GAVILAN COLLEGE
HISPANIC SERVING INSTITUTION

Annual Update: Veterans Resource Center - Division Student Support Programs - Veterans Resource Center

Resources

You will find information to complete this report in the following locations

Gavialn Course Catalog (http://www.gavilan.edu/catalog/index.php)

Gaviln College Website
   a. **Education Master Plan (http://www.gavilan.edu/administration/budget/EducationMasterPlanFlipbook.php)**
   b. **Gavilan College ILOs (http://www.gavilan.edu/administration/ilo_map/index.php)**
   c. **Mission Statement (http://www.gavilan.edu/about/index.php)**
   d. **Strategic Plan (http://www.gavilan.edu/administration/board/Gavilan_StrategicPlan_2017_2022, BOT Approved.pdf)**

PIPR Website (http://www.gavilan.edu/staff/program_planning/index.php)
   a. **Previous Planning and Review Report (http://www.gavilan.edu/staff/program_planning/Past_Plans.php)**
   b. **Previous Annual Plans (http://www.gavilan.edu/staff/program_planning/Past_Plans.php)**

Gavilan Intranet (https://my.gavilan.edu:8447/cas-web/login?service=https%3A%2F%2Fmy.gavilan.edu%2Fc%2Fportal%2Flogin)
   a. **SLO Website**
   b. **GavData**
      ○ **(Equity Tab) Complete Program Review Data Sheet**
      ○ **Other GavData (paths listed in the document)**

CCCCO ScoreCard (https://scorecard.cccco.edu/scorecardrates.aspx?CollegeID=441)

Main

Overview
Academic Year 2023 - 2024
Originator Cisneros, Carina
Division Division Student Support Programs
Department Veterans Resource Center
Programs

Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)
Contributor

- Guerrero, Marisol

- Stuckey, Dewitt

Review Questions

Review Questions

Program Mission and Accomplishments

Gavilan College Mission Statement Through innovative practices, Gavilan College cultivates learning and personal growth and prepares students of all backgrounds and abilities for success.

Provide a brief overview of the program and how it contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement.

The Veterans Resource Center (VRC) at Gavilan College provides resources and services for student veterans. The center is committed to helping veterans manage the transition from military service to the college campus setting, while also assisting student veterans understand and successfully navigate the college environment to meet their educational goals.The VRC provides a warm and welcoming place for veterans to connect with one another, learn about available campus services, receive counseling services specific to veterans' academic needs and connect to the many veteran resources in the community. The VRC is designed to be a one-stop shop to support the unique needs of student veterans; staffed by one part-time Program Services Specialist who is the School Certifying Official (SCO) for student veteran educational benefits and one part-time designated Counselor who is familiar with student veteran transition experience, benefits and resources. The VRC also provides space and advising to the student veterans club and participates in outreach activities in community events.

This page is only applicable to Instructional Reviews. For more details on this page, refer to Curriculum Currency Help (http://www.Gavilan.edu/en/employee-services/research-planning-and-grants/planning/program_review/guidelines/curriculum_currency.html)

Response and follow-up to previous program reviews
On the PIPR website, locate and review your previous program plan and review (self-study) and subsequent program plan updates. After studying, please complete the following questions

Briefly describe the activities and accomplishments of the program with respect to
a. PIPR recommendations; and
b. Each goal since the last program plan and review.

Have the services of your program changed over the past three years? Feel free to include additional program accomplishments/ milestones that were not a part of your previous plan.

Over the past three years, there have been no changes in services provided by the Veteran Resource Center. The center continues to be staffed by one half-time (20%) VRC Counselor and one half time School Certifying Official that provide academic counseling services and assistance with processing GI Bill benefits for student-veterans and dependents. During COVID, the SCO was able to update all processes to eliminate paper by using Microsoft teams.

Title 5 requires departments to review all curricula (courses, certificates, degrees, sequences) in each program for currency, relevance, content, and requisites every every six years (for CTE departments, every two years). Please review the data on your currency (showing a list of all activity from last year, all courses and programs that are one year from losing currency, and all courses/programs out of currency) and comment below. Please address how well your department is meeting this requirement.

