

# 2009-10 Annual Program Plan

Name of Program: Veterans Services  
Name of Unit: Student Life  
Name of Area: Student Services  
Date Completed: 3/17/2009

## Program's Mission Statement

The Rio Hondo College Veterans Service Center provides military veterans, their dependents and widows, counseling and support assistance designed to facilitate their success in reaching their college educational goals.

## Overarching Outcomes / SLO's

1. Veteran students will understand educational options, requirements, and benefits as defined by the Veterans Administration
2. Veteran students will be able to comprehend and follow an educational plan designed for them that is specific to their identified educational goal.
3. Veteran students will be aware of the procedures they need to follow to appeal their termination or reduction of veteran's educational benefits.

## Program's Characteristics, Outcomes, and Trends

Characteristics: The Veteran Service Center staff provide certification for VA benefit payment, academic counseling, Veteran scholarship application assistance, processing of emergency loans, tutoring assistance provided, Veteran service contact information, hosts external agencies to provide service information, promotes the Veteran Student Club, and provides Veteran Service Center brochures and newsletters.

The VSC is staffed by one full-time Counselor and one Senior Financial Aid Assistant (Certifying Official),

# 2010-11 Annual Program Plan

Name of Program: Veterans Services  
Name of Unit: Student Life  
Name of Area: Student Services  
Date Completed: 11/25/2009

## Program's Mission Statement

The Rio Hondo College Veterans Service Center provides military veterans, their dependents and widows, counseling and support assistance designed to facilitate their success in reaching their college educational goals.

## Program's Overarching Outcomes - SLOs / SAOs

1. Veteran students who seek to be certified to receive Veterans Educational Benefits will learn the process and steps required to be certified and remain eligible.
2. Veteran students who seek an Educational Evaluation and Education Plan required to receive Veterans Educational Benefits, will learn the steps required to secure a complete evaluation and plan.

## Program's Characteristics, Performance and Trends

Characteristics: The Veteran Service Center staff provide certification for VA benefit payment, academic counseling, Veteran scholarship application assistance, processing of emergency loans, tutoring assistance as needed, Veteran service contact information, hosts external

# **2011-12 Annual Program Plan**

Name of Program: Veterans Services  
Name of Unit: Student Life  
Name of Area: Student Services  
Date Completed: 10/21/2010

## **Program's Mission Statement**

The Rio Hondo College Veterans Service Center provides military veterans, their dependents and widows, counseling and support assistance designed to facilitate their success in reaching their college educational goals.

## **Program's Overarching Outcomes - SLOs / SAOs**

1. Veteran students seeking VA benefit certification will learn the process and steps required to be certified and remain eligible.
2. Veteran students seeking VA benefit certification will learn the steps required to secure a complete educational evaluation and education plan.

## **Program's Characteristics, Performance and Trends**

### **Characteristics:**

The two Veteran Service Center staff provide certification for VA benefit payment, academic counseling, monitor student academic progress and attendance on a monthly basis, provide Veteran scholarship application assistance, process emergency loans, provide forms for

# **2012-13 Annual Program Plan**

Name of Program: Veterans Services  
Name of Unit: Student Affairs  
Name of Area: Student Services  
Date Completed: 11/15/2011

## **Program's Mission Statement**

The Rio Hondo College Veterans Service Center provides military veterans, their dependents and widows, counseling and support assistance designed to facilitate their success in reaching their college educational goals.

## **Program's Overarching Outcomes - SLOs / SAOs**

1. Veteran students seeking VA benefit certification will learn the process and steps required to secure a complete educational evaluation and education plan to be certified and remain eligible.

## **Program's Characteristics, Performance and Trends**

### **Characteristics:**

The two Veteran Service Center staff provide certification for VA benefit payment, academic counseling, monitor student academic progress and attendance on a monthly basis, provide Veteran scholarship application assistance, process emergency loans, provide forms for tutoring assistance as needed, maintain a student data base, provide Veteran student academic success workshops, provide Veteran service contact information, host external agencies to provide service information, promote the Veteran Student Club, provide Veteran Service Center brochures and newsletters, maintain a Veteran Service Center website, and interact with various other on-campus departments such as Accounting, Admissions and Records,

## 2013-14 Program Review

Name of Program: Veterans Services  
Name of Unit: Student Affairs  
Name of Area: Student Services  
Date Completed: In Progress

### Program's Mission Statement

The Rio Hondo College Veterans Service Center provides military veterans, their dependents and widows, counseling and support assistance designed to facilitate their success in reaching their college educational goals.

