

**BCC 2010 Student Services Veterans Affairs Program SLO
Three-Year Plan**

Component/Office: BCC Veterans Affairs Program

GOAL: The primary goal of the Veterans Affairs Program is to provide activities, programs, resources, facilities that support the personal development, educational progress and career goals of our Veterans students and their dependents.

Objective: Ensure that all students in the VA Program attend an orientation before entering our program.

- I. Process:** Intake forms are completed and all steps have been followed in order to have their course units certified on time (no later than 30 days from the start of the semester).
- II. Area Learning Outcomes:** Students will have a full understanding of the program requirements.
- III. Satisfaction Indicator:** Students progress will be monitored by attendance and grade reports and can be placed on probation and not eligible to participate in the VA program for a semester.

Strategic Actions: Encourage our students to be self-sufficient by accessing our website for forms and program information.

Mission: To provide assistance to veterans and to eligible dependents of veterans in their pursuit of an education and in obtaining veterans' benefits.

Student Learning Outcomes	Leader(s)	Team Members	Timeline (beginning/end date)	Measurement Tools	Outcome Indicators/Outcomes
Year I Develop a more comprehensive website for use by our VA student's online one-stop shop and also be able to email the intake forms.	Jennifer Lenahan, Student Services Staff	Amy Herrera, PT Counselor	Fall 2010-2011 and thereafter in a 3 year cycle.	Track Access by VA students via the web. Conduct a survey available both paper & online (survey monkey).	Streamline the application process by providing online tools for accessing forms/documents and links to Dept. of VA resources.

<p>Year II Develop Orientation Plan for BCC Veterans Students and their dependents both on campus and eventually online to assist students staying in school.</p>	<p>Jennifer Lenahan, Student Services Staff</p>	<p>Amy Herrera, PT Counselor</p>	<p>Fall 2011-2012 and thereafter in a 3 year cycle.</p>	<p>Track SEP's and transfer data, student feedback through surveys. Work collaboratively with BCC's other student services such as Tutoring, DSPS, PACE, and EOPS programs and community resources to ensure the VA/dependent has access to all resources available to them here at BCC & in the community.</p>	<p>Success rate of the VA student-either graduating with AA, Certificate or transferring to a four-year college.</p>
<p>Year III Streamline VA files to a separate drive/file on our network for easier accessibility for the certifying officials and counseling staff.</p>	<p>Jennifer Lenahan, Student Services Staff</p>	<p>Amy Herrera, PT Counselors</p>	<p>Fall 2012-2013 and thereafter in a 3 year cycle.</p>		
<p>Year III Ensure all Chapter 33 Tuition Payments are received on time from Dept of VA and applied towards student's financial account and properly tracked.</p>					