

# **Citrus Community College Student Services Annual Program Review 2020**

**Veterans Success Center**

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# General Information (Citrus Community College Student Services Annual Program Review 2020)

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## Standing Requirements

### PROGRAM MISSION/DESCRIPTION (WHO ARE WE?) (MISSION STATEMENT)

The Veterans Success Center (VSC) supports the college's mission of "providing student support services that lead to the successful completion of degrees, transfer, certificates, and career/technical education" by removing barriers student veterans face when acclimating to academics, student life, and civilian life. The VSC also strives to empower student veterans and provide them with the skills necessary to compete globally. Program Description: The Veterans Success Center (VSC) provides a one-stop location for student veterans to receive assistance with Government Issue (GI) Bill educational benefits and support services. The VSC staff certify eligibility, process benefits, verify coursework, schedule counseling appointments, provide academic counseling, assist with referrals, provide information regarding priority registration, and advocate on behalf of student veterans. Student veterans also receive information about various services including, veteran-specific workshops, Veterans Affairs (VA) Vocational Rehabilitation services, community resources, the Veterans Network Club, and information regarding a three-unit transferable counseling course (COUN 161) designed to help student veterans transition from military to civilian life.

### COMMITTEE MEMBERS

Maria Buffo	Rosa Moncada
David Rodriguez	Maryann Tolano-Leveque

### ORGANIZATION CHART

- Dean of Student (1-100%)
  - Veterans Success Center Director (1-100%)
    - Veteran Services Technician (1-100%)
    - Work-Study Student (10 - 25%)
- Academic Counselor (2 - 100%) reports to the dean of counseling
- Vet Success on Campus Counselor (1- 40%) reports to the Department of Veterans Affairs

### KEY FUNCTIONS (WHAT DO WE DO?)

- Comply with Department of Veterans Affairs (VA) Government Issued (GI) Bill Educational federal mandates;
- Coordinate recruitment and outreach efforts;
- Coordinate student recognition events;
- Develop and promote resources for student veterans;
- Increase student retention and academic success by providing services that support a student veteran's transition from military life to civilian student life;
- Organize campus events to provide student veterans with information about community resources;
- Oversee the certification process of GI Bill education benefits;
- Manage student engagement, recruitment and outreach;
- Promote the development of skills needed by students to succeed in their transfer and professional lives;
- Provide individual and group tutoring services for student veterans;
- Provide textbook loan services; and
- Provide work-study and job development opportunities.

### PROGRAM STUDENT LEARNING OUTCOMES

## Veterans Success Center SLO Set

### VSC - SLO 1

Student veterans and college employees will identify the Veterans Success Center as a place that provides support and contributes toward the academic success of student veterans.

#### Mapping

**Strategic Plan Focus Areas:** 5.2 Service environment, 5.3 Effective student support services

### VSC - SLO 2

The Veterans Success Center will diversify its recruitment efforts to include innovative approaches to student veteran recruitment.

#### Mapping

**Strategic Plan Focus Areas:** 2.4 Marketing and promotion plan, 5.6 Diversify methods to connect with students

### VSC - SLO 3

The Veterans Success Center will efficiently and effectively communicate its services with student veterans.

#### Mapping

**Strategic Plan Focus Areas:** 5.3 Effective student support services, 5.5 Increase participation in support programs

## Previous Assessment Cycle/Upcoming Planning Cycle

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### **EXECUTIVE SUMMARY (HIGHLIGHT ACTIVITIES/SUCCESSSES THAT HAPPENED OVER THE PRIOR YEAR)**

The Veterans Success Center (VSC) was established on May 14, 2009. In 2010, Citrus College was awarded a three-year grant from the United States Department of Education. The grant was titled "Funds for the Improvement of Post-Secondary Education" (FIPSE). The FIPSE grant, in the amount of \$399,000, was used to expand and improve services for Citrus College student veterans. Since then, the VSC has received support from various donors and established itself as a model center for community colleges across the state.

