

Berkeley City College
Student Services Program Review

Veterans Affairs Program 2014-15 Program Review

Executive Summary

The California State Approving Agency, the Council for Private Postsecondary and Vocational Education, and the Veterans' Administration approves Berkeley City College as a degree-granting institution for veterans and to eligible dependents of veterans seeking educational and vocational training under Title 38, United States Code. The Veterans Affairs Program at BCC (BCC VA Office) provides specialized customer service to members of the various branches of military service, veterans, and their eligible dependents. Specifically, the staff serves as advocates for students by providing information about Berkeley City College, financial assistance and assisting with Veteran's Administration certification of their educational benefits. The VA Certifying Officials for Berkeley City College acts as liaison between the college and the regional VA offices to provide information on college procedures, and to resolve problems regarding eligibility and payment of VA benefits.

Success Stories

1. The number of veteran students served by at BCC VA Office has increased over 150% since the 2009-10 and enrollment continues to grow annually.
2. The retention rate of VA students in fall 2011 at BCC (80.2%) was 8 percentage points higher than the overall rate at BCC (72.5%).
3. The success rate of VA students in fall 2011 at BCC (72.8) was 7 percentage points higher than the overall rate at BCC (65.6%).
4. BCC is working with the Oakland Vet Center in an outreach program to assist veteran students to stay in school.
5. In fall 2012, BCC veteran's started a Veteran's Club to assist and organize veteran students on campus. The club is open to all veteran and non-veteran students at all of the Peralta Community College campuses and is still active as of the 2013-14 academic year.
6. Veteran transfer rates to four year colleges have increased overall. In fall 2013, 9.2% of BCC veteran students transferred and in fall 2014, 10.8%. For the past three years, at least six veteran students per academic year transferred to the UC system and 10 veteran students per academic year to the CSU system. We also had one veteran student accepted to Stanford University in fall 2014.
7. In fall 2014, BCC's Veterans Resource Center (VRC) opened to provide a location where veterans and their dependents could meet, obtain assistance with their education benefits, receive tutoring and work more closely with the VA Certifying Official and VA Counselor.
8. The Veteran Certifying Official (VCO) and VA Counselor continue to attend various trainings to assist them in meeting the needs of our veteran students. In fall 2014, the VCO was elected as the Region 3 Representative to the State Community College Chancellor's Office.
9. In fall 2014, a clerical assistant was hired to assist with the VRC and certifying of veteran students for the spring 2015 semester.

Service Strategies

It is estimated that over 20% of our homeless population in the Bay Area are veterans, and make up 26% of the overall homeless population in the United States. Veterans are twice as likely as other Americans to become chronically homeless. Some of the primary causes of homelessness among veterans are: Lack of income due to limited education and lack of transferable skills from military to civilian life (especially true of young veterans returning from Iraq and Afghanistan), weak social networks due to problems

adjusting from military life to civilian life and lack of services. Veteran students are often older than the average student, many of which have different needs for getting by on a daily basis. The creation of the BCC Veteran's Resource Center is a way for us to reach out and support our returning troops and help those veterans that lack the resources for educational success. To assist our veteran students, the following strategies should be developed and/or continued:

1. Continue to serve VA students in-person as well as online by enhancing, updating and upgrading BCC Veterans Affairs Website
2. In fall 2012, veteran students formed a BCC Veterans club open to all veteran and non-veteran students in the Peralta Community College District. The club meets twice a month and will continue to be expanded. As of fall 2014, the club continues to thrive with smooth transition between club officers and members as veteran students graduate or transfer to a 4-year university/college.
3. Provide Veteran students with counseling and services to assist transition back into the community and civilian life.
4. Create a network with other veteran services organizations, such as Vocational Rehabilitation and the Oakland Vet Center.

