

# Bakersfield College 2018-2019

## Program Review – Annual Update - Non Instructional

Program Name: **Veteran Services**

Program Type (Administrative, Student Affairs, Academic Affairs, Other): **Student Affairs**

**Bakersfield College Mission:** Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world

### **Describe how the program supports the Bakersfield College Mission:**

Veteran Services supports the Bakersfield College Mission by engaging student veterans and dependents from a holistic student success model. This distinct student population is actively supported in achieving success metrics via the development of a comprehensive student education plans that are created with their career and educational goals in mind. Keeping their military experiences and expertise in mind, Veteran Services meets student-veterans where they are: mind, body, and spirit.

Therefore, Veteran Services provides a pathway to success through vigorous academic advising sessions provided by a dedicated Veterans Educational Advisor, workshops, a veteran lounge, and maintaining vital relations with the Kern County veteran service community.

While student-veterans have already engaged productively in their communities and the world, Veteran Services creates and encourages connectivity between them and the academic environment of Bakersfield College, fostering critical thinking, effective communication, and a demonstration of competency, in order to support student veterans in successfully completing their chosen educational goals.

### **Program Mission Statement:**

The mission of Veteran Services is to assist service members, veterans transitioning from the armed forces to college, and their dependents, by providing them with programs and services in support of their academic and personal success. With the assistance of Veteran Services, student veterans and dependents will collaborate with faculty and staff through active engagement, clear communication, and academic support services. Through intrusive advising, rigorous academics, timely responses to inquiries, efficient VA education benefits support, and an appreciation and awareness of the veteran experience, Veteran Services will guide student veterans and dependents in the pursuit of their educational objectives.

**Program Goals:**

A. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

**1. Program Goal:**

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan
<p>1. Continue to establish and systematize Veteran Services in order to meet the unique needs of veterans and dependents.</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> 2: Student Progression and Completion  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p><input type="checkbox"/> Completed: _____ (Date)  <input type="checkbox"/> Revised: _____ (Date)  <input checked="" type="checkbox"/> Ongoing: _____ (Date)</p>	<p>Veteran Services continues to exist as a proper program, with:</p> <ol style="list-style-type: none"> <li>1. Guidelines, regulations</li> <li>2. Proper staffing, budgeting &amp; facilities</li> <li>3. Transition/DSPS support</li> <li>4. Equity &amp; Inclusion coordination</li> <li>5. External support</li> <li>6. Improved Services</li> </ol>
<p>2. Build a brand new stand-alone Veterans Resource Center (VRC) to support the academic, personal, and professional development and success of our student veterans.</p>	<p><input checked="" type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> 2: Student Progression and Completion  <input checked="" type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input checked="" type="checkbox"/> 5: Leadership and Engagement</p>	<p><input type="checkbox"/> Completed: _____ (Date)  <input type="checkbox"/> Revised: _____ (Date)  <input checked="" type="checkbox"/> Ongoing: ___Fall 2019 (Date)</p>	<p>VRC construction, thanks to Measure J funds, is well underway. The current lounge will be temporarily moved to swing space in the Levinson Center in October 2018.</p>
<p>3. Hire a Veterans Resource Center Coordinator, and a full-time dedicated</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> 2: Student Progression and Completion  <input checked="" type="checkbox"/> 3: Facilities  <input checked="" type="checkbox"/> 4: Oversight and Accountability</p>	<p><input type="checkbox"/> Completed: _____ (Date)  <input checked="" type="checkbox"/> Revised: Fall 2018 (Date)  <input type="checkbox"/> Ongoing: _____ (Date)</p>	<p>A Faculty Director is now overseeing veteran services.  A fully dedicated VA Certifying Official have still not been hired.</p>

