# Program Review Report

# Yuba Community College District

# YC - Veterans Affairs Program Recommendations

**Year of Review:** 2013-2014

**Type of Review:** Self-Study (4-year review)

**Executive Summary (Include a list of team members):** M. Arce

**Program Description :** Do students have access to curriculum-specific and/or program-specific support services? If so, describe this service(s). If not, explain why.
Students are provided one-on-one veteran's education benefit advising, step-by-step instructions how to begin benefits, on-line and hard copy applications for education benefit processing, certification of benefits for pay, counselor referral, financial aid information, fee waiver and deferral assistance, and US Department of Veteran Affairs (VA) work study opportunities.
If services are available, how do they demonstrate an increase in student success?
Students are provided personal VA benefit advising ensuring that they have a clear understanding of their responsibilities. Check-lists are provided to each new student to ensure they complete the steps necessary to receive VA benefits. Liaison services between the student and the VA are afforded to ensure pay issues are properly addressed with the VA. Referral to other college services which foster student success.

How is current and previous program review data used to refine and improve program or department practices?
Annual program assessments through the use of Survey Monkey. The data is used to identify areas for improvement, and is an indicator of how the program is progressing.

**Curriculum & SLO Assessment Summary :** How do program or department goals align with the education, diversity, demographic, and workforce needs of local communities?
During the academic year, Yuba College certified 308 veterans and dependents of active duty and veterans. The program goals are to effectively certify veterans and dependents in a timely manner to ensure student VA payments are not delayed. The program is diverse supporting 180 veterans and dependents using the Post 9/11 GI Bill, 17 veterans using the Montgomery GI Bill, 9 veterans using the Vocational Rehabilitation and Employment, 14 using the Reserve GI Bill, 51 veterans using the temporary Veterans Retraining Assistance Program (VRAP) and 37 dependents using VA education benefits under the Dependent Education Act.
How is your program or department direction driven by empirical data?
This year the veteran service office had 1659 students/potential students sign in for veteran assistance. However, the program is not driven soley by empirical data locally. Strict state and federal directives guide the program's direction. Each program under the umbrella of the VA has its own demands. For example: VRAP students are between the ages of 35-60. Many have little or no computer skills. Understanding this dimension, allows us to plan to have VA work-study students assist the VRAP students.

The program's effectiveness was measured through the use of an annual survey.

**Industry Trends and Program Data Analysis :** What has your program or department done to improve completion of degrees, certificates, or transfers? What are your future plans?
The veterans services technician provides communication to the students through email and provides referrals to other Yuba College programs which support student success (i.e., College Success Center, Hard Math Café, Writing Development Center, Counseling, Financial Aid, Disabled Student Program and Services, etc.).

Do you have any courses, certificates, or degrees that should be in-activated or expanded? If yes, please identify and justify your recommendations with data.
Not Applicable

Do all of your courses have current CORs? If not, what steps are you taking to ensure compliance?
Not Applicable

If applicable, how are teaching methodologies in your program or department assessed?
Not Applicable

If applicable, how are the results of the assessment used to support, improve, and/or expand your current teaching methodologies?
Not Applicable

If your program or department uses a DE modality to support instruction, how are you evaluating the effectiveness of that instruction?
Not Applicable

If your department offers DE courses, what support services does it provide for DE students? What can be done to improve support services for these students?
Not Applicable

How is your program or department applying sound principles of learning and teaching theory to its curriculum?
Not Applicable

Which CSLOs (course student learning outcomes) and PLOs (Program learning outcomes) were assessed within the last year?
Not Applicable

For each of the above, how did the assessment data influence program, department and/or course improvement?
Not Applicable

**Future Goals and Program Direction:** See Report

**Are you ready to submit your final program review?:** Yes

| Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
|---|---|---|---|
| YC - Veterans Affairs Program Recommendations - Make the Certifying Official a District position. - Create a District Veteran Service Advisor/Certifying Official to provide a consistent high quality service to each veteran student and their dependents, at all District campuses. Each VA student requires interaction between the Certifying Official and the US Department of Veterans Affairs (VA). | | | |

