2020 Student Services Program Reviews

CAN Program Review (Student Services) - TRiO Student Support Services (Fall 2023)

STEP 1: Annual Updates

2020-2021

1. Major Accomplishments & Challenges (500 Word Limit): Accomplishments:

1. Using SAGA Foundation funding, VROC hired a full time (short-term) coordinator.   This position allowed for VROC to be staffed 100% of the time and it also allowed for Veterans to learn about many resources on campus including SparkPoint, Personal Counseling, Counseling, TRIO, and the Career Center.

2. Connections were strengthened between Veterans and the college Certifying Official, as well as, the Veterans Counselor. This led to Veterans making more informed decisions around academics and the use of their Veterans benefits.

3. Connections were strengthened between the 3 college's Veterans Centers. This led to increased collaborations and supports for veterans who are attending multiple campuses.

4. Vet Vouchers were initiated. This provided food, book and supply vouchers (up to $300 / semester) for veterans.

5. Cañada College Veterans enrollment increased by over 30% to nearly 80 certified veterans.

Challenges:

1. We have not had a coordinator for our Veterans since July due to the position not being approved by CSEA due to repeatability. As a result, we have lost our momentum in increasing supports for veterans.

2. Due to not having a permanent, benefited, full time position, like our sister-campuses, we have not been able to hire experienced coordinators familiar with addressing the needs of our student veterans.

3. Due to COVID19, many veterans have had a difficult time this year in compensating veterans.   This has caused financial hardships for our veterans.

4. We need trained staff who are familiar with Veterans challenges and how to address their unique needs. We can't assume that their challenges are similar to a traditional students'. These start with how to inform veterans of choices, who to encourage them to uptake of services and how to address the stigma around receiving services.

5. Veterans face a larger proportion of mental health challenges so having campus resources for them is extremely necessary.

2. Proposed Changes: 1. Hiring a permanent VROC PSC

2. Providing Veterans with access to campus and community resources

3. Expanding Vet Vouchers

4. Strengthening the connections to SparkPoint services (Cañada Cash, financial coaching, food resources, career resources, mental health and legal services.

5. Increasing how we inform veterans and military connected individuals on the resources available to them and how to make the most of them.

3. Impact of Resource Allocations Process: Due to the fact that we were unable to have a short-term VROC PSC approved, we have not had a Coordinator since July 1 and more importantly, during this pandemic. As a result, our veterans have not been receiving the support they need during these challenging times. Not being able to hire a permanent full-time coordinator over the past years has also impacted our ability to enroll and certify veterans. This has had a negative financial impact in that we receive money from the state that is based on certified veterans.   We could have received more funding if we could have certified more veterans. Additionally, it takes 4-6 months to train a Coordinator properly and this impacts our ability to serve our students.

4. SAOs and SLOs: SAO#1: Connect veterans to student services - Met

Assessment: PSC will connect veterans to college and VA benefits

SAO#2: Connect veterans to academic counseling - Met
Assessment: Veterans Counselor will meet with veterans and ensure that veterans have updated SEPs.

SAO#3: Increase the number of veterans utilizing Vet Vouchers by 50% by the end of FY20 - In Progress
5. SAO/SLO Assessment Results and Impact: SAO#1: Connect veterans to student services - Met
Assessment: PSC will connect veterans to college and VA benefits

Having a full-time PSC has allowed our VROC to connect veterans to Student Services. When we had only a 0.5FTE coordinator (or less), the coordinator was unable to attend SSPC and connect veterans to services. For example, our last coordinator was able to submit CARES Act for veterans.

SAO#2: Connect veterans to academic counseling - Met
Assessment: Veterans Counselor will meet with veterans and ensure that veterans have updated SEPs.

Our past Coordinator (Andy Cuevas) was able to work with our Veterans Counselor (Nick Martin) to streamline the SEP approval process.

SAO#3: Increase the number of veterans utilizing Vet Vouchers by 50% by the end of FY20 - In Progress

Assessment: The number of vets obtaining Vet Vouchers will be counted on June 30, 2020 and compared to the number obtaining Vet Vouchers as of October 16, 2019

Our team was in progress of meeting this goal when COVID19 hit. We have continued to offer Vet Vouchers for the FA20 semester. However, without a coordinator, it has been challenging to connect with veterans.