B. List new or revised goals (if applicable)

**Program Goal:**

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
1. Continue to increase student veterans enrollment and meet the goals of the college for graduation and success.	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input checked="" type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	To increase a presence in the community improving Bakersfield College’s value with the stakeholders by providing the services needed to produce successful veteran graduates.
2. Continue to utilize the interim Veterans Resource Center (VRC) to support the academic, personal, and professional development and success of our student veterans while the new facility is constructed.	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input checked="" type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	In order for Veteran Services to be successful, such services should be provided in one area, with all the needed resources readily available: <ul style="list-style-type: none"> <li>• Counseling/Certifying staff and offices</li> <li>• Completion teams to provide academic support.</li> <li>• Outside agencies to provide services within the VRC.</li> <li>• Budgets and facilities to be monitored, managed, and maintained.</li> <li>• Personal and professional development can be fostered by comprehensive therapeutic and peer support program and events provided within the VRC.</li> </ul>
3. Hire a full-time Department Assistant III, and a fully dedicated VA Certifying Official.	<input type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input checked="" type="checkbox"/> 5: Leadership and Engagement	To transition the services provided into a fully-budgeted program with the appropriate physical, fiscal, and staffing resources to improve student veteran retention and

		<p>success, a department assistant III is needed to support this program and the faculty director.</p> <p>Spring of 2018 showed 785 veterans enrolled therefore a full-time dedicated VA School Certifying Official is needed to process veteran education benefits in a timely manner.</p>
<p>4. Continue to use student veterans' data to improve services and success of students served by Veterans Services.</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> 2: Student Progression and Completion  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p>Student success will increase with the appropriate guidance, support, and direction provided by members of the affinity group's completion team members with accurate contact information and monitoring practices. Identified a financial aid liaison and dedicated a certifying official for processing incoming veterans, updated website, and attended training from external sources during the past year meeting an intermediate goal.</p>

**Program Analysis:**

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time). Please report on any unexpected changes or challenges that your program encountered this cycle:

- Student veterans are being identified and monitored with more accuracy to improve communication from the VRC, and data analysis.
- Conferences and trainings attended by Veterans Services has increased effectiveness, efficiency, knowledge, and compliance
- Veteran Services and Equity has identified ways for student veterans to gain access to BC
- The space allotted for veterans has increase resulting in veterans utilizing the space to coordinate study groups and utilize computer working stations and printer.
- The services provided by the Veterans – Certifying Official has increased through effective communication with the Veterans Educational Advisor and training.
- Improved communication with incoming veterans/dependents resulting in improved customer service and satisfaction
- Veterans Services outreach has continued to share information and improve relations in the veteran community of Kern County

1. How does your trend data (or other data your area collects) impact your decision making process for your program?

Recent data shows that Veteran students continue to make significant strides towards student success metrics evidenced by successful course completion, persistence, and completion rates. Data for the 2014-15 AY show that veteran students successfully completed 12 college units at 8.6% higher rate than the institutional average. Veteran students also experienced a growth in persistence rate from the 2013-14 AY to the 2014-15 AY by 20.7% and by 9.9% when compared to the institutional average. The analysis of successful completion of gateway courses within the first year of enrollment revealed that veteran students complete the college-level English course at a 1.9% lower rate than the institutional average, but complete college-level math at a 9.4% higher rate than the institutional average. The success rate of math completion is also a 14.1% increase from the previous AY (2013-14). In addition, Bakersfield College has also experienced growth in the number of veteran students, in 2015-16 AY, the institution served 794 veteran students. That is a 15% increase from the previous year. These numbers align closely with the implementation of the Equity Plan in 2014-2015, as well as the hiring of a fully dedicated Veterans Educational Advisor in fall 2014.

2. The identified data trends informed our goal development for the next academic year, identified in section 1. The establishment of the VRC allows veteran students to have access to enrollment, financial, personal, and academic resources in one centralized space. Additionally, this space creates streamlined access to peers and resources, helping students to develop a sense of belonging with the institution and, in turn, increased retention rates.<sup>1</sup>

3. Evidence of Program Dialog of data

- If you have had time to review and discuss your program's data with members of your department, attach documentation of your discussion. Documentation can come in the form of minutes from meetings or retreats, email dialog or any other ways that show substantive discussion.