CTE Departments Only

Title 5 requires every CTE department or program to have an Advisory Committee that meets at least once per year. Please describe your advisory committee -- its membership, when it last met, and links to or locations of agendas/minutes. (provide url if located on a website) Please address how well your department is meeting this requirement.

Student and Program Outcomes

College Goal for Student Achievement

Increase Scorecard Completion Rate for Degree and Transfer The College has a primary aspirational goal of increasing the Completion rate from 46% to 53.5% on the CCCCO Scorecard Completion Rate for Degree and Transfer [view] by 2022. The completion rates in the Scorecard refers to the percentage of degree, certificate and/or transfer-seeking students tracked for six years who completed a degree, certificate, or transfer-related outcomes (60 transfer units). As you answer the questions below, please consider how your program is helping the college complete this aspirational goal of increasing the Gavilan College Degree, Certificate, and Transfer Completion rate by 7.5 percentage points on the CCCCO Scorecard by 2022.

Success

The following questions refer to data regarding student achievement. If your area does not regularly interface with or provide direct services to students, skip to question 3. Use GavData's Student Outcomes Milestone pages for overall Gavilan College rates of success. Path -from link above: Gavilan Fact Book ? Student Outcomes ? Milestone Tracking Summary. Now, explore data.

1. If your area regularly interfaces with or provides direct services to students, please answer the following question: Given the data, what is your set goal for success? If your program does not have set goals, please determine this now. Do you meet your goal?

This section does not apply. The VRC does not offer courses, but we do help the college meet the goal of increasing the transfer rate by ensuring that VRC students maintain progress towards reaching their educational goals.

2. What percent of students does your area serve? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years?
- **For comparison data information, supply student ID numbers to RPIE.**
- **Plan Ahead: Please allow one month for comparison analysis results.**

Fall 2020- Summer 2021 = 314 Certifications

Fall 2021- Summer 2022 = 205 Certifications

Fall 2022- Fall 2023 =164 Certifications

3. Refer to your previous three-year plan for your stated outcomes and initiatives that were evaluated. Using your previous plan, consider and comment on the following questions.

- **What were the measured outcomes of specific initiatives over the past three years?**
- **What groups are you measuring? Is there a comparison group—for example, against the college average or students who do not participate in your activity?**
- **What indicators are you measuring?**

For more details on this page, refer to Assessment Currency (http://www.Gavilan.edu/en/employee-services/research-planning-and-grants/planning/program_review/guidelines/assessment_currency.html)

According to the Gavilan Assessment Plan, outcomes are assessed for services and programs and courses at least once every 3 years. Please comment on how you are currently satisfying this 3-year benchmark.

Student-veterans who attend two consecutive semesters at Gavilan College and utilize academic support services increase their success rate of completing their educational goal. To address student retention rates for veterans, the Veterans Resource Center is committed to developing a new student-veteran orientation to help student-veterans understand academic resources and how to maximize their GI Bill benefits at Gavilan College. In addition, the center has improved its intake process when assisting student-veterans with the evaluation of official transcripts from previous institutions attended. Lastly, the Veteran Resource Center is seeking to hire four student-veteran work-studies to assist student veterans with general information and assist with peer-to-peer tutoring inside the Veteran Resource Center.

Resource Requests

Resource Requests

1.

   Funding Decision (Admin-Only)
   Funding Decision

   Funding Decision Notes
   The Veterans Resource Center has strict and complex minimum standards required for compliance with both the California state approving agency and the federal VA department.
   On January 5, 2021, the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 (P.L.116-315) was signed into law. The requirements for veterans resource center increased significantly with the introduction of two-step certification process for all certifications, requiring the SCO to complete a monthly verification of enrollment for all VA students. At the same time, this new law requires all institutions to provide a personalized shopping sheet to VA students.
   Veterans at Gavilan could benefit from a full-time SCO who can operationally support the VRC and have it open to students 5 days per week whereas it is currently open only 3 days per week with a part-time SCO.
   Please see attachment that outlines minimum requirements for Veteran Resource Centers. Currently, our part-time SCO supports all veterans and certifies approximately 80 veterans per term.