Annual Update Status: Complete
Related Documents & Links:
ComputerLand - VROC PSC Laptop.pdf
ComputerLand - VROC laptops - qty 2.pdf
ComputerLand - monitor.pdf
ComputerLand - 4 student laptops.pdf

Goal Description: TRIO Professional Development

Due to the changes in the federal government and the department of education, our directors of TRIO need the most up to date information on policy changes in higher education. We are requesting additional professional development funds of $3,000 for TRIO SSS and $3,000 for TRIO Upward Bound to attend the upcoming Council for Opportunity in Education Annual Conference and Department of Education Grant Writing workshops.

Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2020-2021
Estimated Start Date: 09/01/2020
Estimated Completion Date: 12/18/2020
Who's Responsible for this Goal?: Project Director
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.
Please select the college strategic initiatives with which your program goal aligns.: Promote a Climate of Inclusivity

Resource Requests

Additionally, due to changes in recent staff structuring within each department, we would like to request $3000 for TRIO SSS

and $3000 for TRIO Upward Bound full time staff to attend TRIO Trainings Program provided by the Office of Postsecondary Education. - We estimated the costs at these prices based on the last time we traveled to the COE conference in 2017 for 3 staff which was around $3000 per person for a 3 day conference. We are asking the institution to cover these costs because our existing budgets cannot be used for these kinds of training. It's chance for TRIO professionals to connect, network gain best practices and learn new methodology to keep current on changes in the grant writing and annual performance report processes.

Status: Continued Request - Active
Type of Resource: Professional Development
Cost: 6000
One-Time or Recurring Cost?: One-Time Cost

Goal Description: Peer Mentorship Program Best Practices Manual

With BTO in it's final grant-funded year, the college is looking into adopting peer mentorship to support students as it implements the new state initiatives, AB 705 and Guided Pathways. Two other peer mentorship programs have been created since BTO started: STEM Peer Mentorship Program and ESO Adelante; both are funded by one-time federal grants, with the STEM program ending in 2020 and the ESO Adelante program ending in 2021. Because BTO is the flagship program that informed the operations and practices of both of the other peer mentorship programs, BTO staff will focus on writing an operational best practices manual to inform future efforts in peer mentorship on the campus.

Goal Status: 1 - New (PR)
Relevant Program Review Cycle: 2019-2020
Estimated Start Date: 11/01/2019
Estimated Completion Date: 09/30/2020
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity diversity and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Resource Requests

Peer Mentorship Program Best Practices Manual
Status: New Request - Active
Type of Resource: Printing
Cost: 500
One-Time or Recurring Cost?: One-Time Cost

Goal Description: Secure funding for VROC Study Room Furniture

VROC furniture is not currently functional. VROC plans on updating VROC furniture in the study room / office to better meet the growing needs of the Center. Furniture requested will include:
1. A desk to serve as the primary workstation for the PSC, Counseling station for the academic counselor, and hoteling station for visiting Veterans Administration/community partner
2. Two modular workstations for student study area
3. One partition to provide privacy for students at workstation

This funding will allow us to use expand Vet Vouchers for veterans at Cañada College.

Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2020-2021
Estimated Start Date: 12/13/2020
Estimated Completion Date: 09/01/2021

CAN Program Review (Student Services) - TRiO Student Support Services (Fall 2023)

Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani
Please select the college goals with which your program goal aligns.: Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.
Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Create an Alumni Network, Enhance Marketing, Hold On-Campus Events, Implement Guided Pathways, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2019-2020 - Obtain Quote for furniture for VROC office/study room (Active)

Who's Responsible for Completing this Action Plan?: Andy Cuevas
Estimated Completion Date: 11/30/2019

2019-2020 - Analyze VROC flow and identify increased functionality for VROC service delivery (Active)

Who's Responsible for Completing this Action Plan?: Andy Cuevas
Estimated Completion Date: 11/15/2019

Resource Requests

Furniture for VROC study room/office - VROC space is not currently being utilized effectively. There is old (worn) mismatched furniture currently located in VROC that is too bulky and not meeting the growing needs of VROC. We plan on modernizing VROC by adding modular and multi-use furniture that will add computer laptop study spaces, small group study space and functional furniture for the VROC PSC, academic counselor and Veterans Administration / Community partners serving our veteran community. Furniture would be purchased from Office Depot