N/A

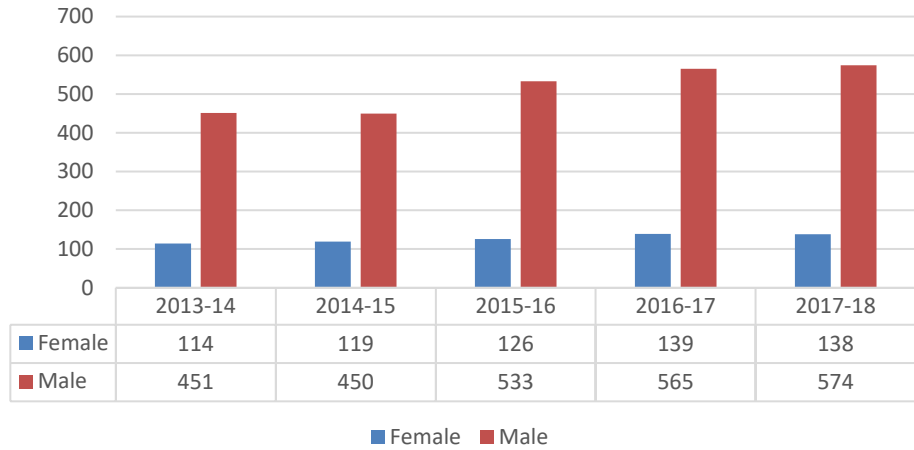
4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?

The tables below provide demographic data of veteran students by headcount, gender, and ethnicity, and degree attainment. The table that disaggregates the data shows that historically male students enroll at a higher rate than their female counterparts. Furthermore, the Veteran Cohort table illustrates the growth rate over the last five years; there has been a 39% growth rate from the 2012-13 to the 2017-18 AY. Also, the 30-39 year old age group increased from 152 in 2013-2014 to 220 in 2017-2018. This shows not only a basic increase in numbers, but also the Post 9/11 veterans of Iraq and Afghanistan are getting older, and are once again returning to college. Lastly, the Ethnicity table shows that Hispanic students are the overwhelming majority. This information should be used as baseline data for the next cycle with the established goals as a guiding reference.

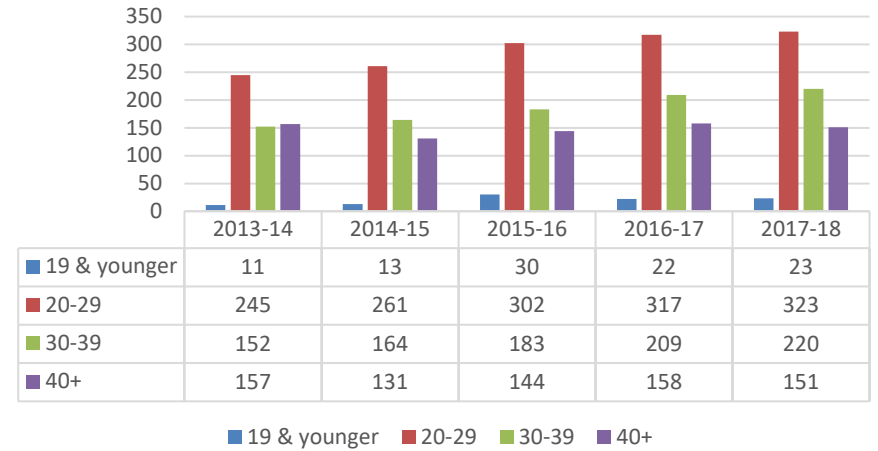
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<sup>1</sup> Vincent Tinto's Student Attrition Theory (1975).