Request Overview
Item Description

Check here if you have made this request before No

Request Type and Cost
Type of request

Brief Description (Admin-only legacy field)

Approximate costs: $

Type(s) of Funding

Criteria and Rationale
This request is a high priority to ensure/meet Health and Safety requirements No

This request is necessary to meet local, state, federal mandates, or to meet requirements for program-specific accreditation
No

Board Priorities
Primary Board Priority

Secondary Board Priority

Approved College Plans
Primary link to Approved College Plan

Secondary link to Approved College Plan

Link to Institutional Accreditation Requirements

Link to Your Unit Planning Objectives

Please note that the links in the "Resource Requests Linkage with Outcome Assessment Reports" section (further down) are supplementary to the information provided here.
Link to Learning, Service, and/or Program Outcomes (i.e. Outcome Statements)

Clear Plan for Evaluation after Implementation

Extent of Benefit

Operational Necessity

Resource Request Linkage with Outcome Assessment Reports

Resource Request Dependencies

Equity

Given the preceding sections, what goals need to be set and what initiatives need to be developed to support success and retention? Address these initiatives in your Three-Year Program Plan at the end of this document.

Questions? View the handbook (http://www.Gavilan.edu/en/employee-services/research-planning-and-grants/planning/program_review/guidelines/resource_requests.html)

Equity

Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

1. Comment on the college-wide disproportionate impact report. Contact your support team for any needed assistance in interpreting these data.

According to data provided through California Community College Chancellors Office Gavilan College's student-veterans have a 95.06% Retention rate (Fall 2020-Fall 2022). However, the student success rate has been identified as an area to improve coming in at 73.90%. The data also revealed student-veterans have a higher success rate while participating in in-person classes compared to distance-learning education. Some of the factors that could be responsible for the low success rate in distance-learning education could be the result ot student-veterans dealing with mental health challenges or lack of accountability to actively participate in course material.

2. BP 3420 (Equal Employment Opportunity) states: The Board supports the intent set forth by the California Legislature to assure that effort is made to build a community in which opportunity is equalized, and community colleges foster a climate of acceptance, with the inclusion of faculty and staff from a wide variety of backgrounds. It agrees that diversity in the academic environment fosters cultural awareness, mutual understanding and respect, harmony and respect, and suitable role models for all students. The Board therefore commits itself to promote the total realization of equal employment through a continuing equal employment opportunity program. How do you meet the District's Equal Opportunity goals?
The Veterans Resource Center (VRC) has continued to grow its partnerships with the Veterans Affairs Hospital to provide training opportunities to staff and faculty. The Veteran Resource Center has also partnered with the Remembering Our Fallon Memorial Exhibit (CA) to provide awareness of the veteran experience. Lastly, the Veterans Resource Center Counselor has attended trainings through the Veterans Affairs (VA) regarding veterans within the LGBTQ+ community to better understand struggles these students endure.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on closing achievement gaps across student populations? How do you plan to address EEO outcomes in your employee hires? Address this in your Three-Year Program Plan at the end of this document.
To continue to improve the student and employee equity gap the Veterans Resource Center (VRC) will continue to provide staff and faculty members with best practices and Veteran focused resources.

curriQunet

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?
Are your SAOs mapped in curiQunet?
No

Are your SAOs up to date in curriQunet AND on the reporting website?
No

Are your SAOs been assessed in the last five years?
Yes

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?
Yes

SAOs/ILOs

Services Area Outcomes (SAO)
1. What is your set goal for SAO success for each SAO?
The primary goal of the (VRC) has been updated to assist student-veterans in completing their educational goals within their approved time to use GI Bill benefits. To ensure that all student-veterans maximize the opportunity to complete their AA/AS degree or a certificate program the (VRC) has also committed to improving the current prior credit process by providing new student- veterans with the information within their first semester.

Institutional Learning Outcomes (ILO)
1. How do your SAO support the college ILOs? Be specific.
SAO 1) Student Veterans who use the VRC services will attain successful completion of educational goals within their approved timeline to use GI Bill benefits.

SAO 2) Student veterans will receive credit for prior learning and achieve expedited completion of their educational goal.

ILO A: Think Critically and Creatively and ILO B: Communicate Effectively

The Veterans Resource Center continues to be creative in their approach to providing their services and outreach activities and ensure that their student voices are heard.