Program Needs

- Financial Need – specifically designated funding. There is still limited funding for veteran services.
- Personnel Needs – 1 FTE Veteran Certifying Official, 1 FTE Veteran Counselor, .5 psychological counselor, and 1 (10 month) FTE Clerical Assistant (this position is currently temporary and ends June 30, 2015).
- Facility/Equipment Needs – two desks with chairs and coffee pot for VRC, a couch for the reception area.
- Technology Needs - Automated SARS calling service and two standard computers.

I. Background Information

A. Describe the Veteran Program

1. The Unit

The Veterans Affairs program is located on the second floor of the college. The office is open Mondays through Thursdays from 8:30 a.m. to 4:30 p.m. and Friday by appointment. The Program serves the Veterans and their eligible dependents with their educational benefits. We assist with all chapters and branches of the military. Due to the increase of veteran students in fall 2012, the Student Services Specialist has expanded VA services from a .5 to a .75 FTE position. This position serves as the Veteran's Coordinator and Certifying Official. There is also a .50 FTE, an increase from .25 in 2009-10, VA Counselor who also provides professional counseling and assists students with their Educational Planning.

2. History

Berkeley City College was formerly Vista Community College, founded in April 1974 as the fourth of the Peralta Community College District's community colleges. In June 2006, Vista Community College's name was changed to Berkeley City College and has consistently grown in full-time equivalent students (FTES) holding a proud title of the

second largest college in the Peralta District. With a growing diverse student population comes also a dually growing diverse counseling department. In the summer of 2008, the District implemented the PeopleSoft database system (PROMT/PASSPORT), in order to stay up on current trends for collecting student data and providing students with a friendly streamline to access their records and registration online.

3. Purposes and Needs Assessed

Personnel Needs:

- Due to the increase of veteran students, the Student Services Specialist has reallocated the services from .5 to .75 position at the expense of services to other students, including general counseling. The personnel requirement has proven the need to increase to a 1.0 position by the end of fiscal year 2014.
- Increased counseling staff with at least one other counselor trained for veteran services needs.
- Psychological Services Counselor responsive to the needs of students with psychological disabilities
- Continued training for current Veteran Certifying Official and Veteran Counselor.

Equipment Needs (for the Veteran's Resource Center):

- One file cabinet to store all VA files in one location
- Three study areas with computers, one printer to share with the computers.
- Couch and two side chairs for waiting area
- One work desk for the VRC reception area.

Technology/Software Needs:

- Electronic imaging software to increase communication through inter-departmental communication
- SARS self sign-in for drop in counseling for veteran students will begin in spring 2015 semester.

4. Current Components

Currently, at BCC, there is one .75 FTE classified staff person and .50 FTE counseling faculty supporting Veterans and their dependents receiving benefits via BCC. One 1.0 FTE clerical assistant was hired in late fall 2014 for the spring 2015 semester. The position ends on June 30, 2015.

B. Describe unique aspects of the program

BCC is committed to the Veterans in assisting them with achieving their educational goal, maintain program requirements and keeping them informed of changes and updates. Confidential and competent one-on-one academic and personal counseling are available to all enrolled and prospective veteran/dependent students provided by an experienced, multicultural and multilingual counseling staff.

This program has no designated funding to support services. Veteran's services are currently supported under the general fund. Other areas of student services have been affected by the increase of veteran student services due to a lack of funding available. The need to increase

staffing in both classified and faculty in veteran affairs has taken away from other areas that require resources to provide services.

C. Describe your current resources

There is currently one .75 certifying official and one .5 counselor to assist veterans with their benefits. On campus we provide all forms necessary for veterans/dependents. We also have a VA Website that has a wealth of information and accessible forms online for Veterans.

D. Provide your program goals and show how they are measured

Goal 1. To enhance in person and online veteran services, the website will continue to be upgraded to meet the needs of the increased veteran student population.

Measurement: Completion of the upgrades and ensuring updates at least twice per semester.

Goal 2. Continue to expand the BCC Veteran’s Resource Center in spring 2015 by reaching out to potential new veteran students for the fall 2015 semester.

Measurement: Hiring of a full-time VRC clerical assistant to keep the center open on a daily basis. Use the center effectively by moving the VA Counselor and VCO to the center to better assist veteran students with the education plans and benefits.

