**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name: Veteran Services

Program Type:  Instructional  Student Affairs  Administrative Service

***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 holistically. This distinct population is actively assisted in achieving student success by the development of a comprehensive student education plan, 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 pathways to success through vigorous academic advising and counseling with a dedicated Veterans Educational Advisor, veteran-specific classes, workshops, a veteran-only 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 veterans transitioning from the armed forces to college, and their dependents, 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 G.I. Bill 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.

**II. Progress on Program Goals:**

1. 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.

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| **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)** | **Comments** |
| 1. Continue to establish and systematize Veteran Services in order to meet the unique needs of veterans, and dependents. | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Veteran Services will exist as a proper program, with:  1. Guidelines, regulations  2. Proper staffing, budgeting & facilities  3. Transition/DSPS support  4. Equity & Inclusion coordination  5. External support  6. Improved Services |
| 2. Create a physical Veterans Resource Center (VRC) to support the academic, personal, and professional development and success of our student veterans. | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | In order for Veteran Services to be successful, such services should be provided in one area, with all the needed resources readily available.   * Tutoring services for veterans by veterans * Computers and work stations * Study/Meeting Room * Assistive technology * Counseling/Certifying staff and offices |

1. List new or revised goals (if applicable)

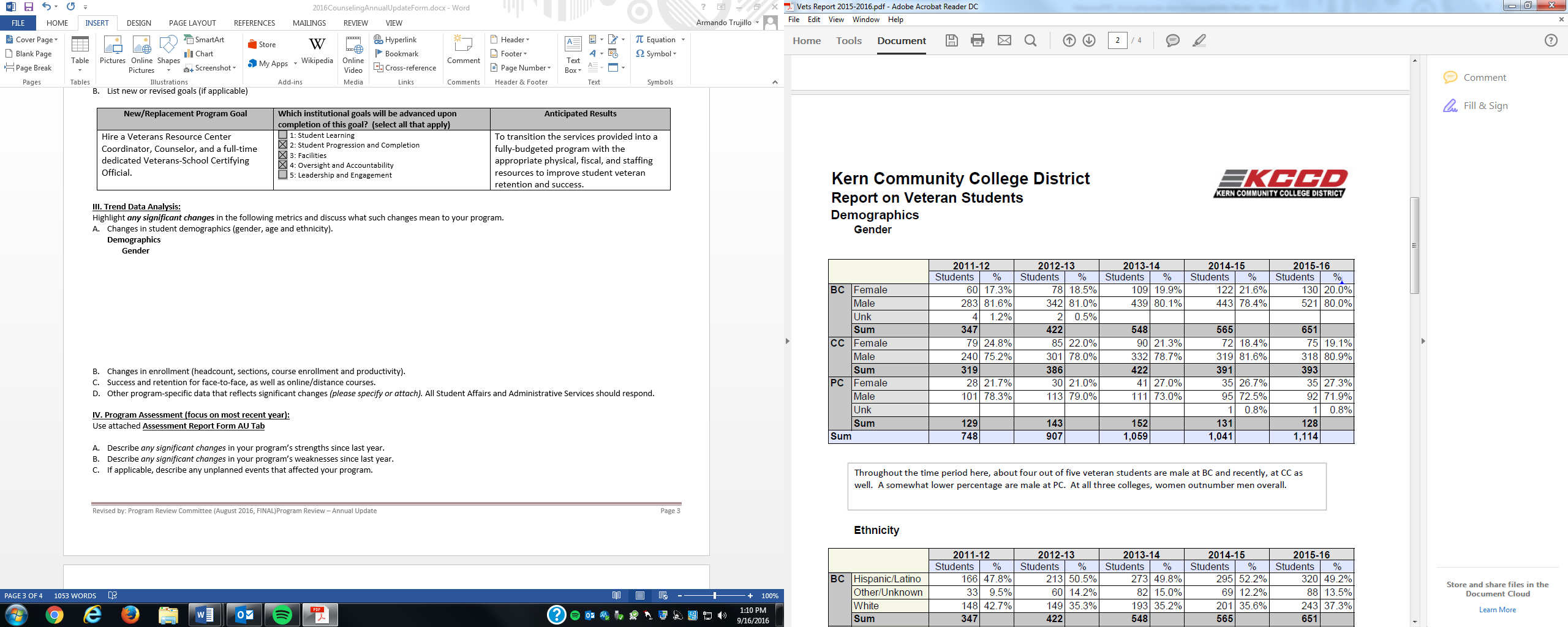
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| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| Hire a Veterans Resource Center Coordinator, Counselor, and a full-time dedicated Veterans-School Certifying Official. | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  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 success. |