Gap Analysis
1. Are you meeting your SAO success goals? What patterns stand out in your results?
The Veteran Resource Center will track all student-veterans completion rates beginning Fall 2024 to gather a baseline for the updated goals. At this time the Veteran Resource Center has not met its success goals.

If your LO results are lower than your goals, what are your plans to improve them? Address this in your Three-Year Program Plan at the end of this document.

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **Full Time Faculty**

   Part Time Faculty

   Full Time Staff

   Part Time Staff

   Full Time Mgr/Admin

   Part Time Mgr/Admin

2. **2020**

   Full Time Faculty
   0

   Part Time Faculty
   1

   Full Time Staff
   0

   Part Time Staff
   1

   Full Time Mgr/Admin
   0.00

   Part Time Mgr/Admin
   1.00

3. **2021**

   Full Time Faculty
   0

   Part Time Faculty
   1

   Full Time Staff
   0

   Part Time Staff
   1

   Full Time Mgr/Admin
   0.00

   Part Time Mgr/Admin
   1.00

4. **2022**

   Full Time Faculty
   0

   Part Time Faculty
   1

   Full Time Staff
   0

Part Time Staff
1

Full Time Mgr/Admin
0.00

Part Time Mgr/Admin
1.00

Percentages

Percentage Full to Part Time Faculty

Year:2020
FT = 0.00%
PT = 100.00%

Year:2021
FT = 0.00%
PT = 100.00%

Year:2022
FT = 0.00%
PT = 100.00%

Additional Comments

Evaluation of Resource Allocations

Resource Allocation

Integrated Planning and Initiatives

1. What other areas is your unit partnering with in new ventures to improve student success at Gavilan College? What is the focus of this collaboration?

Communication between the Veteran Resource Center (VRC), Admissions and Records (A&R), and Financial Aid have improved due to the new School Certifying Official coming from the Financial Aid department. There has also been improved communication between the SCO and the Business Office with student account being updated on a monthly schedule. Additional collaboration is needed for improving the credit for prior learning (CPL) experience for students.

What are the program and your Integrated Planning/ Guided Pathways partners' plans for the next three years? Address this in your Three-Year Program Plan at the end of this document.

Since the pandemic the college's online systems have improved allowing students to receive adequate support remotely. Students are given the option to be assisted over the phone and through zoom.
The Veteran Resource Center would like to continue providing online counseling and certification assistance.

Other Opportunities and Challenges

1. Provide any additional information that has not been mentioned elsewhere in this program plan and review for opportunities or challenges to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan, changes in matriculation or articulation, student population, community and/ or labor market changes, etc.

The part-time School Certifying position within the Veteran Resource Center (VRC) posses a risk of high turnover as it is a non-benefit part-time position and the staff in the current position desires full-time employment. Re-hiring and re-training personnel for this position is a risk and a challenge for the institution as there is a steep learning curve with processing veteran certifications.

A required back-up SCO is a high need for the institution if we cannot fund a full-time employee for the VRC.

What are the program plans for the next three years? Address this in your Three-Year Program Plan at the end of this document.

Issues with curriculum requirements at Gavilan vs the South Bay Regional Academy - Police Academy and Fire Science -- AJ and Fire Science.

Prep classes that are not required at Gavilan, but they are required to complete South Bay Training requirements. The difference in program requirements have caused confusion and frustration for student-veterans and employees serving them.

Appendix

Optional Questions
Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?

No, the Veterans Resource Center (VRC) does not provide any training/mentoring for faculty directly at this time. However, the VRC has collaborated with the Professional Development Committee in the past to provide assistance in providing requested training opportunities for faculty members to become aware of veteran needs.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.

There remains a need for a fulltime VRC counseling position to return to its original intent as a 50/50 split between AEC and VRC. The current 20% overlaod is not sufficient to support student veterans. There is a high need for the Certifying Official position to be Full Time (half Certifying half Program Coordinator) to allow enough time to conduct community outreach and develop partnerships.

The VRC is requesting SEA funds to fully fund an SCO full-time to meet the required minimum standards of a VRC.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?
N/A

Review Process Feedback

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.
To continue developing services provided by the Veteran Resource Center, I recommend hiring a full-time School Certifying Official/Program Coordinator to organize student activities and community events.

