterans counseling provided six days of back-to-back hour-long counseling appointments designed to get student veterans VA-compliant education plans so that they would not see a disruption in their benefits. Veterans Services identified students who needed plans and emailed them with directions on how to book an</p>

		appointment. They also enlisted the help of a second counselor to double the amount of appointments offered. During those days, we provided 38 military-affiliated students who were utilizing their VA Educational Benefits.
What other factors (internal or external) might also impact the above data trends and equity gaps?	Items to consider: legislative changes, fiscal changes, staffing changes, recruitment, hiring, and retention practices.	Items that will enable us to continue developing new services, while maintaining the services we provided this year, we will be a full-time Veterans Services Coordinator, as we have had acting coordinators during the 2022-2023 academic year and assisting the newly hired veterans mental health provider to develop a reputation with the student veteran population.

Unit Goals and Action Plans

Prompt	Guidance	Program Response
Unit Goals	Goals should connect to Data and Practice Reflections. Goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.	Goal 1: Utilize the Veterans Success Center to enhance the military-affiliated student college experience. Goal 2: Justify major and career choices based on self-exploration and support services on campus.
Mesa2030 Roadmap Strategic Objective (SO) Alignment	Review Mesa2030 and the Roadmap to Mesa2030 , only link to SO's that your goal clearly and intentionally is meant to contribute to, each goal should link to 1 or more SOs	Goal 1: Utilize the Veterans Success Center to enhance the military-affiliated student college experience. SO: Develop cross-functional teams that support student success and include integrated career and transfer counseling. <ul style="list-style-type: none"> • Transfer Rates within 2, 3, and 4 years • Completion of associate and bachelor's degrees SO: Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity. <ul style="list-style-type: none"> • Basic Needs Direct Support Usage SO: Reduce costs associated with instructional materials to support the elimination of equity gaps. <ul style="list-style-type: none"> • Basic Needs Direct Support Usage Goal 2: Justify major and career choices based on self-exploration

		<p>and support services on campus.</p> <p>SO: Develop pathways that provide students with clarity about degree, certificate, and transfer requirements.</p> <p>SO: Use technology to improve communication and accessibility across campus.</p> <ul style="list-style-type: none"> ● Transfer Rates within 2, 3, and 4 years ● Completion of associate and bachelor's degrees
<p>Identify specific actions your program/service area will engage in to accomplish this goal.</p>	<p>Examples may include: policy or practice changes; unit initiatives, curricular changes, etc.</p>	<p><u>Goal 1:</u> Utilize the Veterans Success Center to enhance the military-affiliated student college experience.</p> <p>SO: Develop cross-functional teams that support student success and include integrated career and transfer counseling.</p> <ul style="list-style-type: none"> ● Veterans Services and Veterans Counseling will add services that support the academic, career, and personal needs of the population. Services will help with academic coursework (such as tutoring), career planning/preparation (career counseling), and transfer planning (with transfer center counselors and with visits from local universities). <p>SO: Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity.</p> <ul style="list-style-type: none"> ● Use funding resources to cultivate an environment in the Veterans Success Center which mitigates the impact caused by some technological and basic needs insecurity. We will supply the Veterans Success Center with water, coffee, and snacks, and hot meals when special events, such as the Christmas party, are held. ● Implement requests/suggestions submitted through our military-affiliated student survey in order to make the Veterans Success Center a more personalized and comfortable space. As mentioned above. We have begun

		<p>offering water, coffee, and snacks within the VSC for our students. We also plan on following suggestions from our students and plan on putting up paintings on the walls to fill in the blank spaces. We also hand out our Veterans Services t-shirts in order to help create a sense of community/belonging.</p> <p><u>Goal 2:</u> Justify major and career choices based on self-exploration and support services on campus.</p> <p>SO: Develop cross-functional teams that support student success and include integrated career and transfer counseling.</p> <ul style="list-style-type: none">● Create opportunities for students to learn about career selection, matching majors to careers, selecting schools with appropriate degrees, certificates, career services and supplementary career development opportunities while weaving academic counseling, transfer requirements, and career preparation information into the process. We will accomplish this through career counselor hot spots to the VSC, outreach by the internship coordinator, and visits to the VSC by external training resources. <p>SO: Use technology to improve communication and accessibility across campus.</p> <ul style="list-style-type: none">● Creating lines of communication with specialty departments within Mesa College and with external services will help us disseminate information to student veterans. We will accomplish this through participation in online workshops with the Transfer Center, training programs through veteran-focused nonprofits, and with offering online mental health services specific to veterans.● We will use the large screen Smart boards in the VSC to offer training.● Will create and implement an online and in-person student veterans orientation.
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Does this Action Plan require resources	if yes, complete resource request form	<input type="checkbox"/> Yes <input type="checkbox"/> No
Lead Writer and Manager Information		
Lead writer Name(s)	Jillian Ventrone, Jose Hueso	
Name of Program/Unit	Veterans Services	
Manager Name	Dean Ailene Crakes	
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