**III. Trend Data Analysis:**

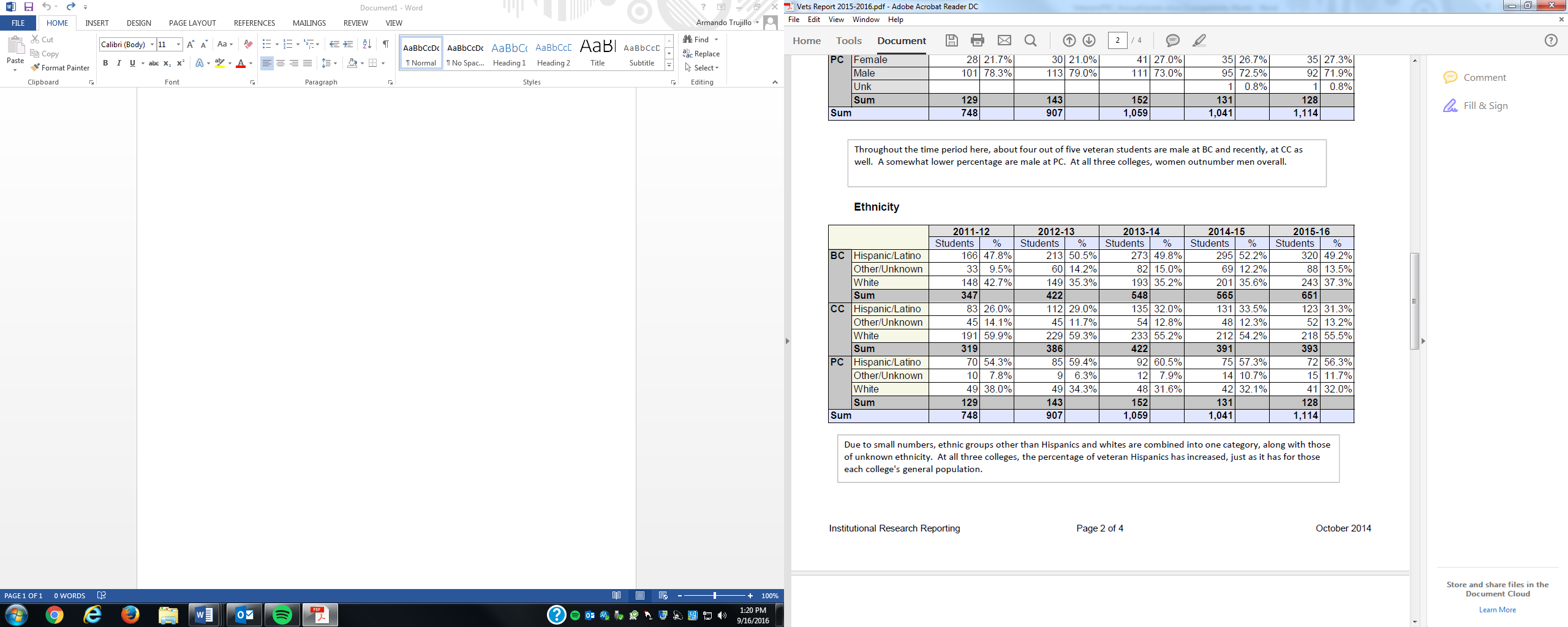
Highlight ***any significant changes*** in the following metrics and discuss what such changes mean to your program.

