Ohlone College
Program Review Report

- **Program Description and Scope:**
  1. **Program Review Title:** Veterans' Affairs
  2. **Academic year:** 2012/2013
  3. **Review Type:** Student Services Program Review - Directors
  4. **Program/Departments:** Financial Aid (includes Veteran Affairs) (64600)
  5. **Authority Code:** 76-Director, Financial Aid
  6. **External Regulations:** Yes √ No __

  Describe:
  Veterans Affairs Program is run under the guidance of the U.S. Department of Veteran Affairs.

7. **Provide a brief narrative that describes the services provided.**

The Ohlone College Veterans Affairs Office is primarily responsible for administration of veteran educational benefits programs.

Services provided to veterans and veteran dependents at Ohlone College include:

- Assist in completion of VA educational assistance forms.
- Act as liaison between the VA, Oakland; VA, Muskogee, Oklahoma; and the veteran.
- Act as liaison between veterans and the Ohlone Counseling Center.
- Verify student's academic records for veterans' academic progress and military credit.
- Provide information regarding VA laws, regulations and College policy.
- Provide special assistance to Veteran Vocational Rehabilitation students including priority registration and assistance with special needs.
- Act as liaison between veterans and Veterans Vocational Rehabilitation Department.

8. **Describe how the program specifically serves students, faculty and staff.**

The Ohlone College Veterans Affairs Office is the liaison to the U.S. Department of Veteran Affairs for educational benefits. To be eligible, a veteran must have served continuously on active duty for a period of at least 181 days; 10 years must not have
passed since discharge or release. The veteran must have served under conditions other than dishonorable in order to be eligible for assistance.

Before the college processes any student’s GI Bill® educational program, he or she must be fully matriculated, with all transcripts on file and required tests taken.

Ohlone College offers Veteran’s educational benefits to eligible veterans, reservists, and dependents for most courses. Benefits may be paid for courses that are required for the student’s declared program of study on file in the Ohlone College Veterans Affairs Office (some limitations may apply).

All students who wish to receive VA education benefits MUST complete the matriculation process. Students receiving benefits must be aware of and maintain satisfactory academic progress throughout their program of study in accordance with Ohlone College and VA Standards of Progress.

9. Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?

All student veterans meet on a one-on-one basis with the Certifying Official to discuss the student's educational goals and regulations governing veterans educational benefits. The Certifying Official then certifies the student's enrollment using VA-ONCE, the web-based data system used to carry out reporting requirements.

10. Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.

The program has enabled the currently enrolled 195 veterans and veteran dependents to start their journey of completing their educational goals.

11. Discuss the impact of the program on the community and the impact of the community on the program.

The program has begun reaching out into the local Fremont area to connect student veterans with available resources. The local Veterans Services Center has reached out to student veterans to
assist with food and housing. The VA Fremont Medical Clinic provides physical, dental and mental health services.

**College Mission**

1. *Mission Statement*

   The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

2. *Vision Statement*

   Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

3. *Core Values, Goals & Objectives:*

   **College Core Values**
   
   - We provide life-long learning opportunities for students, college personnel and the community.
   - We open access to higher education and actively reach out to under-served populations.
   - We promote diversity and inclusiveness.
   - We value trust, respect and integrity.
   - We promote team work and open communication.

   **College Goals/Objectives**
   
   1. Through innovative programs and services, improve student learning and achievement.

4. Briefly describe how the program supports the college mission, vision selected college values.

   The Veterans Affairs Office supports Ohlone College's mission by assisting those veterans who wish to fulfil their educational goals. We do this by one-on-one counseling, informing students of their educational benefits package, certifying classes and ensuring students receive payments.

5. Briefly describe how the program supports selected college goals.

   The Veterans Affairs Office supports the college goal of "Through innovative programs and services, improve student learning and achievement" by ensuring those eligible student veterans and dependents have their registered courses certified in a timely manner, thus, help ensure student completion.
6. Briefly describe how the program supports selected college objectives.

NA

• Program SLOs & Assessment

1. Student Services SLO -

Student Veterans and dependents of veterans will learn how to access their educational benefits.


NA

b. Indicate your planned method of assessment.

NA

c. Enter assessment results and analyze student success in achieving this SLO.

NA

d. Future Action

2. Student Services SLO -

Student Veterans and dependents of veterans will learn the importance of maintaining Satisfactory Academic Progress each term.


Provide individual orientation meeting with each Veteran and dependent of veterans to cover process for obtaining and explaining their educational benefits.