Goal 3. Work with veteran services agencies throughout the Bay Area to assist our returning veterans with local resources for assistance.

Measurement: Community involvement.

II. **Student Demographics of Those Using Your Services (by numbers) - Who do you serve?**

SPECIAL POPULATIONS	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Veterans Total	41	56	76	94	147	196	204

III. **Student Performance and Feedback**

Active veteran’s success and retention rates at Berkeley City College

Term	Head-count	Census Enrollment	Total Graded	Retained	% Retention	Success	% Success
Fall 2009	19	46	44	36	78.3%	26	59.1%
Fall 2010	43	117	110	89	76.1%	80	72.7%
Fall 2011	75	182	173	146	80.2%	126	72.8%

Persistence rate is defined as the percentage of students enrolled in at least one class at the college at fall census of the cohort year who were then enrolled in at least one class on the following opening day in District.

College	Fall 09	Fall 10	Persistence Rate	Fall 10	Fall 11	Persistence Rate	Fall 11	Fall 12	Persistence Rate
Alameda	42	29	69.0%	66	41	62.1%	77	43	55.8%
Laney	58	35	60.3%	78	47	60.3%	116	70	60.3%
Merritt	9	5	55.6%	19	10	52.6%	19	13	68.4%
BCC	19	17	89.5%	43	34	79.1%	76	39	51.3%

All active Veteran Awards (AA = Associate in Arts degree, AS = Associate in Science degree, CA = Certificate of Achievement, CC = Certificate of Completion, and CP = Certificate of Proficiency)

College	AA	AS	CA	CC	CP	Transfer to 4-year College	Total
Berkeley	6	1				13	20
Alameda	12	1		2	2		17
Laney	9	5	2	12	1		29
Merritt	3	1	1	1			6
Total	30	7	3	15	3		58

BCC Veteran services will continue to enhance the program through student learning outcome (SLO) and services area outcome (SAO), using SLO/SAO assessment findings to provide feedback to this services.

IV. Program Effectiveness

A. Interdepartmental/Program/Campus Collaboration

1. How does the unit (and committees in which unit participates) support other administrative, student services and academic units in the college?

Currently, the VA Program works collaboratively with various other student services departments. The students in the VA Program are also part of EOPS, DSPS and PACE Programs. The veterans' affairs program supports a variety of administrative, student services and academic units in the college. The certifying officials are liaisons with the student services and administrative units, attending regular monthly meetings. VA Workshops/Conferences occur various times during the year that is not always available in our area; but we are pro-active in obtaining the literature from those workshops/conferences in order to stay up-to-date.

- Quantity of program/department/service delivered (student utilization of services and student engagement)

How many veteran students do you serve (unduplicated)?

	Chapter						Academic Term Totals
	30/33	31	35	1606/1607	VRAP	No Benefits	
2008-09	30	1	9	1	n/a		41
2009-10	36	1	17	2	n/a		56
2010-11	59	1	12	4	n/a		76
2011-12	72	1	19	2	n/a		94
2012-13	94	2	23	10	18		147
2013-14	119	4	28	8	33	4	196
2014-15*	115	3	28	7	20	6	179
Chapter Totals	525	13	136	34	71	10	
LEGEND:	Chapter 30/33 = Veteran (all branches) Chapter 31 = Vocational Rehabilitation Veteran Chapter 35 = Veteran Dependent Chapter 1606/1607 = Active Duty/Veteran Reserves VRAP = Veteran Retraining Assistance Program (initiated 7/1/12 – ended 5/30/2014)						

**Fall 2014 semester only*

The veterans' affairs department serves approximately 2.8% of the entire population of BCC. There were 6,843 students enrolled at BCC in spring semester of 2014.

- How many appointments/contacts with students do you have on any given day?

