1. Assessment Plan - Three Column

PIE - Student Services: Veterans Unit

2. Where We Are Now: Year at a Glance

2020-21

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Summary of Notable Achievements: A: To Advance Academic Excellence and Student Achievement

• Maintained remote service model, including daily walk-ins with Certifying Officials via Virtual Front Desk, weekly walk-ins with VRC Financial Representative and VA Veterans Success Counselor (4,560 Front front desk contacts, average of 111 hours/month in real time assistance)
• Created NEW avenues for students to access VRC Counseling via Appointments with Counselors, Phone Appointments, and Virtual Drop-In Hours via Zoom
• Launched SALUTE Veterans National Honor Society Program, 19 students honored as new inductees
• Selected to present at NASPA Military Symposium on "Engaging Student Veterans in the Covid-19 Cyber Environment: Developing an Effective Virtual Service Model for Veterans Resource Centers"
• Requested to present at Region 7 Veterans Director's Consortium Meeting on "Engaging Student Veterans in the Covid-19 Cyber Environment: Developing an Effective Virtual Service Model for Veterans Resource Centers"
• Held virtual Veterans Recognition Ceremony honoring graduating and/or transferring VRC students (17 students recognized)
• Supported 47 VRC students in applying for the Mt. SAC Scholarship Program (18 winners with collectively 31 awards totaling $27,500 in scholarships)

B: To Support Student Access and Success
• Maintained outreach efforts to include development of social media platform (Instagram) which has 101 posts and 369 subscribers
• Completed VRC FA Outreach Campaign for VRC students whose FA files were not completed with the following results:
o Fall semester, began with 14 uncompleted files - ended with 3
o Start of spring semester, began with 29 uncompleted files - ended with 11
• In spring 2021, 341 of 381 GI Bill students completed the semester (enrolled in one or more units) - 89% semester completion rate
• Initiated a calling campaign to touch base with students leading up to the Mt. SAC Scholarship deadline. Example of note from call: "Thankful for all the help and very easy to get a hold office. I have been very happy with the whole veteran team you have been able to answer any questions that I have and very quickly."
• Supported VRC students during finals week with the mailing of "Finals Kits"
• Supported incoming NEW VRC students with "Welcome Kits" and concurrent "Welcome Workshops"
• Expanded outreach efforts to include a weekly "Mt. SAC VRC Newsletter" which received over 37,000 views (37,665)
• Enhanced Title 38 document submission/intake process to include docusign platform
• Maintained and updated "Online Student Tutorials" accessible to students around the clock to guide students through document submission and selecting courses that qualify for residential pay
• VRC Counselors collectively provided the following services to VRC students:
o 1109 Appointments

o   966 Drop-Ins
o   608 Emails, 952 Online Counseling sessions, 26 Phone Calls
•   VRC Counselors collectively recorded over 3,000 unduplicated appointment contacts in such highlighted areas as:
o Academic Counseling (1,233)
o Adjustment Counseling (133)
o General Advising (1268)
o Career Advising (478)
o VA MAPs (733)
o Transfer (457)
o VocRehab (99)

C: Secure Human, Technological, & Financial Resources
•   Completed onboarding of the following VRC Team Members:
o   VRC Financial Aid Specialist – Naomi Spinella
o   VRC Certifying Official – Lisa Foster
o   VRC Counselor – Luis Echeverria-Newberry

D: To Foster an Atmosphere of Cooperation and Collaboration
•   Identified a processing gap in Chapter 31 payments to the institution and developed a process with Fiscal Services to remedy issue
VRC Collaborated with:
•VA Loma Linda to offer virtual Medical Benefits Workshops
•VA Home Loan Program to offer virtual loan information Workshops
•Scholarship Office to provide virtual Scholarship Series Leading up to campus deadline (33 military-connected students participated in the series)
 •Student Equity and Scholarship Program Office to host Scholarship Marathon
 •Veterans Success on Campus Counselor to provide virtual CH 36 Workshop Informational and CH31 Workshop Informational
•Financial Aid to provide virtual Money Monday's virtual FA drop-in hours
•Financial Aid on referrals for CARES funding for several students
•Financial Aid to promote the VRC's " It's Not Too Late to Apply for FA" virtual Workshop
•Student Life to host a "Destress" event with Giovanni Rodriguez (drawing)
•Student Services to plan and execute GradFest
•Basic Needs on referrals for food/gift cards for students in need and to promote food pantry dates to student with food insecurities
•Student Equity to assist students that needed books and/or supplies
•Technology Loan Program to make referrals for our military-connected students in need of laptops and hotspots

Program Planning for Retention and Success: Planning dialog this year included weekly meetings between Coordinator, Certifying Official and FA Representative, and monthly meetings with the entire Veterans Team (Counselors and Adjunct Counselor).
Quarterly meetings with the VRC Team and Associate Dean of Counseling (when available) also took place. Planning of goals included discussions of setting priorities for staff and management, as well as timelines for planning and execution of programs and services.
External and Internal Conditions Analysis: External Conditions:
1. Increased number of contacts with student Veterans while having limited staffing.
2. As the cost of college increases, more and more student Veterans will need assistance with options to pay for school (beyond 36 month GI Bill).
3. Reliance on technology: VRC is dependent on technology provided by the Federal Veterans Affairs Office that is antiquated; current document imaging system is limited in

some areas which means continued manual confirmation of certifications by students.