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| **Year(s) Requested:**<br>2012-2013<br>2013-2014<br>**Request Date:**<br>11/01/2013<br>**Inactive Date:**<br>11/01/2014<br>**Recommendation Priority:**<br>2. Medium Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Global Awareness, Critical Thinking~Navigating the VA education benefit process is confusing and tedious. The Certifying Official can provide support and advise when applying for benefits.<br>Communication~One-on-one interaction is required for most, if not all veteran students and their dependents.<br>Global Awareness, Critical Thinking, Personal and Social Responsibility~The Woodland Financial Aid Director is the Certifying Official for veteran students and their dependents at the Woodland and Colusa Outreach Center.The Yuba College Certifying official is currently responsible for veteran students and their dependents at Yuba College, Beale AFB Outreach Center, Clear Lake, and the Sutter Facility. Adding the Woodland and Colusa Outreach campuses would be an overall estimated increase of 35% in the number of student served by the District Certifying Official (see table 2).<br>Critical Thinking~The VA expects that schools are advising students who use VA education benefits understand rules and procedures that apply to their program.<br><br>**Evaluation Plan:**<br>Allow the current veterans certifying official to draft VA education plans as the VA education advisor. | | | |

YC - Veterans Affairs Program Recommendations - End of Semester Survey - Continue surveys at the conclusion of each semester to evaluate the veteran program's

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| effectiveness.<br>**Year(s) Requested:**<br>2013-2014<br><br>**Recommendation Priority:**<br>2. Medium Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Information Competency ~ At the conclusion of the each semester, issue surveys to the overall population of student veterans to get a measurable sample of the programs success, or areas for improvement.<br>**Evaluation Plan:**<br>... | | | |
| YC - Veterans Affairs Program Recommendations - Assign a Transfer Center Director - Authorize Release time for a Yuba College Counselor to become the Transfer Center Director.<br>**Year(s) Requested:**<br>2013-2014<br><br>**Recommendation Priority:**<br>2. Medium Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Communication, Global Awareness, Critical Thinking, and Personal and Social Responsibility~The Career/Transfer/Veteran Service Technician is the Transfer Center Advisor.<br>Communication, Global Awareness, Critical Thinking, and Personal and Social Responsibility~Students requiring transfer counseling are required to make an appointment with an academic counselor to ensure all requirements for transfer are met.<br><br>**Evaluation Plan:**<br>... | | | |
| YC - Veterans Affairs Program Recommendations - VA work-study - Create and maintain work-study positions and work sites on campus to expand VA benefits to eligible veterans and dependents. | | | |

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| **Year(s) Requested:**<br>2013-2014<br><br>**Recommendation Priority:**<br>3. High Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Communication, Global Awareness, Information Competency, Critical Thinking, and Personal and Social Responsibility~VA work-study students are now authorized to work anywhere veterans are assisted.<br>**Evaluation Plan:**<br>... | | | |
| YC - Veterans Affairs Program Recommendations - FTE, Career/Transfer Technician for the Marysville Campus. - Hire a full-time Career/Transfer Technician for the Marysville Campus.<br>**Year(s) Requested:**<br>2013-2014<br><br>**Recommendation Priority:**<br>2. Medium Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Communication, Global Awareness, Critical Thinking, and Personal and Social Responsibility~To maximize the monitoring of student transfers, career advising, and job placement.<br>Personal and Social Responsibility~During hours of peak registration, the Career/Transfer/Veteran Services area is inundated with students who are applying to Yuba College and registering for classes. Having a Career/Transfer Technician would free-up time to enhance the services provided by the Veteran Services Technician for veteran students, and their dependents.<br><br>**Evaluation Plan:**<br>... | | | |
| YC - Veterans Affairs Program Recommendations - Community Outreach - Expand outreach efforts to raise the awareness of the Yuba College Veteran Services program | | | |

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| **Year(s) Requested:**<br>2012-2013<br>2013-2014<br><br>**Recommendation Priority:**<br>3. High Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Communication, Global Awareness, and Personal abd Social Responsibility~Through participation at Active Duty/Veteran Programs on Beale AFB, attendance at the annual Yuba-Sutter Veterans Stand Down in August, and by participation in the Marysville Veterans Day parade, the veterans program can advertise and advocate services offered.<br>**Evaluation Plan:**<br>... | | | |
| YC - Veterans Affairs Program Recommendations - Veterans Work-force Investment Act (WIA) Grant - Work with closely with the Yuba and Sutter County One-Stop offices to ensure Yuba College Veterans students are aware of the WIA grant aimed to assist veterans in the transition from military service to civilian occupations.<br>**Year(s) Requested:**<br>2012-2013<br>2013-2014<br><br>**Recommendation Priority:**<br>3. High Priority<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Communication~Advocate on behalf of the One-Stop offices to generate interest in the WIA programs.<br>Global Awareness~Assist in the transition from the military culture, to civilian life.<br>Information Competency~Promote the availibility of the County One-Stop's expertise and services to access additional veterans resources.<br>Personal and Social Responsibility~Open doors of opportunity, but being compassionate about veteran student success.<br>**Evaluation Plan:** | | | |

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