Additional Questions

Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?
In 2023, we received a clean audit report from the VA federal auditors who cited the need for Veteran student accounts to be updated regularly as soon as VA payments are made to the institution. This process is now working smoothly as the Business Office and the Veteran SCO meet on a monthly schedule to review and process payments.

Annual Update

1. **Academic Year** 2024 - 2025
   Previous Goals Goal #2: 75 % of student-veterans will receive assistance evaluating official transcripts from previous institutions for credit applied towards their educational.
    Proposed Activity to Achieve Goal:
   All new student-veterans will attend student-veteran orientation that will provide required steps to receive prior learning credit for military and academic transcripts.
   Responsible Party:
   The Veterans Counselor, Counseling Department and Admissions and Records are the responsible parties for the above goal.
   Total Three Year Resource Allocation Request:
   0
   Timeline to Completion Month / Year:
   Spring 2025
   How Will You Evaluate Whether You Achieved Your Goal:
   The above goal will be evaluated by the completion rate of all new incoming student-veterans.
   End of Year Goal Status In Progress
   Please describe your status (No more than 200 words)
   It is a minimum requirement of the VA for all student veterans using their education benefits to have their transcripts, including military transcript, reviewed/evaluated upon admission to provide maximum credit to veterans towards their degree. This is a work in-progress and we plan to

increase the Veteran counselor time by hiring another FT AEC Counselor/LD Specialist and allowing the AEC/VRC Counselor to have more time for veteran counseling to support progress towards this goal in fall 2025.

Did you request the same resources the previous year? If so, what was the result? Has there a been a significant change since your request?)

Yes, the Veteran's Resource Center has been requesting increased support in staff and counseling time for the past four years. Without the appropriate staffing, the VRC is severely limited from meeting the required minimum standard activities expected by the VA and CSAAVE, including the thorough review of military transcripts and the development of the VA student shopping sheet. These two areas have been difficult to make progress on due to our limited credit for prior learning efforts and technology needed for the development of the individualized shopping sheet. Currently, we have a general shopping sheet that is tailored for veterans attending Gavilan College and this is considered below standard for VA requirements.

Planning

Our current planning efforts will allow us to increase the Veteran Counselor time by 30% in fall 2025. We have received support for a back-up School Certifying Official and this will be helpful in supporting veterans in the event the part-time dedicated SCO is unavailable. This was an important step forward in supporting our student veterans by having two fully trained School Certifying officials.

Additional Comments

2. **Academic Year** 2024 - 2025

   Previous Goals Goal # 1: 100 % of student veterans using GI Bill benefits will obtain information regarding GI Bill benefits within their first semester of attending Gavilan College.

   Proposed Activity to Achieve Goal:

   Student-Veteran Orientation

   Responsible Party:

   The Veterans Counselor and School Certifying Official are the responsible parties in ensuring all new student-veterans receive accurate information regarding GI Bill benefits.

   Total Three Year Resource Allocation Request:

   0

   Timeline to Completion Month / Year:

   Fall 2024

   How Will You Evaluate Whether You Achieved Your Goal:

   The above goal will be evaluated by the attendance of student-veterans and tracking their success within their first-year at Gavilan College using GI Bill benefits.

   End of Year Goal Status In Progress

   Please describe your status (No more than 200 words)

   Over the last year, the Veterans SCO has worked to maintain easily accessible information on the Gavilan website for new veterans. A new veteran step-by-step guide was created to help veterans understand when and how they should submit their VA certification request and DD214 document. Over the last year, the Dean of Student Support has worked with IT to develop ARGOS reports to provide outreach to veterans. This effort has not yet resulted in a usable outreach report, but the request is ongoing. The intent is to provide a brief, welcoming message to all veterans at the start of every semester and provide contact/resource information regarding the Veterans Resource Center.

Currently the Veteran Resource Center utilizes an iLearn Canvas community to communicate with Veterans using their educational benefits. This has proved to be an effective means of communication when there is a need to relay veterans-specific resources and information.

What is still needed is more dedicated time from the VRC counselor who can develop a brief online orientation for veterans. We plan to accomplish this by fall 2025 when we will increase the veteran counseling time by 30% and hire another AEC counselor to support this change.