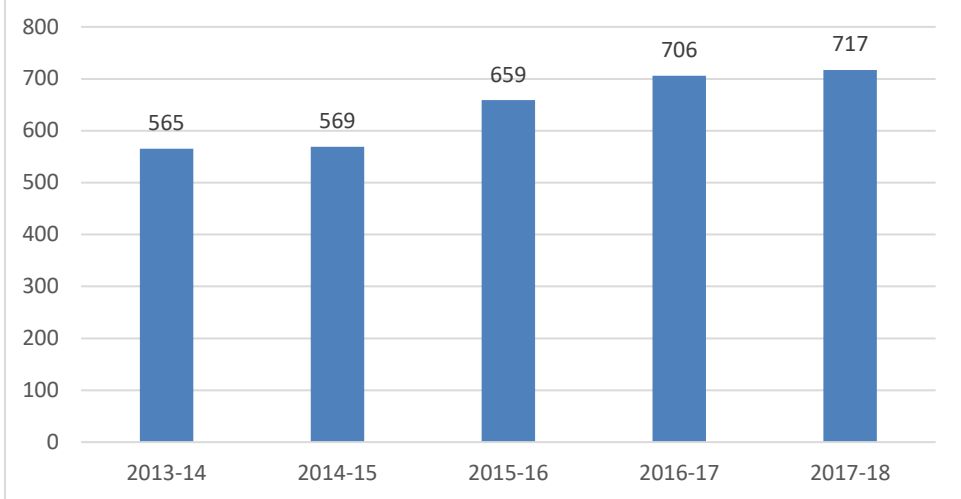
### Veteran Data by Gender



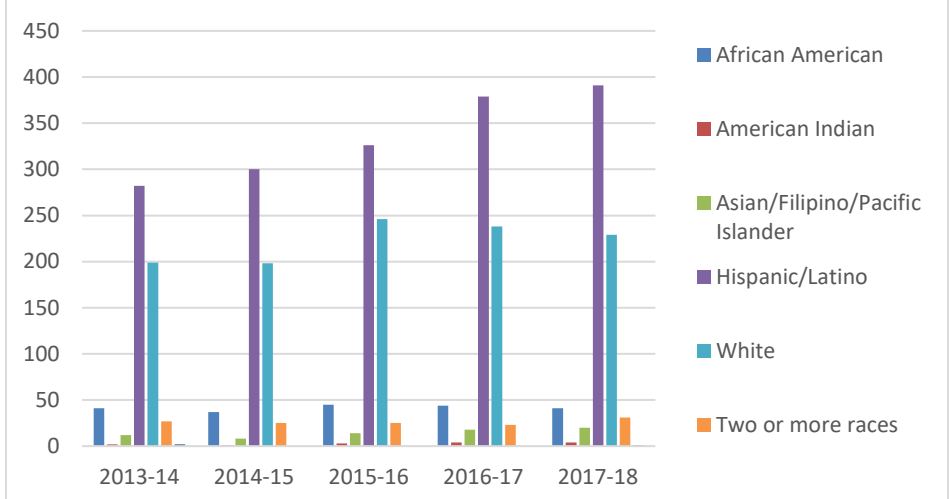
### Veteran Data by Age

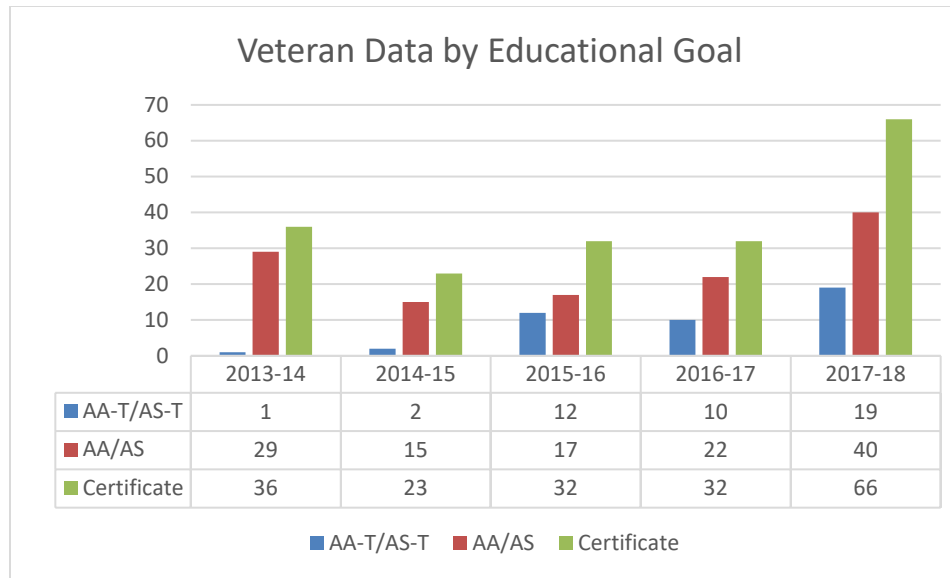


### Veteran Cohort



### Veteran Data by Ethnicity





5. Equity gaps

- Please look for large differences, or gaps, between top performing groups and others. Consider how you could identify the reasons behind these gaps, and if there changes that could be made to reduce them. For in depth review of equity issues, and on changes that are being made campus-wide, please refer to the current [Bakersfield College Student Equity Plan](#).

Access remains an issue to veterans in Kern County. However, we have grown tremendously in since 2013-14, from 363 to 717 in 2017-2018. The three year goal of raising veteran numbers by 25% have been met. Changes that could yet increase access is vigorous outreach through visits to bases and access to federal documents identifying veterans returning home to Kern County.

6. Please describe any recent achievements of members of your area who have won awards or distinctions, new projects your area has implemented, professional development work, professional conference presentations or recently published work.

- Our Veterans Advisor, Armando Trujillo, earned his MSW from USC this past May, serving as an inspiration to our student-veteran population.
- Veteran Services presented at this year’s Veteran Summit in Pomona, CA a lecture on “The Definition of Veteran and Guided Pathways.”
- Assisted Congressman Kevin McCarthy’s office in contributing professional advice in relation to the new “Forever GI Bill” which was signed into law this past year.



7. The college has embarked on significant efforts such as **Guided Pathways, affinity groups** and **completion coaching communities** to improve the success and completion rates of our students. Please describe what your program/department/office is doing to contribute to these efforts.