### Program's Overarching Outcomes - SLOs / SAOs

New Veteran students who seek to be certified and receive an educational evaluation to receive Veterans Education Benefits will learn the process and steps required to secure a complete educational evaluation and steps required to be certified and remain eligible.

### Program's Characteristics, Performance and Trends

#### Characteristics:

Effective February 2012, there are now three Veteran Service Center (VSC) staff. The VSC is currently staffed by one full-time ten-month Counselor, one Senior Financial Aid Assistant (Certifying Official), one secretary, and two to four limited, part-time veteran student assistants. In spring 2012, the Veteran Service Center moved to the first floor of the new Student Services Building, adjacent to the Counseling department. This move to a more student centered area has greatly increased the foot traffic into our center by both veteran and non-veteran students seeking assistance. The primary services provided by the VSC are certifying veterans to receive their educational benefits, developing a comprehensive educational evaluation and academic plan, and promoting/monitoring academic progress.

# 2014-15 Annual Program Plan

Name of Program: Veterans Services  
 Name of Unit: Student Services  
 Name of Area: Student Services  
 Date Completed: 10/18/2013

## Program's Mission Statement

The Rio Hondo College Veterans Service Center has a two-fold mission:

- 1) To provide military veterans and their dependents with counseling and innovative support assistance designed to facilitate their success in reaching their college educational goals, and
- 2) To facilitate their navigation of the Veterans Administration requirements to secure and keep their VA educational benefits. This mission is in line with that of the college.

## Program's SAO Information

The Veteran Service center strives to impart sufficient information on the processes and procedures to ensure that Veteran students will be able to access and keep their VA Educational Benefits and maintain successful academic progress.

Toward this end, both in person and online "new student" orientations are offered covering all aspects of a veteran students certification process and academic progress requirements. A 20 question quiz is administered to those attending the "in person" orientations and to those participating in the "on-line" orientations. This information helps to determine which method of instruction/information sharing will lead toward more student successful navigation of the VA and RHC policies and will help guide program needs in terms of staffing or on-line upgrades.

### Fall 2012-Spring 2013 SLO/SAO

1. Orientations are offered to new veteran students and dependents a few weeks prior to priority registration on a weekly basis, and then offered during the semester as needed.
2. The 1.5 hour orientations provide students with college application, registration, assessment, college degree and transfer information, and college support services available as well as the VA regulations governing receipt of VA educational benefits.
3. The questionnaire is designed to measure the student's mastery of the information provided by a "in person" orientation versus an "on-line" orientation.
4. Students who answered 90% or more of the questions correctly were considered to have "excellent" mastery of how to successfully navigate college and VA processes and procedures, \* 75 to 89% correct answers indicated "proficient" mastery of the information, and

\* below 75% correct answers indicated unsatisfactory mastery of the information.

ASSESSMENT RESULTS INDICATE: (Also see assessment results next area 1a)

1. "In person" orientations carried a higher student success rate, than the "on-line" orientations. This would appear to support the need for more staff for in person orientations.
  2. "On-line orientations should be reviewed to make them more user friendly
- This activity served as both a student learning outcome and a service area outcome.

Fall 2013 - Spring 2014 - SAO

For the 2013-2014 year a new Service "Area" Outcome is added. The VSC collects "monthly" "Work In Progress" forms from each student, which are signed by each of their faculty. The WIP's are collected at the end of each month to help monitor the veteran students academic progress as well as to help determine which support services are needed to assist the student with successful course completion.

1. The VSC staff will increase the follow up and support services (counseling, tutoring) for those students whose WIP forms indicate that the student is not doing well in their classes (poor attendance, poor mastery of the material).
2. When a student's instructor indicates that the student is not doing well, the student is contacted to discuss possible means of assistance needed and encourage the use of support services.
3. A student with a low gpa the prior semester, whose WIP shows poor progress this semester as well, will be "required" to make use of tutorial or other support services.
4. At the end of the semester, an evaluation of the final grades for each student who received poor "WIP faculty comments" will indicate if the VSC's increased follow up and support services will have a positive impact on a students academic success.
5. Satisfactory program services provided would be measured by the number of students receiving a 2.0 gpa in the course(s) in jeopardy.
6. Non satisfactory services provided would be measured by the number of students receiving less than a 2.0 in the course(s) in jeopardy.

ASSESSMENT RESULTS WOULD INDICATE:

1. Satisfactory results would indicate that the VSC Program support services were effective in assisting in jeopardy students to remain successful.
2. Non-Satisfactory program services would indicate current staffing and services may need to be increased/reviewed.