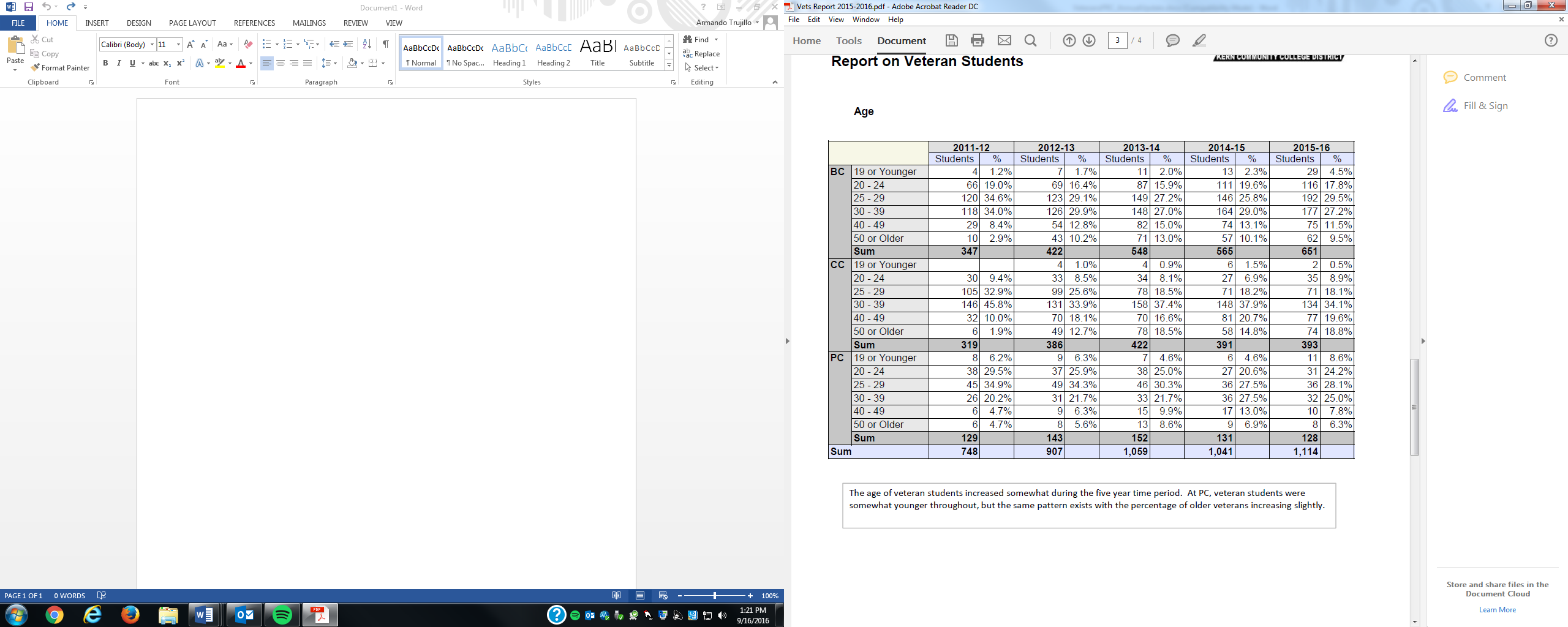
1. Changes in student demographics (gender, age and ethnicity).