  - Veteran Services head the Veteran Affinity group which meets regularly throughout the year to ensure momentum points. The affinity group works closely with discipline coaching communities to ensure a double layer of support for student-veterans. This means they get the help from the veteran side as well as their pathway team, allowing them every opportunity for success.
8. Explain your role if you are involved in Dual Enrollment, Inmate Education, or Rural Initiatives.
  - N/A

**Assessment Report - Annual Update**

- A. List your Administrative Unit Outcomes (AUOs)
  - Increase enrollment numbers
  - Increase graduation rates
  - Increase presence in the veteran community of Kern County
  - Implement federal changes in veteran education benefits
- B. How did your outcomes results inform your program planning?
  - Increase enrollment numbers~ Continue outreach through events, mailers, and face to face community contacts
  - Increase graduation rates~ Plan to hire another Veterans Educational Advisor
  - Increase presence in the veteran community of Kern County~ More vigorous outreach planning and implementation
  - Implement federal changes in veteran education benefits~ Hire a fully dedicated VA Certifying Official
- C. How do the Administrative Unit Outcomes align with Institutional Learning Outcomes?
  - Increasing enrollment, graduation rates, community presence speaks to engagement in the community. These students have already actively engaged productively through their service. Veteran Services engages the community through outreach and collaboration in a consistent manner.
  - Implementing federal change in veteran education benefits allows the student-veterans to get paid their GI Bill money in order to fulfill all four of the ILOs both in and out of the classroom, at BC and in the community they live in.

