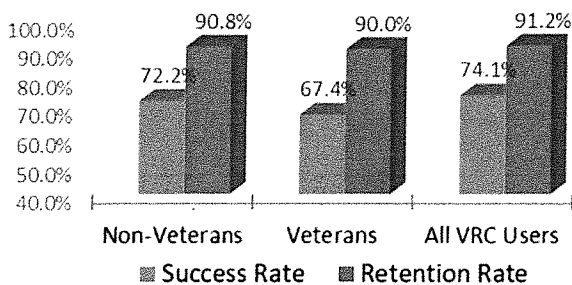
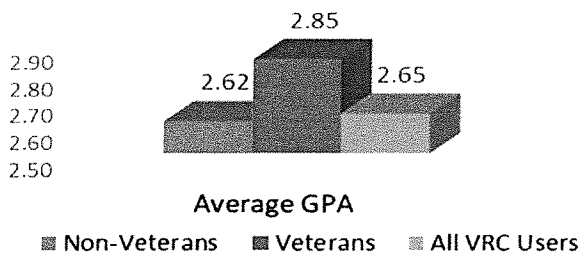


Description: Currently the Veterans' Resource Center (VRC) has a staff of one Admissions & Records Specialist/School Certifying Official, one Educational Counselor, six veteran students which staff the daily operations of the center. As of March 2019, the VRC made a successful addition to the staff with the integration of a Clerical Assistant II position. The VRC continues its monthly traffic of approximately 600-700 students (411 total veteran population) who check-in each month for various services and resources ranging from: General computer use, lounge, math tutoring, educational counseling, wellness counseling, GI Bill Certification, employment/housing referral, veteran book loan, stationary supplies, and overall support. The release of additional grant funding (\$198,000) from the State of California Chancellor's Office will allow the process of upgrading the VRC to begin in the 2019-2020 school year. Upgrades include: New reception desk, new furniture (Couches, chairs, tables, etc.), interior wall design wrap, and signage to the front and rear of the VRC. Additional revisions will take place as well, putting focus on potentially modifying the layout of the VRC's space in an attempt to add additional privacy for services (Wellness counseling, tutoring, study lounge, etc.). The VRC is also set to allocate funding towards (\$10,000) growing the already existing "Veteran Book Loan Program." Backpacks/"Success Kits" will be upgraded and set for distribution in the fall 2019. Lastly, a new technology resource (Media Player) to keep veteran students informed of school updates/activities was added to the VRC's existing monitor/lounge.

Couse Success Rates - 2018 - 2019



GPA per Student Group - 2018-2019



SBVC Demographics - 2017-2018		
Ethnicity	% Veterans	% Campus-wide
African American	14.6%	11.6%
American/Alaska Native	1.5%	0.2%
Asian	3.2%	3.5%
Filipino	2.9%	1.2%
Hispanic	52.6%	66.9%
Pacific Islander	0.0%	0.2%
White	24.3%	12.4%
Other/Unknown	1.0%	4.0%
Gender		
Female	20.0%	57.5%
Male	80.0%	42.2%

Assessment: Overall, the veterans that are seeking out their resources at SBVC maintain a high success percentage (67.4%) and an even higher retention rate (90.0%) over the last academic year. The VRC also services non-veteran students as well (Dependents/spouses) which have demonstrated an average GPA of 2.62 with a retention rate just slightly higher than that of their veteran counterparts (90.8%). With this said, we have determined that we need to shift the goal of the VRC. It is imperative that we acknowledge our role in Veteran success, but also understand that we are not a "program" with direct requirements in order to participate, but a student services asset/resource that *may* aid in their retention/success. Ultimately, veterans earned the opportunity to have resources available, not guidelines imposed on them by VRC standards for success. So, now we focus at switching our aim at student satisfaction instead of success/retention. Student satisfaction surveys have been issued and offered to the visitors at the VRC hoping to attain an overall satisfaction rating with ideas of how we can revise, add, or remove current resources. The VRC's goal is to meet the needs of veterans and their dependents not mandate guidelines for participation in a program, thus positively affecting their success/retention rates. As the VRC aims to aid in this variable, we understand that we cannot be in control of a population's success/retention with the current structure that the VRC operates.

Progress from Last Year's Action Plan: Last year, we set out to increase retention rates through the alleviation of common life stressors (Finances, mental health, etc.). Theory is, through the increased availability of "Wellness counseling," and an updated "Veteran Book Loan Program" retention *may* increase. Unfortunately, we were unable to complete either of these variables due to delayed release of funding from the State Chancellor's office and the departing of our wellness counselor, Cody Lange (Since replaced). Although when data was ran for the 2018-2019 academic year we noticed a 3.2% increase in retention (87.2% in

SAOs/SLOs/PLOs: (Summarize how the assessment of SAOs, PLOs and/or any SLOs that shows significant effect has influenced your goals. 200 Words Max)

In 2017-2018 the VRC did not state a Service Area Outcome (SAO)

In the 2018-2019 academic year, the VRC's SAO is to: Aim all availability of resources, support services, and customer service towards positive student satisfaction.

- Veterans (All eras of service)
- Dependents (Spouses, children, etc.)

Departmental/Program Goals: (Goals should be specific, measurable, linked to your data analysis, and reflected in the Action Plan section). Tie goals to the college.

- Increase satisfaction rates of students that visit the VRC for services
- Increase population of veterans at SBVC (Establish relationships with local military bases and career placement centers)

Goals are to incorporate student satisfaction surveys into all aspects of services and resources made available here at the VRC. Ultimately, the goal is to monitor the results of such surveys and implement change and revision where needed.

Population is another variable of interest, as our efforts need to aim to increase veterans and their dependents attendance and awareness of resources available at SBVC

Challenges & Opportunities: (Challenges and opportunities should be reflected in the Action Plan. 200 words maximum).

Challenges:

- Recruitment areas for service members are limited and difficult to access (military bases, Separation classes a.k.a. SEPS, VA hospitals)
- Digitizing our current satisfaction survey and results yielded
- Allow data to be viewed immediately and be made available to institutional research at SBVC for immediate analysis

Opportunities:

- Increase availability, reputation, and customer satisfaction of SBVC's VRC. Opportunity is to be in a position to be a premier hub for veteran services and education.

Action Steps	Department Goal	Necessary Resources to Complete	Target Completion Date
<ul style="list-style-type: none"> - Continue to distribute customer satisfaction surveys (Paper version, electronic version, and digital availability of results) - Increase recruitment efforts substantially (Military bases, local VA, and high local schools (Veterans and Dependents) - Use State grant funds to update VRC's current and 	<ul style="list-style-type: none"> - Gain an understanding of what services need to be revised, continued, and discontinued - Maintain a high customer service rating - Increase veterans population at SBVC, while creating a solid pathway and resource allocation for their dependents as well - Use grant monies to strategically implement 	<ul style="list-style-type: none"> - Move current hard version of survey to electronic - Continue to build relationships with local VA, military bases, and veterans organizations for recruitment - Implement recruitment efforts with local high schools for dependent recruitment and awareness of services 	08/20/20