The highest volumes of contacts usually occur during the peak periods during the year. The VA counselor could be scheduled to meet with six to eight students for appointments daily. Appointments are typically 30 to 60 minutes sessions, depending on the needs of the students. During peak registration periods, it is not uncommon for a counselor to meet with four to six students an hour for a 10-15 minute drop-in appointment. During this brief drop-in appointment, students are encouraged to schedule a follow up appointment to develop their Student Educational Plans and review their VA file. The Veteran's Affairs Coordinator/Certifying Official meets with veteran students on a daily basis.

V. Service Area Outcomes

The veterans' affairs department has developed student learning outcomes that reflect the goals of the department and Berkeley City College's institutional goals.

The primary goal of the Veterans Affairs Program is to provide activities, programs, resources, and facilities that support the personal development, educational progress, and career goals of our Veteran students and their dependents with a final objective of ensuring that all veteran students and their dependents reach a level of success in their educational pursuits.

To provide this assistance, the following three-year plan of student learning outcomes has been developed:

Student Learning Outcomes	Leader(s)	Team Members	Timeline (beginning/end date)	Measurement Tools	Outcome Indicators/ Outcomes
<i>Year 1</i> Work with the BCC Veteran's Club, VA Counselor, Dean of Academic Pathways to build a successful Veteran's Resource Center to assist BCC veteran students with their educational goals by providing additional tutoring and counseling.	Jennifer Lenahan	Amy Herrera, Carlos Cortez	Fall 2013 – design; Summer 2014 – open center	Academic success of veteran students – grade reports; surveys	More BCC veteran students obtain AA/AS degrees or certificates prior to transferring to a 4-year college or university.
<i>Year 2</i> Continue developing an orientation plan for both veteran students and eligible dependents of veterans - potential Counseling 200A/B and Counseling 24 courses	Jennifer Lenahan, Amy Herrera	BCC Veteran's Club President	Summer 2014 – design; Fall 2015 – implementation	Academic progress of veteran students; retention in courses	Greater student success with more veteran students completing their courses and managing their coursework
<i>Year 3</i> Streamline tutoring and assist with transition from college to a job through connections with outside Veteran agencies (networking, partnering)	Jennifer Lenahan	Amy Herrera, Katherine Bergman	Summer 2015 – design; Spring 2015 – implementation	Ongoing	Ongoing

VI. ACTION PLAN: Using the results of the data collected and discussed in this program review, identify:

A. The future needs of the program/service area.

- Financial Need – a specifically designated funding: The immediate needs of the program revolve around insufficient resources and the consequent lack of funding for faculty, staff and program activities. The lack of funding available for this program is the main reason it is a part-time function of other full-time staff. Ideally, we would like to see a veteran center on campus that can support the veterans/dependents with all VA resources available for them. In order to provide equitable access to BCC veteran students, specially designated funds are urgently needed. There are no categorical or specific funds for veteran students and with the end of the war we anticipate enrollment to significantly increase. Our resources from the general fund are diminishing. This is a continuing issue for our Veteran Affairs program.
- Personnel Needs – 1 FTE Veteran Certifying Official, 1 FTE Veteran Counselor, 1 (10 month) Clerical Assistant and .5 FTE psychological counselor: Should this program receive funding, both access to the program and increased success of more veteran students at BCC could be achieved. For example, an increase in faculty and/or staff could allow the program to monitor and intervene in support of students' persistence and retention more intensively.