Inform Veterans of resources available at Ohlone (tutoring, health center, academic and mental health counseling)

Inform Veteran of Federal Financial Aid they may be eligible to receive.

Develop Veterans Club to serve as support group for Veteran Students.

b. Indicate your planned method of assessment.

c. Enter assessment results and analyze student success in achieving this SLO.
d. **Future Action**

- **Student/Program Achievement**

  1. *List area-specific outcomes.*

   Annual review comparing the number of certified veterans and veteran dependents successfully complete certification process. Review the number of certified veterans and veteran dependents who made satisfactory academic progress during 2011FA, 2012SP.

  2. *Identify internal and/or external benchmarks and regulations.*

   The U.S. Department of Veterans Affairs regulates the services of Ohlone's Office of Veteran Affairs. All Ohlone programs of study must be approved by the USDVA. Student Veterans must follow all academic regulations outlined by Ohlone College.

  3. *Enter assessment results for area-specific outcomes and analyze trends.*

   TBD

  4. *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

   Currently the Veterans Affairs Office is not financially supported by Ohlone College. A 3/4 time staff person with the back up of the Financial Aid Director divide time from Financial Aid to make sure all Veteran Students receive necessary attention. This is a non-funded mandated program by the Chancellor's Office.

   Because the school receives an annual VA reporting fee, requests have been made to place these fees in an ASOC budget to support outreach efforts to Veteran Students. As the number of enrolled Veteran Students increases, the funding needs to increase as well. Seek out grants to support newly arriving Veterans to Campus, as well as Boots to Books program to help Veterans with the cost of purchasing books that may not be covered by the VA benefit.

  5. *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

   The program is supported by one 3/4 time Financial Aid Student Services Assistant, with the help of the Financial Aid Director. Technology used: Colleague and USDVA VA-ONCE.
6. Describe any additional notable program achievements (optional).
7. Additional Program Table Data
8. Future Action
   Strategies to improve achievement indicators. Specify.
   Other resources identified for future use: VA Workstudy Student (paid for by Veterans Affairs) to assist with collecting paperwork and focus on Veterans Club development and student retention.

• Program Analysis
   After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program improvement objectives (PIOs), analyze the data and any identified trends, and summarize your findings. Use these data and trends to prioritize, revise, or develop new PIOs
   1. Describe program achievements and successes.
      During the 11-12 academic year, Veteran Affairs held a Welcome Day in September for all Student Veterans. This event was supported by the Oakland Vet Center's OEF/OIF Outreach Coordinator. In April, the Mobile Vet Center visited Ohlone as part of the FA Awareness Day event.

   2. According to the evidence, what are the areas needing improvement?
      Need to improve outreach efforts to get student veterans involved on campus. Most seem to attend classes, then leave. Continue development of Veterans Club on campus.
      Staff has not attended a WAVE (Western Association of Veteran Education Specialists) Conference. Training from this conference is essential in keeping up with Federal regulations.

• Program Improvement Objectives:
  1. Objective:
     Increase student veterans' knowledge of college and outside resources to help ensure success and retention.

     a. Action Plan
        Year 1:
This will be accomplished by individual orientation sessions with each veteran/veteran dependent reinforcing program guidelines, and follow-up email and telephone conversations.

Year 2:

Development of on-going Veterans Club to give veterans a sense of community, camaraderie and support.

b. Technology (Include items that fit under IT budget codes)  
Year 1:

NA

c. Facilities (Include items that fit under the Facilities budget codes)  
Year 1:

Identify two rooms that can be used as a meeting space specifically for student veterans. Room furnishings: Tables with chairs, quiet work areas with computers, lounge chairs, end tables, small refrigerator, workstation for staff, telephone, copy/fax machine.

d. Other (Include other resources needed)  
Year 1:

NA

e. Assessment Plan: List Assessment Strategies  
Year 1:

Use SAP standards.

f. Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.
1. Through innovative programs and services, improve student learning and achievement.
Rationale:
By providing closer and more individualized services for student veterans, student retention and successful completion will be improved.

2. PIO Assessment
   a. Enter assessment results with analysis.
      Not completed
   b. Describe how PIO achieved one or more of the college goals and objectives, had an impact beyond the particular department, and contributed to student success/learning.
      NA
   c. Analyze the impact of reallocation or addition of resources. If money or resource was not used, give rationale.
      NA
   d. Future Action

• Outside Review Results 05/15/2012
  1. List each team members name and title.
     Ron Travenick, V.P. Student Services
  2. Discuss key feedback provided by team and how it was incorporated into the report.
     NA

• Attached Files