Did you request the same resources the previous year? If so, what was the result? Has there a been a significant change since your request?)

The Veterans Resource Center request from last year included funding to support a full-time SCO/Coordinator for the Veterans Resource Center as well as a a back-up SCO (School Certifying Official). Since the last request, we have received support in identifying a back-up SCO from within the A&R department staff. This back-up SCO has received the necessary 8-hour training for School Certifying Officials and will be ready to support certification requests, as needed. The Veterans Resource Center still requires the support of full-time staff to operate beyond three days per week.

Planning

As we look forward to the opening of the new Library and Student Resource Center, which includes a new Veterans Resource Center; it is important to fund a full-time staff person in the VRC to support veterans on a more consistent basis. Currently, our part-time SCO is only able to keep the Veterans Resource Center on a part-time basis (3 days per week). Our current VA work-study students require staff support 5 days per week.

Additional Comments

Resource Requests

Click Add Item to Enter a Resource Request

1. **1. Request Name (short title)** Full-time School Certifying Official
   2. Request amount 70000
   3. Type of Request Personnel
   4. Alignment to Goal(s) Goal # 1: 100 % of student veterans using GI Bill benefits will obtain information regarding GI Bill benefits within their first semester of attending Gavilan College.
   5. Is this a one-time or ongoing expense. Ongoing
   6. Category of Request (Select all that apply).

   - Full-Time Classified Professional

   7. The committee will separate goals with resource requests. Requests will be categorized into two groups: those to be ranked and those not ranked. The requests not ranked include Safety, Compliance, Personnel, and Position.
   Which of the following best describes your requests?

   - Compliance: Requests that meet necessary regulatory and legal standards, such as Section 508, FERPA, and OSHA. These requests may or may not be related to safety or security issues, but they are required by law or regulation.
   - Personnel and Position: Requests that involve hiring, staffing, or reclassifying full-time or part-time faculty or staff. These requests are reviewed and approved through a separate process by the Faculty Staffing Committee or the Executive and Leadership Council.

8. Provide a complete description, justification, or rationale for the requested amount. Describe how it aligns to the selected goal(s) and your responses to the above questions. (300 words)

The Veterans Resource Center has strict and complex minimum standards required for compliance with both the California state approving agency and the federal VA department.

On January 5, 2021, the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 (P.L.116-315) was signed into law. The requirements for veterans resource center increased significantly with the introduction of two-step certification process for all certifications, requiring the SCO to complete a monthly verification of enrollment for all VA students. At the same time, this new law requires all institutions to provide a personalized shopping sheet to VA students.

Veterans at Gavilan could benefit from a full-time SCO who can operationally support the VRC and have it open to students 5 days per week whereas it is currently open only 3 days per week with a part-time SCO.

Please see attachment that outlines minimum requirements for Veteran Resource Centers. Currently, our part-time SCO supports all veterans and certifies approximately 80 veterans per term.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for this year. Your audience will be your Peer Review Team, the program review Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

The Veterans Resource Center has strict and complex minimum standards required for compliance with both the California state approving agency and the federal VA department. These requirements have changed in recent years, adding additional requirements for school certifying officials.

In 2021, Veterans Health Care and Benefits Improvement Act was signed into law. The requirements for a veterans resource center increased with the introduction of a two-step certification process for all certifications, requiring the SCO to complete a monthly verification of enrollment for all VA students. At the same time, this new law requires all institutions to provide a personalized shopping sheet for VA students.

Veterans and the VRC could benefit from a full-time SCO who can operationally support the VRC and have it open to students 5 days per week whereas it is currently open only 3 days per week with a part-time SCO. The recent addition of VA work study students has been a key component of the veteran student community feeling a sense belonging at Gavilan. It is the desire of the VRC to continue utilizing VA work study students to increase peer-to-peer support for veterans.

Please see the attachment that outlines the minimum requirements for Veteran Resource Centers.

Attach Files

If there is any additional information regarding your program that you will like to have uploaded, please attach it here.

Attached File
ESLEI 24-09 Veterans Resource Center Minimum Standards (2).pdf
(/Form/Module/_DownloadFile/488/45138?fileId=392)