- Facility/Equipment Needs: Centralized filing system for easy access to our veteran's files for both coordinators and counselors. Considering scanning and creating a file on the W: drive.
 - Technology Needs: Automated SARS calling, emailing and drop-in sign in, and one more standard computer for the Veteran's Resource Center.
- B. The following are action plans which are needed to be initiated to provide increased support to student success:
- Continued annual training for coordinators and counselors related to veteran education benefits.
 - Intervention Programs: Intervention programs need to be intensified to increase the monitoring and support of veteran students. We also need to retain the services of a psychological counselor not only for the veteran population, but for all students of BCC. Currently, our veterans who are in the PSSD program rely on that counselor for support or are referred out to the city/county mental health services.
 - Veteran Application Process: Streamline the application process by providing tools to enroll in VONAPP online through the Berkeley City College website. Some veterans who have recently been discharged from the service, need assistance to apply for their benefits. BCC is hoping to provide clear instructions and online assistance for these students to apply for their benefits.
 - BCC Veteran's Webpage: Continue to update and enhance the Veteran's Affairs webpage on the BCC website to ensure a "user-friendly" environment.
 - BCC Veteran's Club: Continue to develop and strengthen the Veteran's Club at the college to assist both our veterans and their dependents in the local community. The Veteran's Club sponsors many activities bringing attention to the needs of our returning veterans, such as college transfer workshops, community resources and support groups for veterans and their families, as well as bringing attention to the significance of our National holidays, including Veteran's Day and Memorial Day.
- C. The future goals and methods of assessment of the program/service area, including student learning outcomes service area outcomes
- Expand outreach strategies to the veterans and their dependents to make them aware of the educational benefits available to them.
 - The program will continue to assess the quality and delivery methods of its services as it implements programs and activities in fulfilling its mission of enrolling, graduating and transferring an increasing number of veteran/dependent students, student learning outcomes assessments and student satisfaction levels.
 - Veterans or their dependents may never reach the classroom without encouragement from coordinators/counselors.

- Veteran students may prematurely leave the classroom without VA coordinator/counseling support.
 - Students may never identify their academic goals without VA counseling support and expertise.
 - At-risk Veteran students or dependents may not receive referrals to community resources that would allow them to remain in school.
- D. The strategies and actions to be taken by the program/service area over the next six years to strengthen the program and meet the strategic goals of the program and the college
- Offer VA Workshops/Orientations at the beginning of each semester. VA coordinator and VA Counselor will provide a workshop for new veteran students planning to enroll at the BCC two weeks prior to each semester. Workshop will provide information on how to receive their veteran benefits, how they are applied each semester and requirements of participating and continuing in the program. Follow up appointments will be provided to each student four to six weeks after the semester begins to ensure that the students are on track and address any difficulties they may be facing.
 - Ensure that each continuing VA student has an appointment with the VA counselor each semester to keep them on track of their student education plans. The addition of the Veteran's Resource Center will assist keeping veterans on track.
 - Encourage participation in the BCC Veteran's Club and Associated Student Body.
 - Arrange a workshop with the BCC Transfer and Career center for VA students to receive personal assistance in selecting transfer schools and/or receiving information on their career choice.
- E. The support needed by the program/service area in order to address issues resulting from the self-study.
- BCC is projected to experience continued growth, and as the veteran student population increases, and more students attend community college as a pathway to a four-year college or university, the program will most likely need to expand its current staffing and services.
- F. Describe any impact experienced by your department due to a reduction of resources.
- The Veteran Services program has never had specific resources dedicated to the department. Funding is allocated from general fund.
 - Due to the downsizing of deployed military personnel, an increased headcount is expected over the next five years.
 - Resources will be required to keep up with the increased demand.
- G. In the current environment of reduced resources, how does your department plan to continue adequate services for veterans?

- Due to veteran services being reallocated within other units, a negative impact has been generated, for both the college and students. Areas experiencing negative impact include: general counseling, divisional budget planning and expenditure monitoring
- Services will continue as is until new funding can be obtained.

H. Recommendations for the college to maintain the Veteran's Affairs department's quality of service.

- Resources will be required to keep up with the increase demand. With so many troops coming home, an increased headcount is expected over the next few years, as veterans have up to 10 years to use their Post /911 education benefits once activated.
- Another program, VRAP, was initiated in July 2012. This is a one year retraining program for veterans between the ages of 35 and 60, and is geared towards training program at community colleges. The fall 2012 semester at BCC is the first semester veterans have been awarded these funds and VRAP constitutes 7% of the current veteran population at BCC. The VRAP program ended in April 2014, but many participants in the program are still continuing their educational efforts either at BCC to complete their AA/AS degrees.