**Demographics**

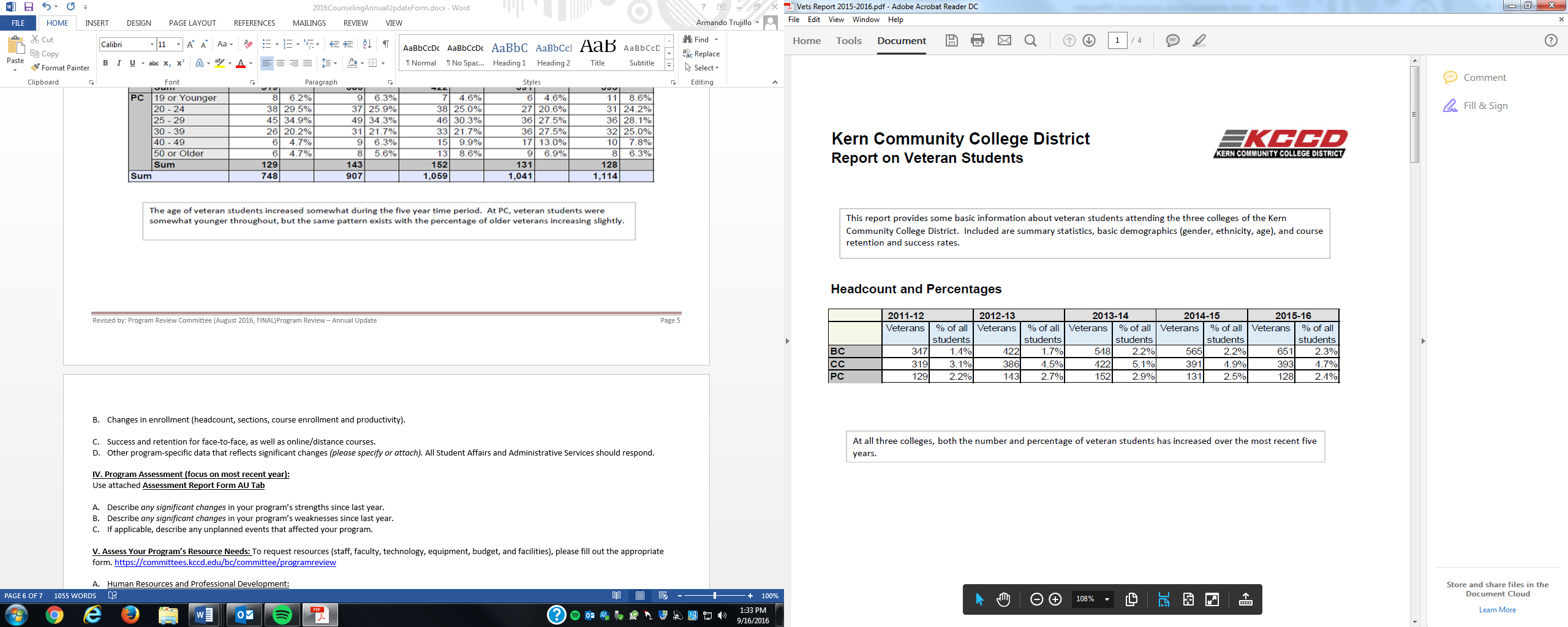
**Gender**

**Ethnicity**

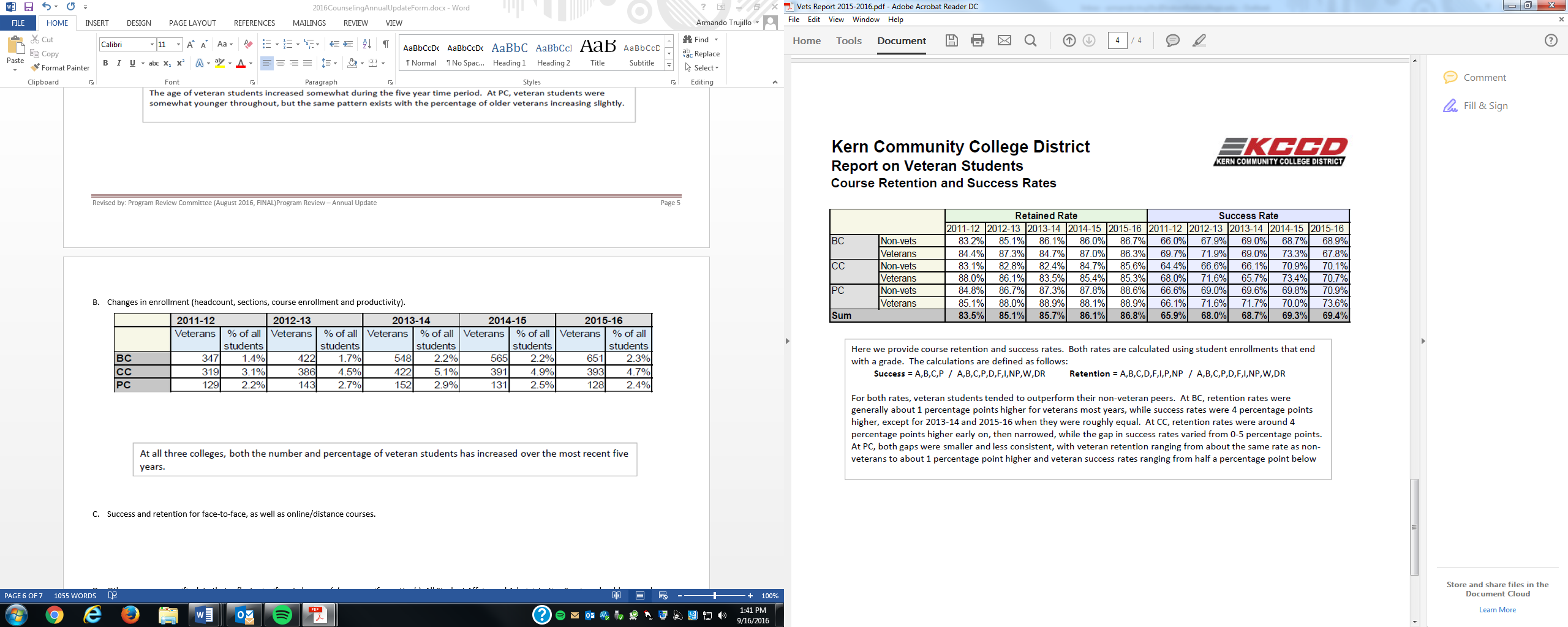


**Age** 

1. Changes in enrollment (headcount, sections, course enrollment and productivity).



1. Success and retention for face-to-face, as well as online/distance courses.



1. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.

**IV. Program Assessment (focus on most recent year):**

Use attached **Assessment Report Form AU Tab**

1. Describe *any significant changes* in your program’s strengths since last year.
   * Book vouchers, parking passes, and other financial benefits are being offered and funded in an organized and consistent manner.
   * Student veterans are being identified with more accuracy to improve communication from the VRC.
2. Describe *any significant changes* in your program’s weaknesses since last year.
   * The program’s lack of sufficient space for all student veteran services has increased due to the increasing number of student veterans/dependents.
   * The services provided by the Veterans – School Certifying Official has increased through effective communication with the Veterans Educational Advisor.
   * Student veterans certifying information has increased due to training attended by pertinent staff.
   * The program improved by identifying veteran/dependent specific matriculation steps and providing specialized educational advising.
   * The addition of student veteran work studies in the VRC, has increased productivity and customer service provided.
   * Potential student veterans are identified in the community at veteran specific events, and they are provided information about the student veteran services at BC.
3. If applicable, describe any unplanned events that affected your program.
   * Not applicable.

**V. Assess Your Program’s Resource Needs:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
   * A Veterans Resource Center Coordinator would increase the program and student veteran success by coordinating the center, student veteran work studies, veteran events, update website, conduct outreach, and report student veteran issues in applicable meetings while the educational counselor/advisor and certifying official meet the academic and reporting needs of the student veterans.
   * A dedicated Veterans-School Certifying Official assigned to the VRC will increase student success and retention by reducing the undesired results that arise from sharing the certifying official with other programs.
3. Professional Development:
4. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
   * The professional development completed this year provided insight about the program and its unique challenges, needs, and solutions.
   * The professional development allowed the Veterans Educational Advisor to learn about best practices and certifying guidelines to better advise student veterans. Best practices implemented in the VRC have reduced preventable issues relating to student veterans.