### Program's SLO Information - Assessment Results (1a)

Fall 2012 and Spring 2013 SLO collection results indicated that students who received the "in person" orientations had a higher mastery of the material presented and more than met the benchmark for success versus the results from those students who participated in the "on-line" new student orientations.

1. Fall 2012: 100% of the "in person" orientation attendees answered with an 80% accuracy rate (exceeding our benchmark measure of success of 75% accuracy) versus 70% of the "on-line" orientation participants who answered with a "75%" accuracy rate.
2. Spring 2013: 100% of the "in person" orientation attendees also answered with an 80% accuracy rate (exceeded our benchmark measure of success of 75% accuracy) versus 80% of the "online" orientation participants who just met the 75% measure of success.

3. Fall 2013 and Spring 2014 results on SLO #1 will be reported when the data comes in for these years.
4. Fall 2013 and Spring 2014 results on SAO #1 will be reported when data comes in for these years. If data is not indicative of a positive impact on a students continuing in a course, or successfully passing a course, it may be that our VSC does not have enough personnel to effectively offer all of the support services needed (more tutorial and counseling support)

### Program's SLO Information - Changes in Instruction (1b)

1. The New Student Orientation data for the Fall 2012 and Spring 2013 semesters indicate that more "in person orientations" should occur. A number of reasons do not allow for an increase in "in person" orientations:
  - limited staffing,
  - decreased hours during summers and intersession, and
  - more coordination responsibilities
2. In fact, the VSC has had to "decrease" the number of "in person orientations" and increase the number of "on-line" orientations. Two negative impacts to this 1) harder to collect data when on-line students do not respond, and 2) less comprehension of the material presented on-line as is validated through the SLO collection results.
3. The VSC will try to make the "on-line" orientation more "user friendly". A change in the format of the on-line orientation power point from the Fall 2012 to the Spring 2013 semester may have been instrumental in 100% of participants having at least met the benchmark in the Spring 2013 semester.

### Program's SLO Information - Requested Resources (1c)

1. Requested a part time counselor to assist with student counseling, new student orientations (for the past 4 years).
2. Requested more counseling time for current coordinator counselor during "summers and inter-sessions". (12 hours per week is not sufficient to meet with new students, provide an orientation, and do student education planning, as well as do the coordination activities and meetings)
3. Requested an addition of a part-time counselor to assist during summers and inter-sessions (when a majority of student ed planning and new student orientations take place)
4. This has been an on-going request for 4 years - to date has not been implemented.
5. On-line orientations have increased which do not promote as high a mastery of the material as an in person orientation - a negative impact.

### Program's SLO Information - Assessment Reports (2)



N/A

### Program's SLO Information - Online Results (3)

N/A Made mention of the difference in the increased accuracy rate of students participating in "in person" orientations vs "on-line orientations in section 1A

### Program's SLO Information - Degrees and Certificates (4)

N/A

### Program's Characteristics, Performance and Trends

#### 1. CHARACTERISTICS:

Fall 2013-Spring 2014

The Veteran Service Center at Rio Hondo College serves three main functions:

#### 1. TO PROVIDE A POINT OF FIRST ACCESS FOR VETERAN STUDENTS:

California leads the nation with 2.2 million veterans and more than 350,000 veterans reside in Los Angeles County. Further, upon separation from the military, more than 44,000 veterans are utilizing the community college system as their school of first choice.

#### 2. TO PROMOTE THEIR SUCCESSFUL NAVIGATION OF THE VETERANS ADMINISTRATION (VA) PROCESSES AND REGULATIONS:

The Veterans Administration (VA) promises separating veterans that they can receive tuition assistance, monthly housing allowance (up to \$2,000 or more per month) and text book purchase assistance, depending upon the "Chapter" (funding source) that a veteran is eligible for. The VA has specific major, unit, and academic progress standards that a returning veteran student must follow.

#### 3. TO PROMOTE THEIR ACADEMIC SUCCESS:

Veteran students must declare one major at the point in time that they decide to use their VA Educational benefit. They must have an educational evaluation on file and will be paid only for those courses that are required for this major. The VA also requires that veteran students be enrolled in a specific number of units each semester and must pass coursework with a cumulative g.p.a of 2.0.

THERE ARE THREE FULL TIME STAFF IN THE VSC:

1. A secretary to meet and greet students, make appointments, disburse appropriate applications, assist students in filling out required forms, answer student questions, and assist with day to day program operations.
2. A certifying official who is responsible for requesting and balancing more than \$ 2million in VA educational funds each year from nine different chapters (funding sources), responsible for