

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* Veterans' Affairs
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review - Directors
- *Program/Departments:* Financial Aid (includes Veteran Affairs) (64600)
- *Authority Code:* 76-Director, Financial Aid
- *External Regulations:* Yes X No

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

- *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:

- One-on-one assistance with completion of VA educational assistance forms.
- Provide information regarding VA laws, regulations and College policy.
- Provide special assistance to Veteran Vocational Rehabilitation students including priority registration and referrals to Ohlone DSPS Office.
- Act as liaison between veterans and the designated Ohlone Veterans Counselor.
- Ensure veteran students receive priority registration
- Assist veterans with the financial aid application
- Verify student's academic records for veterans' academic progress and military credit.
- Serve as liaison between the USVA, Muskogee, Oklahoma and the veteran.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly

valued, supported, and continually assessed.

- *Program Relation to College Mission.*
 - Support Services
- *State your program Mission/Purpose.*

Provide a one-stop service to all veterans, Active duty service members & their dependents assisting them with military educational benefits, filing FAFSA & refer students to necessary support services to ensure student success. Ohlone Veterans Affairs Office operates under the Eight Keys to Veterans' Success as outlined by the U.S. Department of Veteran Affairs:

1. Create a culture of trust and connectedness to promote well-being for veterans.
 2. Ensure consistent and sustained support from campus leadership.
 3. Implement an early alert system.
 4. Coordinate and centralize campus efforts for all veterans, with the creation of a designated space for them.
 5. Collaborate with local communities and organizations to align and coordinate various services for veterans.
 6. Utilize a uniform set of data tools to collect and track information on veterans.
 7. Provide comprehensive professional development for staff and faculty on issues and challenges unique to veterans
- *Briefly describe program accomplishments.*

- Assisted 97 veteran & active duty military personnel & 12 dependents receive their VA ed benefits

- Held 2 new Veteran Student Orientations, raised awareness of on-campus resources (DSPS, Academic Counseling, Student Health Center, Transfer Center and EOPS)

- Partnered with STEP Up Program to promote mental health & suicide prevention

- Provided two Flex Day workshops for faculty & staff, “There is a Veteran in Your Classroom”

- Became a U.S.V.A. work-study site

- Developed working relationship with local Veterans EDD Office

- Participated in local vets job fair

- Presented at 2015 CCCSFAAA Conference, “Helping Veterans Transition to College”

- **Student/Program Achievement**
 - *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 2015FA, 2016SP

- *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.

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

TBD

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

Currently, there is no budget to support Veteran Services at Ohlone College. The program is in need of a separate budget to cover the expenses of Office Supplies, staff training at workshops and conferences, travel reimbursements, and salary and benefits for a part-time Veteran Center Support Assistant.

- *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.*

All salaries are paid through the Financial Aid budget and Veteran Affairs is an add-on duty to Financial Aid personnel. The current staffing for Veteran Affairs is one staff person whose main responsibility is Financial Aid. The staff person spends about 25% of their time certifying veterans, providing individual orientation, answering questions, reviewing enrollments, and other miscellaneous tasks. The Director of Financial Aid & Veteran Affairs spends about 20% of the time as sponsor for the Ohlone Veterans Club, meeting with the club executive committee, planning activities, attending training events, and meeting individually with veterans to discuss academic, financial aid and personal issues.

Equipment: None currently; Need office computer, monitors, telephone (multi-line), printer/document imager

- *Additional Program Table Files.*

- *Future Actions*

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 Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Develop and implement a Veteran Resource Center to provide assistance with the VA Ed benefits application process, the financial aid process, enrollment in classes, and support for all veterans on campus

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

The main focus will be in three areas: academics, camaraderie, and wellness by providing a quiet study space and tutoring for veterans, as well as a designated space specific to their needs to address issues such as readjustment, health, and housing. The VRC will provide a safe and supportive environment for all veterans and active duty personnel will serve the Ohlone staff, faculty and students as a training resource for resources on PTSD, ABI/TBI and other issues faced by returning veterans. Veteran-specific workshops and brown-bags will be held in the center.

Program PIO will address the following:

- Equity/Disproportionate Representation

How will you assess the effectiveness of your PIO:

- Weekly usage reports - Enrollment records of veterans and active duty military
- Event attendance records - Graduation/completion reports

PIO Action Plan:

How will you accomplish this?

Designate space for Veteran Resource Center With the assistance of Ohlone Veteran Club members, determine furnishing needs including soft seating, quiet study space, schedule activities, etc. Advertise events throughout campus and thru Facebook page

What is your timeline?

Opening Spring 2016

Who is going to do this?

Director of Financial Aid & Veteran Affairs Veteran Certifying Official Hire
Veteran Center Support Assistant (.50 FTE) \$20,000 Hire two Part-time VA Work-
Study Students (paid through U.S.V.A.)

PIO Status:

- New 11/16/2015

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

Attached Files:

-
- [VA Master List 2012-2013.xls](#)