



2018-19 Program Review – Student Services

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

Berkeley City College Veteran Services mission is to assist veteran students achieve their educational goal, maintain program requirements and keep them informed of changes and updates from the Department of Veteran Affairs. BCC is committed to veteran success by providing confidential and competent one-on-one academic counseling and services to assist transition back into the community and civilian life.

List your Faculty and/or Staff

Jennifer Lenahan – Student Services Specialist (Coordinator, Veteran Services and VA Certifying Official)
Amy Herrera – Veteran Academic Counselor

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

1. Development of a job board for veterans (Support Services) – in place and ongoing
2. Housing and roommate referral program (Support Services) – in process and ongoing
3. Transitional survey (Assessment of SAO's) – in place and ongoing
4. On-campus orientation for veterans (Student Success and Student Equity) – specific orientation developed for veterans completed
5. Social support network (Student Success and Student Equity) – expansion of VRC and Veteran's club – in place and on going
6. Student planner for student veterans (Student Success) – not completed, in development and to be available for the 2019-20 academic year.
7. Develop an early alert system (Student Success) – Starfish in place and connected to academic counselor for follow up – completed
8. Mentoring Program (peer to peer) (Student Success) – completed and ongoing one on one veteran mentoring program
9. Recognition Program (Professional Development, Community, Institutional and Professional Engagement and Partnerships) – in development, a recognition program for veteran friendly faculty, administrators and staff.

Describe your current utilization of facilities, including labs and other space

Berkeley City College has a Veteran’s Resource Center with two computers, a printer, and furniture. The space is ADA compliant with a study area and a break area. The space is limited in size and many veteran students use the library for a quieter location for studying and due to overcrowding.

There is one separate office shared by both the full time Coordinator and part time Academic Counselor.

Students Served



Special Populations Power BI dashboard

Please enter your College Mission Statement

Berkeley City College’s mission is to promote student success, to provide our diverse community with educational opportunities, and to transform lives. The college achieves its mission through instruction, student support and learning resources which enable its enrolled students to earn associate degrees and certificates, and to attain college competency, careers, transfer and skills for lifelong success.

Please enter your Student Services Mission Statement

Transforming lives by providing student support services aimed at success (taken from BCC 2012-13 Administrative Program Review Student Services)

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

BCC's Veteran Services (formerly Veterans Affairs) serves veterans and their eligible dependents with their VA educational benefits, academic planning and specific support services for veteran students. We assist with all chapters and branches of the military, as well as veterans who do not have education benefits. By providing a Veteran Resource Center, we have a place for veterans to study, take a break and enjoy the camaraderie of other veteran students. BCC is committed to our veteran student population in assisting them with achieving their educational goals, 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/veteran dependent students provided by an experienced, multicultural and multilingual counseling staff. The certifying official for BCC acts as a liaison between the college and the regional VA offices to provide information on colleges procedures, and to resolve problems regarding eligibility and payment of VA benefits.

Veteran student enrollment aligns with college enrollment – when enrollment is up, veteran student enrollment increases and if college enrollment drops, the tendency is that we have fewer veteran and veteran dependent students. Due to the economy in the Bay Area, many veterans are looking for less expensive areas to live.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

At the beginning of the fall and spring semesters, an orientation is held for new (and continuing) veteran students. The orientation allows veterans students to connect with various resources throughout the College, such as DSPS (Disabled Students Programs & Services), EOPS (Extended Opportunity Programs and Services)/CalWORKS/UpNext (foster youth), Career and Transfer Center, Library services, Mental Health and Health Services, Financial Aid and Student Activities/Campus Life.

A strong alignment with DSPS and the mental health counselor allows for streamlined services geared specifically for veteran students.

BCC Veteran's Services is located next to EOPS, CalWORKS, and NextUp (foster youth program). Many of our veteran students qualify for EOPS and DSPS services.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

The California State Approving Agency (CalVet), the Council for Private and postsecondary and vocational education, and the Department of Veterans Affairs (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.

Because of the detailed and constantly changing requirements embedded in the Veteran's Administration education benefits, it is particularly important for the certifying official and counselor to receive regular updates and training through regional meetings and conferences.

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

Our student service area does not match the demographics listed above. Each veteran student is recorded and tracked in the Veteran Services area. The total amount of veteran students is much larger than noted on the dashboard. Listed below is an accurate amount of veterans and veteran dependents served by BCC Veteran Services.

See Table 1, Table 2 and Table 3 below. Table 3 is new for this Program Review year – it tracks the current status of the veteran and veteran dependent students enrolled at BCC.

