Name of Program/Operational Area: Veterans Resource Center
Contact Person: Maria Roman   Submission Date: Spring 2018

[Note: The information in this area will repeat on all pages.]

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

Program Mission Statement:

The mission of the Porterville College Veterans Resource Center is to provide assistance and support to veterans and their dependents as they transition from the military to the completion of their academic goals.

This mission will be accomplished by:

- Providing a central location for counseling, referral, and peer-to-peer support
- Fostering camaraderie with fellow veterans
- Providing study space and computers for completion of class assignments
- Coordinating with campus services to ensure the unique needs of veterans are met
- Social networking and mentoring through participation in college and local community activities, such as the campus Student Veterans Organization

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Services Area Outcomes:

Please list here the program-level outcomes for your area.

SAO #1: The academic performance, i.e. term grade point average, for those veterans who utilize the services of the Veterans Resource Center, will be higher than veterans who do not use the center.

SAO #2: As indicated on the Kern Community College District's "Report on Veteran Students," Porterville College veterans will continue to outperform their non-veteran peers in terms of retention and success rates.

SAO #3: Veterans who complete the new "Veterans Services Survey" will indicate general satisfaction with overall services provided in terms of initial transition and in the offering of support services for completion of their academic goals.

Student Area Outcomes Fall 2017
SAO#1: Grade Point Average Statistical Data

Student Type	Average GPA	Earned 2.00 or Higher	Withdrew from Fall Classes
VRC Student Veterans	2.73	73%	5%
Non VRC Student Veterans	2.70	34%	33%

Data: Detail Excel Report located in the VRC File compiled January 2018

Porterville College
Veterans Resource Center
Student Area Outcomes & Schedule

Definition Of SAO: An SAO is a statement about the knowledge, skills, attitudes, and/or abilities a student is expected to have upon successful completion of a student services activity (e.g. counseling appointment, orientation, assessment, field trip). An SAO starts with the phrase "Upon successful completion of this activity, a student should be able to…"

SAO #1: The academic performance, i.e. term grade point average, for those veterans who utilize the services of the Veterans Resource Center, will be higher than	Fall 2017 First time conducting, review and revised if needed.	Fall 2018 Second time conducting, review and revised if needed.	Fall 2019 Third time conducting, review, revise, close the loop if needed.	Fall 2020 Repeat cycle if the loop is not closed.

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veterans who do not use the center.				
SAO #2: As indicated on the Kern Community College District's "Report on Veteran Students," Porterville College veterans will continue to outperform their non-veteran peers in terms of retention and success rates.	Spring 2018 First time conducting, review and revised if needed.	Spring 2019 Second time conducting, review and revised if needed.	Spring 2020 Third time conducting, review, revise, close the loop if needed.	Spring 2021 Repeat cycle if the loop is not closed.
SAO #3: Veterans who complete the new "Veterans Services Survey" will indicate general satisfaction with overall services provided in terms of initial transition and in the offering of support services for completion of their academic goals.	Fall 2018 First time conducting, review and revised if needed.	Fall 2019 Second time conducting, review and revised if needed.	Fall 2020 Third time conducting, review, revise, close the loop if needed.	Fall 2021 Repeat cycle if the loop is not closed.

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Program Analysis and Trends

The Veterans Resource Center opened its doors in the Fall 2014 with the financial help of the college and community.

The main purpose of the VRC is to provide services and support to increase the academic success of student veterans on campus. The VRC serves as a location for study, referral, and counseling, as well as a place to develop contacts and friendships among the college's student veterans with similar life experiences. The VRC maintains relationships with campus student and academic support services to ensure that student veterans have a personal contact within these services when they need assistance. The center staff is committed to providing veterans with the most useful and current information available to assist them with their transition to the campus environment.

A welcome back orientation is conducted at the beginning of fall and spring semesters to provide information and review the VRC policies and procedures. Veterans are provided with necessary school supplies and a backpack provided by Student Equity funding. They are reminded that each student must meet with the counselor to ensure they have a completed file. Each file contains, the VRC Intake Form and the Ed Plan. For the students who are receiving the GI Benefits, they also need to bring in their DD214, Certificate of Eligibility and sign the VRC Agreement which became effective during the middle of Fall 2017.