**Analysis of Received Resources from Previous Cycle**

**Discuss the type of resources you received and their Impact on program effectiveness?**

**Facilities:**

*If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.*

- 1: Space Allocation
- 2: Renovation
- 3: Furniture
- 4: Other

5: Beyond Routine Maintenance

**Technology:**

*If your program received technology (audio/visual – projectors, TV’s, document cameras) and computers, how does the technology impact your program and help contribute to student success?*

- 1: Replacement Technology
- 2: New Technology
- 3: Software
- 4: Other \_\_\_\_\_

**Other Equipment**

*If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.*

**Resource Request and Analysis:**

Resource Request		If Fulfilled, Discuss How Previous Year’s Requests Impact Program Effectiveness?
		A.
<p><b>Facilities:</b> <i>If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.</i></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 1: Space Allocation</li> <li><input type="checkbox"/> 2: Renovation</li> <li><input type="checkbox"/> 3: Furniture</li> <li><input checked="" type="checkbox"/> 4: Other</li> <li><input type="checkbox"/> 5: Beyond Routine Maintenance</li> </ul>	<p>2017-18:</p> <ul style="list-style-type: none"> <li>• None for this year</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>• The facilities (resulting from Measure J) will provide adequate office space for the VRC staff, a tutoring/study room, an outside studying area, small reception area, and a student veteran lounge that will increase its use and effectiveness by providing all the services in one area. Intrusive counseling can be conducted within the cohort via coordinated efforts from the VRC staff.</li> </ul>
<p><b>Technology:</b> <i>If your program received technology (audio/visual – projectors, TV’s, document cameras) and computers, how does the technology impact your program and help contribute to student success?</i></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 1: Replacement Technology</li> <li><input checked="" type="checkbox"/> 2: New Technology</li> <li><input type="checkbox"/> 3: Software</li> <li><input type="checkbox"/> 4: Other _____</li> </ul>	<p>2017-18</p> <ul style="list-style-type: none"> <li>• Four computers and a printer were received in the Veterans Lounge in the spring semester. While it is too early to gauge a student success rate change, it has helped alleviate the stress the going to the library to pay and print. Students are able to work in the lounge on the computers, and help one another out as they do so. Anecdotally, it has been a tremendous help and the computers are constantly in use.</li> </ul>

Resource Request		Discuss How Effective Request is for Student Success?
<p><b>Other Equipment:</b>  <i>If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.</i></p>	<p> <input type="checkbox"/> 1: Replacement  <input type="checkbox"/> 2: New  <input checked="" type="checkbox"/> 3: Other _____         </p>	<ul style="list-style-type: none"> <li>A new Faculty Director is now housed in the Veterans Lounge. M&amp;O moved him from the Fine Arts building to the lounge. He was assigned a desk, and his computer was brought over.</li> </ul>

**Conclusion:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program’s current circumstances and needs. Consider this a snapshot of your program if someone were to only read this portion of your annual program review.

This past year brought a lot of positive changes to the Veteran Services Program. We hired a Faculty Director, as well as a 19/hr. DA II assigned to the lounge. So, there are two more staff members inside the lounge, managing and overseeing the space and the program. We were also awarded two grants this year. One is on-going, approximately \$62,000, while the other one is a one-time grant of \$200,000. Considering the past when there really was not any budget to speak of, this is a boon. We continue to work very closely with the Office of Equity & Inclusion since veterans fall under that program in regards to funding. Construction has begun on the new VRC. Our numbers are the highest they have been in decades. Through vigorous support from administration, data analysis, strong support services, this program is on the upward swing. The program is increasingly improving and attempting to meet the student veterans' needs with its slowly growing resources and staff. Professional development opportunities are proving to be beneficial to the college, the program, and the student veterans. Full-time enrollment will continue to increase as long as the VRC's capabilities and effectiveness are known with the community that BC serves. Currently, other colleges and institutions are experiencing issues that create an opportunity for BC to capitalize via active outreach seeking potential student veterans and a comprehensive student veteran program. Additional staff and resources will better serve the increasing number of returning veterans resulting in higher retention and success rates increasing BC's opportunity to being recognized by student veterans' organizations.