TABLE 1

Special Population: Veteran Affairs Program	Year 1 2015-16	Year 2 2016-17	Year 3 2017-18	% Change (year 1 to year 3)
Total Students Served (Headcount)	191	239	161	16% decrease
Gender: Male	148	189	134	
Gender: Female	43	50	27	
Gender: Unreported	0	0	0	
Ethnicity: African-American/Black	51	61	42	
Ethnicity: Asian/Pacific Islander	29	28	23	
Ethnicity: Hispanic/Latina/Latino	28	37	20	
Ethnicity: Native American	0	0	0	
Ethnicity: Other Non-White	0	9	0	
Ethnicity: White	83	102	74	
Ethnicity: Unreported	0	2	2	
Age: < 21		34	6	
Age: 22-35		161	115	
Age: > 35		44	40	

TABLE 2

Type of Benefits: Veteran Affairs Program	Year 1 2015-16	Year 2 2016-17	Year 3 2017-18	% Change (year 1 to year 3)
Total Students Served (Headcount)	191	239	161	16% decrease
Chapter 33: Post/911 and Chapter 30: Montgomery Bill	130	160	116	
Chapter 31: Vocational Rehab	12	16	17	
VRAP: Veterans Retraining Assistance Program (program discontinued in March 2014)	4	5	1	
Chapter 1606/1607: Active Duty/Selected Reservist	8	7	3	
Chapter 35: DEA – Survivors’ and Dependents’ Educational Assistance Program	26	32	8	
No Benefits	11	17	16	

TABLE 3

Veteran Student Status: 2017-18 Total Headcount = 161	Number of Veterans (with benefits)	Number of Veteran Dependents (with benefits)	Veterans (No Benefits)
Enrolled Summer 2017	7		
Enrolled Fall 2017	27	3	2
Enrolled Spring 2018	20	1	4
Continuing	82	4	11
Veteran Student Total Headcount	136	8	17

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

BCC Veteran Services provide one-on-one Academic counseling with a dedicated academic counselor for veteran students to develop their comprehensive student education plan. Having a dedicated veteran academic counselor allows students to have direct contact with her which encourages them to update education plans regularly, address academic issues in a timely fashion, and reach out for referrals when needed.

At the beginning of each semester there is a separate veteran student orientation introducing them to various services within the college, the Veteran’s Resource Center and any updates regarding Federal and State changes to their education benefits.

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

# of student that completed orientation	
# of students that completed assessment	
# of completed Student Educational Plans (SEPs)	230 (Veteran and veteran dependents only)
# of Abbreviated versus Comprehensive SEPs	136 Abbreviated SEPs 94 Comprehensive SEPs
Total # of follow-up services	69 Follow-up Other (Comp SEP) 61 Follow-up Academic 52 Follow-up Career 69 Follow-up (includes Transcript/FA Petition/Dismissal/Probation)

What has your service area done over the last 2-3 years to improve SSSP services?

Developed a personalized veteran student orientation separate from the BCC required online orientation. New veteran and veteran dependent students are provided with information from various student services and office of instruction departments as well as provided resources for both on and off campus.

Due to the requirement by the Department of Veteran Affairs for veteran and veteran dependent students to have comprehensive education plans, we ensure that they are completed by the end of the student's first semester.

Early Alert has been initiated for our veteran and veteran dependents. The Veteran Academic counselor is notified when an alert has been issue for a particular student. The counselor follows up within two weeks to ensure the student is back on track or if there are any other required services.

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

Berkeley City College has one full-time Coordinator for Veteran Services and VA Certifying Official. There is one adjunct (part-time) academic veteran counselor who works 15 hours per week. There is limited general, SSSP and equity funding for Veteran Services but the VRC was provided with a part-time Veteran Services Staff Assistant to help with the veteran student's needs.

The Veteran Resource Center offers tutoring and mentoring. For the 2017-18 academic year there were two tutors, two mentors and one clerical aide (student workers).

Students Served – Assessment

List your Service area outcomes

- Understand and evaluate available options and the process by which to obtain their desired goals (information competency)
- Understand and evaluate available options and the process by which to obtain their desired goals (critical thinking)
- Understand the important of and take personal responsibility for creating their academic, personal and professional growth (self-awareness and interpersonal skills).

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

Veterans take a survey at the end of the fall and spring semesters in which the Service Area Outcomes are outlined. This information taken from the surveys is then sourced into a "Program Learning Outcomes" document which is provided to the department as a resource for comment and improvement, if required.

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

Not available online – but should be and I have document that should be posted...

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

1. Opening of the Veteran’s Resource Center on the main campus of Berkeley City College.
2. A dedicated part-time academic counselor for veteran students.
3. Hiring tutors to assist our veterans with Math and Science courses.

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

1. Hire a part-time Staff Assistant for the Veteran’s Resource Center (VRC).
2. Enhance “peer to peer” veteran student mentoring program.
3. Improve Academic coaching and intrusive advising.
4. Connecting with Veteran community resources.

In 2018, BCC Veteran Services applied for and is receiving a grant of \$99,860 in 2019 for initiating the improvements listed above.

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

Dialogue between the coordinator, counselor, student staff and student club leaders takes place on a daily basis. Recognizing the importance of immediate and regular dialogue related to veteran needs, the coordinator and counselor volunteered to share an office rather than have individual offices on different floors.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

The need for a Veterans Resource Center was spearheaded by the students from the results of our veteran student satisfaction survey.

