

Area	Manager
------	---------

Veterans Affairs

Amy Utt

Mission

The Veterans Affairs Center mission is to serve the needs of Veterans, Active-duty service members, Reservists, and dependents of both Veterans and Active-duty service members in pursuing their educational, professional, or vocational objectives and to provide services that assist in reintegrate back into civilian life.

Section 1: Current Projects

This Program Review contains an evaluation of all projects that overlap the window between 09-Sep-12 and 13-Sep-13

Project Assessment

<u>Outcome Supported</u>	Veterans Success Through Counseling	>	Identify and provide appropriate support for underprepared students.
--------------------------	-------------------------------------	---	--

Project Title **Three year plan - Faculty and Staf Training on student Veterans**

<u>Project Description</u>	Veterans, Active-duty, National Guard, Reservists and dependents make up ¼ of the campus population. These individuals are unique due to their military experience, which set them apart from the average student. Some have Post Traumatic Stress Disorder, Traumatic Brain Injury, and Physical Disabilities. It is important for the faculty and staff to have an understanding of who is in their classroom and resources available to them on campus.
----------------------------	--

How is Outcome Supported

<u>Project Start</u>	13-Sep-13	<u>Project End</u>	06-Jun-14	<u>Status</u>	In Progress
----------------------	-----------	--------------------	-----------	---------------	--------------------

Evaluation Results

Major Accomplishments

Training for faculty and staff has been provided 3 times as of August 9, 2013. Student Veterans were on hand to answer questions from the trainees. Relationship between Veterans Affairs Center and Flex-Cal Committee is strengthen and will continue to work together on training faculty and staff on various student Veteran issues.

Section 2: Outcomes Assessment

This Program Review contains assessment activities that occurred between 12-Sep-12 and 13-Sep-13

Areas of Concern

I am received an increase of calls from faculty and staff on questions regarding Veterans in their classes. Faculty has encouraged student Veterans to participate in Veteran Seminars on campus that provide tools to be successful in class and in the home. The SCC Student Veterans Organization has received an increase of faculty and staff membership.

Section 3: Planned Work

Possible Future Projects

Reviews from faculty and staff were positive and requests were made for continued training. Currently working with Flex-Cal on mid fall training.

Future Project Start 01-Sep-13

Outcome Supported Access to veterans services > Improve student access to college facilities and services for students.

Project Title **Three Year Plan - Veteran Resource Center**

Project Description As of Fall 2013, Solano Community College has over 2400 self-identified Veterans, Active-duty Military, Reservists and dependents of a veteran, active-duty and Reservists who are enrolled in courses. Within the current Veterans Affairs Center (VAC), half of those are being served. Veterans, whether physically or mentally disabled, have a difficulty readjusting to society after separating or retiring from the military. They often feel uncomfortable interacting with students not of a military culture; have difficulty studying and/or using computers in the designated campus areas due to readjustment challenges. Services currently not being offered by the VAC would be able to be offered in a new Veteran Resource Center (VRC). A Veterans Resource Center (VRC) is not just a want, it is very much a need that will be instrumental in the reintegration process of our veterans into society. The VRC would be designed to ease the burden, and not only be a one-stop shop for processing our warriors into Solano Community College, but will be able to bring in outside Veteran resources to one central location. The VRC will be a place where veterans can engage with other veterans who are facing some of the same challenges and difficulties that this large transition can bring. The VRC can be a place that veterans can study, use computers, relax, and feel extremely comfortable, and not the least bit anxious in the process. In addition, Veterans without a vast support system at home can find that support, camaraderie, and assistance that will set them up for academic success and ensure their transition back into the workforce is both positive and successful. Furthermore, having a Veteran Resources Center is aligned with the CCC Chancellor's Office research.

How is Outcome Supported

Project Start 11-Oct-13 Project End 25-Jul-14 Status In Progress

Project Title **Three Year Plan - Provide Skype Education Plan Appointments**

Project Description This will allow individuals deployed who do not have phone access and for individuals out of state or unable to travel for the appointment to meet with a counselor for a VA and Active-duty Education Plan. The VAC has difficulty communicating with an Active-duty services member deployed overseas. There are phone restrictions that prevent phone appointments. Emails are currently used to do education plans. Most service members have Skype capability, which will allow the appointment to take place. Adding Skype will allow those individual living out of the area and/or unable to travel for the appointment to meet face-to-face with a Veteran Counselor.

How is Outcome Supported

Project Start 14-Jul-14 Project End 02-Feb-15 Status In Progress

Project Title **Three Year Plan - Reinstating Veterans Certification Specialist**

Project Description Reinstated previous position for Veterans Certification Specialist. In the 1990's the college downsized the Veterans Affairs Center to only have 1 Veteran Certification Specialist due to the low number of Veterans & Veteran Dependents using the various VA Education Benefits. Since 2005 the number of Veterans & Veteran Dependents has increased, increased responsibilities regarding financial, student tracking and reporting required by VA, additional responsibilities required by the VA that are to come during 2014, and growth of the Veterans Affairs Center has surpassed the workload for one employee to do. In addition, with the drawdown from the military there will be an increase of Veterans using their GI Bill. This will ultimately increase the number of Veterans attending SCC.

As a result of insufficient staffing the Veterans Affairs Coordinator has been unable to keep up the workload in a timely matter for students payments and meeting the VA required dates of reporting for drops (as noted in VA Audit) and academic standing.

How is Outcome Supported

Project Start 30-Sep-13 Project End 03-Feb-14 Status **In Progress**

Project Title **Vet Calendar on Website**

Project Description Create Veteran Calendar on Veterans Affairs Center Page.

How is Outcome Supported

Project Start 10-Oct-13 Project End 31-Oct-13 Status **In Progress**

Outcome Supported Veterans Success Through Counseling > Identify and provide appropriate support for underprepared students.

Project Title **Three year plan - Faculty and Staf Training on student Veterans**

Project Description Veterans, Active-duty, National Guard, Reservists and dependents make up ¼ of the campus population. These individuals are unique due to their military experience, which set them apart from the average student. Some have Post Traumatic Stress Disorder, Traumatic Brain Injury, and Physical Disabilities. It is important for the faculty and staff to have an understanding of who is in their classroom and resources available to them on campus.

How is Outcome Supported

Project Start 13-Sep-13 Project End 06-Jun-14 Status **In Progress**

Other Notes