Student Count:
The VRC provides services to students who are veterans, currently servicing, dependent of veterans, spouses of veterans. The Center even provides grandchildren of veterans and siblings of veterans; in-other-words all students who are affiliated with the military are accepted in the program. Each student signs in upon entering the center to keep track of daily usage. During the Fall 2017, 67 veterans and 37 dependent/spouses/siblings were served. The students visited the center 1,800 times.

Graduating:

Year	Veterans	Active Duty	Other
2016-2017	3	1	4

Veterans Student Success Rates:
Five-year cohorts (11/12, 12/13, 13/14, 14/15, 15/16)

Items Measured	Veterans	Not A Veteran		
Completion of 12 college-level units 1st term	18.9%	11.0%		

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Persistence Rate Fall to Spring and Fall To Fall	73.0% (F/S)	74.3% (F/S)		
Persistence Rate Fall to Fall	40.5% (F/F)	56.1% (F/F)		
Successful Course Completion 1st term (grade C or better)	65.3%	65.1%		

Source: https://www.kccd.edu/sites/kccd.edu/files/ir_reports/ESS%202017-PC_1.pdf

The services and activities of the Veterans Resource Center include:

- Priority registration for student veterans
- Welcome Back Luncheon (Schools supplies, and backpacks are issued)
- A designated veteran's counselor
- Study room with computers and laptops
- Lounge for camaraderie
- Porterville College Salutes our Student Veterans week event (honors Veterans and their families)
- Veterans Affairs Work Study students working as "Veterans Assistants"
- Mikes passes (free parking passes) at initial enrollment
- Earned Mikes passes for continued involvement in projects or activities
- Monthly camaraderie lunches
- Workshops included: Priority Registration, Financial Aid, Early Alert, and a field trip to UC Berkley during Spring 2017.
- End of academic year "Patriot Awards" Recognition Dinner for leadership, academic excellence, and commitment to fellow students
- Workshops include: Priority Registration, Financial Aid, Early Alert, and field trips to various UC and CSU campuses.
- Community service projects and involvement
- Coordination of the Porterville College Veteran's Day float
- Student Veterans Organization (student club). This club has a sub-committee called Operation Lend a Hand (OLAH) which has been extremely involved in the community providing a variety of services to the homeless living alongside the river. These activities include raising funds to purchase tents, tarps and first aid kits; collaborate with the Family Crises Center to distribute food and clothing and complete a survey; also purchased one hundred dollars' worth of pizza and distributing during December. The local Motel 6, donated all the blankets and Target Stores donated tents and tarps for OLAH to distribute.

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Current Staff:
The Director of Enrollment Services oversees the Veterans program and services. The VRC currently has one full-time counselor funded by general funding, one full-time Program Tech funded by Equity and Student Success and Support Program (SSSP) and two part-time veterans' student workers funded by Equity and VA programs. The PC VA Certifying Office is located in the Admissions and Records Office.

Program Strengths and Areas for Improvement:

The Veterans Resource Center has only been in operation since the beginning of the fall 2014 term. Although services for veterans have been ongoing over the years, those services that have been offered were the bare minimum required, i.e. adjunct counseling and part-time VA certification official. The fall 2014 term was the first term in which a comprehensive array of services was provided for campus veterans. Now with two full-time staff located in the VRC, it provide a more complete services to students. The VA Certifying Official is located in the Admissions Office.

Today, the VRC houses two full-time staff members to provide dedicated services to student Veterans. The VA Certifying Official is in the Admissions and Records Office. Assessments review of services and improvement recommendations will be ongoing as the center continues to evolve.

Program Strengths

The VRC provides a welcoming environment for the veterans with a lounge area, study room with three computers, four lap-tops and a mess area that includes a refrigerator, microwave and coffee maker. Since the center was essentially built on donations from the community, there is strong ongoing support for the center and its services within the community and this support can be essential as the program is further developed. The positive atmosphere of the center is evident in the numbers of veterans who utilize the center daily. Those that utilize the center come back frequently, and it is assumed that if more veterans were exposed to the center, such as being open in the evening for evening only veterans, the usage of the center would increase even further.

Various camaraderie activities that have been offered, such as lunches, community service projects, etc., have created an opportunity for the veterans to bond and get to know each other and this has helped the center to be a welcoming place to visit. With over 1800 visits into the center during the Spring 2017 term, this number reflects the obvious need for and interest in the center by the veterans.

The computers in the study room are consistently in use and if space was not limited there would be even more usage of this by the veterans. Students have often commented that the smaller, quieter environment in the center makes for better studying and concentration than in the larger computer

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commons area. This comment is not surprising in that veterans, clue to the specific personal issues that many may bring to campus with them from their experiences in combat, often prefer places where there is less noise and commotion.