A highlight of some of the survey results are:

- 91% said that after meeting with the Veteran Academic Counselor they were able to understand their educational goals and options.
- 86% said that they were able to communicate with the Veteran staff by email, phone or in person in a timely fashion.
- 86% said they were given literature to help them in the steps to complete the VA intake process.
- 95% said they knew they were required to meet with Veteran Academic counselor to complete an education plan.
- 87% said the BCC website provided them information regarding Veteran Services.

Comments include: "I visit five days per week, the quality of service is excellent." "The people that work here care a tremendous amount and work very hard to take care of their people." "I visit the center every day I have class, it is an invaluable resource." "I see my counselor as often as I can, it is a great help."

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

Visits to the VRC have increased steadily since we opened on the main campus two years ago. Based on the sign in sheet, at least 20 to 30 students visit the center daily – when asked why they were coming to the center, the main reasons are to eat lunch, camaraderie, work on homework, tutoring, use computers for research and check in with the certifying official and counselor.

The certifying official meets with approximately 10 veteran students daily for general information and benefit questions.

The counselor – on her two days per week that she is in the office – has appointments with at least six to 10 veteran and/or veteran dependents.

We have a higher than average persistence rate within the veteran population. The Math department reported that veteran students have a 10 to 12% higher passing rate in Math than the general student population.

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

The veteran certifying official attends the annual WAVES conference, NAVPA conference, the California State Community College regional Veteran Summit and CalVet's annual conference to stay up to date on various policy and procedure changes at the State and Federal levels.

The veteran certifying official also participates in BCC's shared governance programs – including, but not limited to Roundtable, Integrated Planning/Guided Pathways and Student Services council.

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

BCC veteran services has connected with various local agencies including the Oakland Vet Center (mental health counseling), Operation Dignity (housing), Swords to Plowshares (jobs and housing) and Haven for Heroes (jobs and housing).

Organizations are invited to attend "First Thursdays", the first BCC Veteran's club meeting of the month to provide information and resources available to veterans in our community.

At the last Veteran Summit during the Spring 2018 semester, BCC's VPSS, Veteran Academic Counselor, Veteran Certifying Official and former veteran student presented "Tips for Creating Comprehensive Services and Cohesive Working Relationships in Veterans Resource Centers and with the Campus Community to better serve our Veteran Students"

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

BCC's Veteran Academic Counselor is part-time. She attends the bi-weekly Counseling Department meetings each semester.

She is also included in the college's flex days, attends outside Veteran federal, state and community college conferences and meetings.

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	Addition of a part-time Classified Staff Assistant (currently funded through a grant which will end on 12/31/2020).	\$20,000	\$1,720	\$21,720
Personnel: Student Worker	Tutors – Math, English and Science (currently funded through a grant which will end on 12/31/2020).	\$10,000	\$300	\$10,300
Personnel: Part Time Faculty				
Personnel: Full Time Faculty				

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed	<p>Continued annual training for both the VA certifying official and VA Academic Counseling is required.</p> <p>The following conferences are critical to staff and counselor professional development:</p> <ul style="list-style-type: none"> • WAVES (Western Associates of Veteran Education Specialists) Conference (to be held July 2019) out of state • NAVPA (National Association of Veterans' Program Administrators) Conference (to be held October 2019) 	\$15,000 travel and conf. fees (for two people)

	<ul style="list-style-type: none"> California Community Colleges – Veterans Summit (Monterey, CA) – March 20 to 22, 2019 Region 3 and 4 Veteran Consortium – sharing best practices within the CA Community College regions – twice per year 	
Professional Development: Personal/Individual PD needed		

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software	N/A	
Supplies: Books, Magazines, and/or Periodicals	Text book lending program.	\$1,000
Supplies: Instructional Supplies	N/A	
Supplies: Non-Instructional Supplies		
Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	1 new desktop computer (HPs) Due to the volume of veteran students who do not own laptops, there is a need for a third computer.	\$1,600
Technology & Equipment: Replacement	2 desktop computers (HPs) Upgrades are needed. The desktops in the VRC are over six years old.	\$3,200 (\$1,600 each)

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms	N/A	
Facilities: Offices	<p>The Veteran Services Coordinator (VSC) and part-time Academic Counselor currently share one small office. When the Counselor has appointments, the VSC needs to find another location to work.</p> <p>Due to the size of the VRC and the number of students, it is not feasible for the VSC to work in there.</p> <p>Two offices are currently required.</p>	
Facilities: Labs	N/A	
Facilities: Other	Although we recognize it may not happen until the new Milvia Street building is completed, it is important to note that a larger facility is required with at least a large meeting space, a quiet room and two offices for staff and counseling.	Expense part of the build out

Resource Category	Description/Justification	Total Estimated Cost
OTHER		