Status: New Request - Active
Type of Resource: Facilities
Cost: 2000
One-Time or Recurring Cost?: One-Time Cost
Critical Question: How does this resource request support closing the equity gap?: Our Veteran students transition back to civilian life after serving in the military and so their physical/socio/academic needs are unique and different from who we would consider a traditional student coming to college right out of high school or even a returning student. Our veterans are highly resourceful but they often come to college with mental health issues, a different expectation compared to other students and difficulty transitioning back to civilian life. A proper VROC provides them with a quite place to study, a place to gather and a place to call "home". This also serves as a setting to meet with a counselor, work with their coordinator, meet with community and VA representatives and a quite place to study free of distractions. We often don't think of our veterans when we think of an equity gap and that is because they are often overlooked. However, over the past (at least) 6 years at Cañada, we have not had the resources and staffing to support our Veterans who are returning after serving our county.
Critical Question: How does this resource request support Latinx and AANAPISI students?: Many of our veterans are Latinx and / or AANAPISI students. Both of these demographics will benefit from this resource including those who are military connected (dependents, reservists, and military affiliated) who may also be Latinx and AANAPISI.

Goal Description: Laptop for VROC PSC

Purchase a work laptop for the VROC PSC
- The VROC PSC often attends on-campus and off-campus meetings and needs a work laptop to perform work duties
Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2020-2021
Estimated Start Date: 12/02/2020

Estimated Completion Date: 03/15/2021
Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.
Please select the college strategic initiatives with which your program goal aligns.: Develop Clear Pathways, Improve Student Completion, Connect Students with Internships and Mentorships, Create an Alumni Network, Build Relationships with Employers, Enhance Marketing, Hold On-Campus Events, Implement Guided Pathways, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2019-2020 - Obtain Quote for VROC PSC Laptop from ITS (Active)

Who's Responsible for Completing this Action Plan?: Adolfo Leiva, Andy Cuevas
Estimated Completion Date: 10/30/2019
Related Documents & Links:
ComputerLand - VROC PSC Laptop.pdf

Resource Requests

VROC PSC laptop - The VROC PSC attends on-campus and off-campus meeting and needs a laptop to perform work duties

Status: New Request - Active
Type of Resource: Supplies (Items less than $5000)
Cost: 1427.97
One-Time or Recurring Cost?: One-Time Cost
Critical Question: How does this resource request support closing the equity gap?: The Coordinator will need a laptop to serve veterans who are seeking resources while out of the office. This laptop will also be used when attending meetings, collect data, join zoom meetings, and share resources with our student veterans. The role of VROC PSC often requires the individual to attend off-campus meetings with partners and having a laptop is a necessity in order to close the equity gap for our student veterans. Surprisingly enough, students veterans are often experiencing financial challenges and having a laptop to provide "just-in-time" services would close that equity gap.
Critical Question: How does this resource request support Latinx and AANAPISI students?: Student Veterans include both Latinx and AANAPISI students. Therefore, both these demographics would benefit from the VROC coordinator having a laptop.

Goal Description: Student Laptops - (4)

VROC plans on having laptops for students to use at computer stations in VROC

Goal Status: 2 - Continuing (PR)
Relevant Program Review Cycle: 2019-2020
Estimated Start Date: 12/02/2020
Estimated Completion Date: 03/15/2021
Who's Responsible for this Goal?: Adolfo Leiva, Wissem Bennani
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.
Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Create an Alumni Network, Enhance Marketing, Hold On-Campus Events, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

CAN Program Review (Student Services) - TRiO Student Support Services (Fall 2023)

Action Plans

2019-2020 - Obtain quote for 4 student use laptops from ITS (Active)

Who's Responsible for Completing this Action Plan?: Andy Cuevas, Adolfo Leiva
Estimated Completion Date: 10/30/19
Related Documents & Links:
ComputerLand - 4 student laptops.pdf

Resource Requests

4 student use laptops for VROC - VROC space is being upgraded to better serve the needs of student veterans and their dependents.

Status: New Request - Active
Type of Resource: Information Technology
Cost: 4801.01
One-Time or Recurring Cost?: One-Time Cost
Critical Question: How does this resource request support closing the equity gap?: Our student Veterans are often financially under-resourced. Therefore, they often don't have the means to purchase a laptop and / or printer. Purchasing laptops for the VROC would allow Veterans to have a quite space where they could do research, complete their homework or simply study. By providing this resource in a dedicated space for Veterans, we will close the equity gap facing many student veterans who need this resource to realize their educational potential. Additionally, many veterans face mental health issues (like PTSD) and need a quiet computer lab in which to study and learn.
Critical Question: How does this resource request support Latinx and AANAPISI students?: These laptops would be available for both Latinx and AANPISI students and military connected individuals whenever the VROC would be open.