4. Need for consistent and documented communication with the VA, CA state approving agency, and the Chancellor's Office to ensure accuracy in administration of Veterans programs.

5. Push to increase college/state-wide efforts in support of student Veterans.

6. The State Budget, specifically with respect to ongoing funding resources and SEAP funds delays planning.

7. Need to transition to remote services due to COVID-19 pandemic and ensuing campus closure.

Internal Conditions:

1. Lack of operating budget specific to VRC support.

2. Lack of office space for VRC management, VA Rep, VRC FA Specialist and Certifying Official in VRC.

3. Trend in educating/training faculty and staff on VRC issues continues to be a priority.

4. Inconsistent tracking methods between Veterans Counselors and adjunct Counselors.

5. Internal processing procedures limited to on-site access.

Critical Decisions Made by Unit: -Needing to apply a more robust system to maintain the level of productivity and efficiency to deliver Title 38 eligibility documents to the VA in a more timely manner, we collaborated with the FA Systems team to incorporate docusign into our process flow

-Expansion and emphasis on academic recognition via launch of SALUTE National Veterans Honor Society program

-Creation of Exceptional Funding program for students seeking funds to advance academic success (conference travel, honor society membership, transfer applications, etc.)

Contributors to the Report: Desiree A. Campos Marquez, Financial Aid & Special Programs Manager (Veterans & Scholarships)

Jazmin Vargas, VRC Coordinator

Lisa Foster, VRC Certifying Official

Naomi Spinella, Financial Aid Specialist - Veterans

Dr. Bernie Somers, VRC Counselor

Luis Echeverria-Newberry, VRC Counselor

Jason Conway, VRC Adjunct Counselor

Unit Goals	*Resources Needed*	*1. Where We Make an Impact: Closing the Loop on Goals and Resources*
Increase Applications - Increase number of Veterans completing aid applications (FAFSA, BOGW, Scholarship, etc.) **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 75 -As of spring 2021, under 15 (of over 500) student-Veterans collecting GI Bill benefits did not complete their FAFSA file. ⁻In total, 47 student Veterans submitted completed Mt. SAC Scholarship applications. -Of those who applied for scholarship consideration, 18 were successful in winning a scholarship award (collectively winning 31 total awards). -Collectively Mt. SAC student Veterans received $27,500 at this year's campus-wide Scholarship Ceremony. (06/22/2021)
	Request - Full Funding Requested -	

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Marketing materials to promote workshops. **Describe Plans & Activities Supported (Justification of Need):** Host FAFSA and Scholarship workshops in the VRC. **Lead:** Desiree Marquez **What would success look like and how would you measure it?:** % increase in Veterans completing FA applications **Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media. **Planning Unit Priority:** Medium **On-Going Funding Requested (if applicable):** 3000 **Total Funding Requested:** 3000	
Inreach/Outreach - Continue inreach/outreach efforts with other departments to reach out to students on campus and in surrounding community. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 50 Co-sponsored programs/events for Veterans included collaborations with the following campus/community partners: Financial Aid Office; Scholarship Program Office; Basic Needs, Student Equity, International Students; VA Home Loan; Loma Linda VA; Columbia University, Student Life; ACCESS Center; STEM Center; Transfer Center; Writing Center; Library Services; Los Angeles Department of Rehab, Los Angeles VR&E Division of the VA; and the Health Center. To promote transfer success, the following partners assisted in providing transfer information specific to student Veterans: Cal Poly Pomona University; University of La Verne; California State Fullerton; California State University Long Beach; and California State University at San Bernardino. (06/22/2021)
	Request - No Funding Requested - None	

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Describe Plans & Activities Supported (Justification of Need): Develop inreach plan to target non-benefit collecting Veterans **Lead:** Jazmin Vargas **What would success look like and how would you measure it?:** Increase in number of inreach/outreach collaborations **Type of Request:** MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media. **Planning Unit Priority:** Medium **One-Time Funding Requested (if applicable):** 1000 **Total Funding Requested:** 1000	
Compliance/Efficiency - Maintain efficiency and service to Title 38 recipients with adherence to Federal, State, and District regulations and policies. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 75 509 Title 38 recipients were processed between 7/1/20 and 6/22/22 with adherence to Federal, State and District regulations and policies. (06/22/2021)
	Request - Full Funding Requested - Transfer one-time Veteran Funding to District Funding operating budget. **Lead:** Desiree Marquez **What would success look like and how would you measure it?:** Approval of operational budget by BOT. **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.	

