# Assessment Plan

# Yuba Community College District

# YC - Veterans Affairs Program Recommendations

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**Program Description:** The Yuba College certifying official provides services for veterans and dependents at Yuba College, Clear Lake, and the Beale AFB Outreach Center campuses.
In June of 2011, Yuba College hired a Career/Transfer and Veteran Service Technician, whose position is 60% Veteran Service and 40%, Career/Transfer Center. The office is operating in a very efficient manner maintaining a high level of service for eligible students.
During this reporting period, we certified 93 VA-eligible students during the 2011 summer session. This is a 63% increase from the 2010 summer term, 199 students during 2011 fall semester, which is a 1% decrease from fall 2010, and 203 students for 2012 spring semester which is a 1% increase from the spring 2011 semester.
Overall, 495 students utilized veteran services in 2011-12. This is a 7% increase from 2010-11. With exception of the summer term, the numbers are consistent with previous year certifications.

**Year of Review:** 2011-2012
**Type of Review:** Annual Update
**Executive Summary:** TBD
**Future Goals and Program Direction:** Make the Certifying Official a District--FTE position.
Making the position a 100% Veteran Service Technician for the District will increase the services provided to veterans at all District campuses. 70% of Veterans attending Yuba College, Clear Lake, and the Beale Outreach Center are certified utilizing the Post 9/11 GI Bill (CH.33). The Department of Veterans Affairs (VA) has mandated increased monitoring responsibilities for this program. For example: The VA is the last payer of tuition and fees. If a CH.33, student is granted a fee waiver after they are certified in the VA system, the VA requires the school to refund the amount covered by the fee waiver back to the VA. This creates additional responsibilities, because the certifying official must track and monitor student progress closely to ensure that when a fee waiver is granted, tuition and fees are retracted and reported to the VA in a timely manner. This also means that coordination between Yuba College fiscal services and the certifying official is necessary to ensure students are not refunded the tuition and fees inadvertently. Often the Yuba College certifying official acts as a liaison between the fiscal services department and the Woodland Community College certifying official to track where payments need to be posted.
It is anticipated that the withdrawal from Iraq and Afghanistan will begin to generate a significant increase in the number of Iraq veterans who will be returning to school.
Upgrade the technology used in the Career/Transfer Center to enhance the student experience.
To continue sending surveys at the conclusion of each semester to evaluate the program?s effectiveness.
Expand outreach efforts to raise the awareness of service the program provides to veterans. By utilizing the Beale AFB outreach center, attending veterans events, such as; Yuba-Sutter Veterans Stand Down in August, Veterans Day parade. County veteran memorials and ceremonies.
There is a national movement to produce veteran safe-zones on college campuses. Currently, Yuba College veterans do not have a space to relax and collaborate amongst other veterans. The effort to locate and establish a veteran center to establish our own veteran?s safe-zone.
VA work-study students are now authorized to work anywhere veterans are assisted. When the veteran?s center is established, an adequate number of VA work-study students will be hired and trained to staff the facility to assist veterans and for security purposes.
Work with Yuba College Upward Bound program to inquire a Veterans Upward Bound program here at Yuba College.

### Recommendation: Make the Certifying Official a District--FTE position.

In June of 2011, Yuba College hired a Career/Transfer and Veteran Service Technician, whose position is 60% Veteran Service and 40%, Career/Transfer Center. This position services Yuba College, Clear Lake and the Beale AFB veteran population. Making the position a 100% Veteran Service Technician for the District will increase the services provided to veterans at all District campuses.

**Year(s) Requested:** 2012-2013
**Recommendation Priority:** 2. Medium Priority
**Supporting Evidence (SLO, WSCH, etc.):** 70% of Veterans attending Yuba College, Clear Lake, and the Beale Outreach Center are certified utilizing the Post 9/11 GI Bill (CH.33). The Department of Veterans Affairs (VA), has mandated increased monitoring responsibilities for this program. For example: The VA is the last payer of tuition and fees. If a CH.33, student is granted a fee waiver after they are certified in the VA system, the VA requires the school to refund the amount covered by the fee waiver back to the VA. This creates additional responsibilities, because the certifying official must track and monitor student progress closely to ensure that when a fee waiver is granted, tuition and fees are retracted and reported to the VA in a timely manner. This also means that coordination between Yuba College

fiscal services and the certifying official is necessary to ensure students are not refunded the tuition and fees inadvertently. Often the Yuba College certifying official acts a liaison between the fiscal services department and the Woodland Community College certifying official to track where payments need to be posted.

### Recommendation: Update priority registration definitions for Veterans Services.

Request that the AP 5055 definitions be updated to include all students utilizing Veterans Benefits.

**Year(s) Requested:** 2012-2013
**Recommendation Priority:** 3. High Priority
**Supporting Evidence (SLO, WSCH, etc.):** AP 5055 defines that priority registration be given to students who are members or former members of the Armed Forces of the United States. This policy excludes dependents who are VA benefit eligible.

### Recommendation: Create a Veterans Lounge on campus

Currently, Yuba College veterans do not have a space to relax, study and collaborate amongst other veterans. Request continuing effort to locate and establish a veteran center and to establish our own veteran's safe-zone.

**Year(s) Requested:** 2012-2013
**Recommendation Priority:** 3. High Priority
**Supporting Evidence (SLO, WSCH, etc.):** The California Community College Chancelor's Office is urging Community Colleges to increase the services that are available to veterans, which includes an area speciffically designated for veterans.

### Recommendation: Expand Outreach to Veterans

It is anticipated that the withdrawal from Iraq and Afghanistan will begin to generate a significant increase in the number of Iraq veterans who will be returning to school. Expand outreach efforts to raise the awareness of service the program provides to veterans.
Utilizing the Beale AFB outreach center.
Attending veterans events, such as;
Yuba-Sutter Veterans Stand Down in August.
Veterans Day parade.
County veteran memorials and ceremonies.

**Year(s) Requested:** 2011-2012
**Recommendation Priority:** 3. High Priority

### Recommendation: End of Semester Survey

To continue sending surveys at the conclusion of each semester to evaluate the program?s effectiveness.

**Year(s) Requested:** 2011-2012
**Recommendation Priority:** 3. High Priority
**Supporting Evidence (SLO, WSCH, etc.):** At the conclusion of the fall 2011 semester, 179 surveys were issued to a pool of students who were utilizing VA beneifits. Of the 179, 64 students actually responded. The results are an attached document.

### Recommendation: VA work-study

Create and maintain work-study positions and work sites on campus to expand VA benefits to eligible veterans and dependents.

**Recommendation Priority:** 2. Medium Priority
**Supporting Evidence (SLO, WSCH, etc.):** VA work-study students are now authorized to work anywhere veterans are assisted.

### Recommendation: Technology upgrade

Update the computer that veterans have access to so they can apply, print and follow-up on benefits.

**Recommendation Priority:** 3. High Priority
**Supporting Evidence (SLO, WSCH, etc.):** The Veteran Service office is co-located in the Career/Transfer Center. There are 3 computer stations reserved in the Veteran Service area. These computers are 2 years beyond warranty and do not have a stand alone printer.