The "almost" total one stop shop for the veterans has shown to be effective in providing continued support and assistance. The office of the veteran's counselor being physically located in the center allows the veterans to receive counseling and advising assistance on an almost daily walk-in basis while they may be in the center for other reasons. (Note - the reason that "almost" is in quotations above is because the VA Certifying Official works out of the Admissions and Records office, not the Veterans Resource Center).

Areas for Improvement

- Centralize VA Certification - as noted above, the VA Certifying Official currently works in the Admissions and Records office it is essential that this function is located in the Veterans Resource Center so it can be a truly one-stop shop.
- Increase Recruiting – Increase the efforts to recruit veterans to attend college by collaborate with local veterans' organizations and campus programs. Recruiting activities is to conduct presentations and setting up recruiting tables during community and campus events.
- Increase workshops - Increase efforts of providing workshops to veterans; collaborate with existing programs that conduct workshops i.e. JEC, DRC, EOPS, Transfer Center and Financial Aid. Invite community organizations to conduct a variety of workshops i.e. American Legion, VA Health Network, and Employment Connection.

Goals (This section is for you to report on progress on *previously established goals*. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
1. Full Time Counselor	Fall 2014	Funding		

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___   Item 2___   Item 3___   Item 4___   Item 5___   Item 6___

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Progress on Goal:

_X___ Completed   (Fall 2014   )
____Revised   (Date   )

Comments:

A Full-Time counselor was hired to provide services to the veterans located in the center.

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
2. Full-Time Clerical	May 2016	Funding		

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___   Item 2___   Item 3___   Item 4___   Item 5___   Item 6___

Progress on Goal:

_X___ Completed   (May 2016   )
____Revised   (Date   )

Comments:
A Full-Time Program Technician was hired by Equity & Student Success and Support Program (SSSP) to provide additional services to the Veterans.

Goals (This section is for you to report *new goals* for your program. If your program is creating more than 2 goals, please duplicate this page)

Goal(s)	Timeline for Completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
1. Increase Recruitment	Spring 2019	Supplies i.e. flyers, brochures. Participant in	VRC Staff	Identify specific community agencies

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		community events/activities.		

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___   Item 2_X__   Item 3___   Item 4___   Item 5___   Item 6___

Progress on Goal:

____Completed   (Date   )
____Revised   (Date   )

Comments:

Will coordinate recruitment activities with a variety of veteran organizations to set up a recruiting table. Also participate in community activities that the Porterville Chamber of Commerce conduct.

STAFFING REQUEST

Staff Resources:				
Current Staffing Levels				
Full-time Staff		Part-time Staff		
Faculty	1	Faculty		
Temporary		Temporary		
Classified	1	Classified		
Management		Management		
Request for New/Replacement Staff Use one line for each position requested. Justify each position in the space below.				
	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1				
Position 2				
Position 3				
Justification:				

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TECHNOLOGY REQUEST

Use this section to list any technology needs for your program. It is not necessary to put a price on these items; that will be done by the IT department. If you have more than two technology needs, add rows below.

Technology Need	Justification
Item 1 Eight lap tops	We currently have four lap tops that are outdated, and veterans complain about them. With eight lap tops, we would have sufficient for the high student demand.
Item 2	

FACILITIES REQUEST

Use this section to list any facilities needs for your program. It is not necessary to put a price on these items; that will be done by the Maintenance & Operations department. If you have more than two facilities needs, add rows below.

Facilities Need	Justification
Item 1 A small dining table with chairs	This will accommodate the students veterans have a place to eat. Many times, they are eating while sitting on the sofa. The table will reduce spilling food and will use it hold meetings.
Item 2	

SAFETY & SECURITY REQUEST

Use this section to list any safety & security needs for your program. It is not necessary to put a price on these items; that will be done by the Safety and Security Program Manager. If you have more than two safety & security needs, add rows below.

Safety & Security Need	Justification
Item 1	
Item 2	

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BUDGET REQUEST
(Do not include staff increases in this section)

Categorical Budget (Not General Funds)

	Current Budget	Amount of Change	Revised Total
2000 (Student Worker Only)			
4000			
5000			
Other			

Justification:
(Include justification for each change requested.)

This is a categorical budget account. The allocation from the State for 17-18 is $25,020.