	Planning Unit Priority: High **On-Going Funding Requested (if applicable):** 50000 **Total Funding Requested:** 50000 **Request - Full Funding Requested -** VRC Administrative Specialist **Lead:** Jenny Phu and Desiree Marquez **What would success look like and how would you measure it?:** Hiring of FT Administrative Support Staff **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 75000 **Total Funding Requested:** 75,000	
	Request - Full Funding Requested - Full-Time Veterans Counselor **Lead:** Dr. Bernie Somers **What would success look like and how would you measure it?:** Hiring of FT Veterans Counselor **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 155000 **Total Funding Requested:** 155,000	
Informed Staff - Ensure Veterans staff members are trained and informed of continued and new rules and processes. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	Report directly on Goal	**Reporting Year:** 2020-21 **% Completed:** 50 Comprehensive training was offered to VRC Counselors and Vet Staff via attendance at the following virtual conferences/meetings: National Association of Veterans Program Administrators (NAVPA), Western Association of Veterans Education Specialists (WAVES), Student Affairs Administrators in Higher Education (NASPA) Military

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Report directly on Goal	Symposium, and the Region VIII Veterans Program Director's Consortium. (06/22/2021)
	Request - Full Funding Requested - Travel and Conference Budget for Vet Team (2 Counselors, 1 adjunct, 1 Coordinator, 1 Manager, 1 FA Specialist, 1 Certifying Official, 5-10 Peer Mentors) **Lead:** Jenny Phu and Desiree Marquez **What would success look like and how would you measure it?:** Vet Team utilizing approved funding to attend the following essential trainings: WAVES Conference NAVPA Conference VPAC Trainings VA Trainings Chancellor's Office Veterans Summit Regional Meetings Student Veterans of America Conference SALUTE National Conference CCCCSFAAA Conference **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 30000 **Total Funding Requested:** 30000	
Access to Technology - Expand computer access to Veterans in the	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 25

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
VRC **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	**Report directly on Goal**	Limited progress was made in this area due to Covid-19 pandemic campus closure. Referrals for students in need of computer access were made to Laptop Loaner Program. (06/22/2021)
	Request - No Funding Requested - IT Support **Describe Plans & Activities Supported (Justification of Need):** Track computer-use/needs of student Veterans at the VRC. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** High	
	Request - Full Funding Requested - Expand technology options available to VRC Students, including, but not limited to: AT on all Center computers, calculators for rent, smart pens and books, laptops, mifi, and updated/current software on lab desktops. **Lead:** Jenny Phu and Desiree Marquez **What would success look like and how would you measure it?:** Securing of additional technologies listed. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** High **One-Time Funding Requested (if applicable):** 20000	

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources

Total Funding Requested: 20,000

Request - Full Funding Requested - Access to APEX, established protocol, and training staff.

Describe Plans & Activities Supported (Justification of Need): Utilize APEX software as a tool to electronically process Veterans files. The process of Veterans benefits determination is tedious and requires case-management style process.

Lead: Jenny Phu and Desiree Marquez

What would success look like and how would you measure it?: The design of APEX will be critical to ensure a end-to-end process that is student/user friendly while also adhering to all Veterans rules and regulations.

Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 10000

Total Funding Requested: 10000

Request - Full Funding Requested - Expand Veterans Resource Center by creating an adjacent space as a computer lab.

Lead: Jenny Phu and Desiree Marquez

What would success look like and how would you measure it?: Secure additional computer lab space.

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 100000 **Total Funding Requested:** 100000	
Veteran Support Programming - Provide academic, wellness and community building programs that support the academic and personal success of student Veterans and their families. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 75 VRC programs included virtual Educational/Career Counseling; calling campaign; Scholarship and Financial Aid advising; daily assistance via Virtual Front Desk; Welcome Events for New Students; Weekly Newsletter; Art Therapy; Wellness Meditation Workshops; Momentum Recognition Events; Academic Support Workshops; VA Contact Walk-In Virtual Hours; Finals Kits; Transfer and Honor Presentations; Transfer Info Sessions and Health and Wellness Zoom Workshops. (06/22/2021)
	Request - Full Funding Requested - Faculty Student Veteran Luncheon **Lead:** Desiree Marquez **What would success look like and how would you measure it?:** High level of faculty participation in a non-classroom setting **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** Medium **On-Going Funding Requested (if applicable):** 6000 **Total Funding Requested:** 6000	

Request - Full Funding Requested - Provide extended hours and support during finals week (study, finals supplies, food, staffing OT, and access to a computer and printer).
Type of Request: INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over $500.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 3000
Request - Full Funding Requested - Program funding for Community Building
What would success look like and how would you measure it?: Implementation of camaraderie/community building programs for the military connected students (examples: hiking, bowling, sport games, etc.),
Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 20000
Total Funding Requested: 20000

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
Off-Campus Resources - Expand community-based resources that are present at the VRC (workshops, presentations, etc.) **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 **Goal Entered:** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2020-21 **% Completed:** 25 Limited progress was made this year due to the COVID-19 pandemic campus closure. (06/22/2021)