   * A forum with President Christian increased awareness of student veteran issues, needs, and challenges including suicide ideations.
5. What professional development opportunities and contributions can your program make to the college in the future?
   * Flex week training will be provided in the future to benefits the college and its employees who interact with student veterans.
6. Facilities:
7. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
   * Facilities updating were initiated, but they were halted once student veteran specific challenges that could have negatively affected their success were identified.
   * Facilities expansion of the VRC has provided the Veterans Educational Advisor more privacy when advising student veterans while increase the physical space available the student veterans.
8. How will your Facilities Request for next year contribute to student success?
   * The facilities request for next year and beyond 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.

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
   * The sole computer in the VRC failed and will continue to fail the 600+ student veterans/dependents and their acute academic needs. Additionally, the single computer will not provide the access necessary to student veterans utilizing assistive technology provided by DSP to increase their academic success.
   * The limited technology in the VRC has not allowed the student veteran work studies to provide the necessary assistance to the incoming student veterans within VRC. Incoming student veterans are directed to other areas of the college resulting in miscommunication and distress.
   * The lack of resources in the VRC has discouraged student veterans in accessing the VRC potentially negatively affecting their success.
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
   * The requested physical space and technology will contribute to student veterans’ success by providing an adequate space for the current 600+ and BC’s future student veterans to development academically, professionally, and personally upon their discharge from the military.
   * Specialized resources and services for this disadvantaged population will provide the structure, access, and equity necessary for their success.
3. Discuss the effectiveness of technology used in your area to meet college strategic goals.
   * The current technology does not allow college strategic goals to be met.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

1. The request for a new veteran counselor, and eight computers will aid students in access and much needed services.

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

* + The program is increasingly improving and attempting to meet the student veterans’ needs with its limited resources and staff. The student veterans are only as successful as the current resources and services are capable of providing. 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 is 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.