The VSC's primary objective is to help veterans transition from military to civilian and student life. In addition, the VSC is dedicated to ensuring the academic progress and success of student veterans, given that many of them come to college with multiple transitional barriers and needs. The center oversees the United States Department of Veterans Affairs (VA) Government Issue (GI) Bill education benefits certification process and has certified approximately 2,465 student veterans to date.

Over the past five years, the VSC has brought awareness of the resources it offers to the college and community. The VSC also collaborates with faculty and staff to bridge the support provided to student veterans. The VSC coordinates numerous resources and activities, such as a veteran's resource fair and career panel, state and local community workshops, and new student and GI Bill benefit orientations to ensure that student veterans feel supported in their transition to Citrus College.

### **Commendations:**

For 10 consecutive years, Citrus College has been designated a Military Friendly School by VIQTORY, an organization that connects the military community to educational opportunities and civilian employment through its GI Jobs, Military Spouse, STEM Jobs, and Military Friendly brands. Being included on the Military Friendly Schools list means that Citrus College is among the top 15 percent of the nation's colleges, universities, and trade schools, demonstrating a commitment to embracing military service members and veterans by connecting them to the resources needed to ensure their success. Over the last five years, the degrees and certificates awarded to student veterans have increased by 73%.

During the 2019-2020 academic year, the VSC signed a memorandum of understanding (MOU) with U.S Vets to provided mental health services to student veterans and their dependent free of charge. U.S Vets is the nation's largest veteran services nonprofit, U.S.VETS provides housing, counseling, career services, and comprehensive support to veterans and their families. Having mental health service at the VSC supports students were they fill most comfortable.

In the fall of 2019, the VSC hosted Vet Net Ally workshop with Dr. Marshall Thomas. The training is a 4 hours extensive education and awareness program that develops a network of faculty, staff, and administrators committed to creating a welcoming and supportive campus environment for military service members and veterans that are in college. From this training, Citrus College was able to develop a condensed version to support Citrus College community. This training has been offered three times, twice on campus and once through a webinar.

The VSC offered the new student veteran benefits orientation for incoming student veterans and dependent before the beginning of the fall semester. The orientation covered academic education plans, certification of GI Bill benefits, and other services provided at the center. This orientation also new students a chance to meet the VSC staff, ask questions, and have a campuswide tour.

The VSC is working on getting another MOU with the department of mental health Valor program. The Valor program

offers veterans services with obtaining veteran registration with the Department of Veterans Affairs healthcare system and assist with veterans application for disability. The Valor program began a trial period at the VSC once a week before the school closed due to COVID -19 pandemic.

### Challenges:

At the beginning of the 2020 spring semester, Citrus College transitioned into remote learning and remote services due to the COVID-19 pandemic. The services offered by the VSC were interrupted, and some postponed. The VSC had to establish remote access for services that were provided in person. By the end of the spring semester, many of the services offered were reinstated and full functioning. Some services were not able to be continued during the 2020 spring semester. Additional virtual options are offered during the 2020 summer semester.

### Recommendations:

The VSC will improve its remote support services by providing students online and virtual options for the services it offers. The VSC will maintain a Canvas page that connects all student veterans with up to date information and a central place to reach out to the various services the VSC provides (e.g. U.S Vets mental health, Vet Success on Campus counselor, DSPS, Career Transfer Center).

The VSC will conduct new student veteran benefit orientation virtually, show a video of the VSC center, and have break-out rooms for each of the presenters to have a question and answer time with students. A virtual open house will be developed and presented to prospective student veterans and posted on the VSC website.

## STUDENT LEARNING OUTCOME AND ASSESSMENT (SLOA) - COMPLETED CYCLE

### Measures

#### 2019-2020 VSC Goals

##### Outcome

#### **Outcome: 2019-2020 VSC Goal 1:**

The VSC will increase student veterans' awareness of the certification process for GI bill education benefits.

**Measure:** Increase awareness of certification process for GI Bill

#### **Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

The Veteran Success Center (VSC) developed an informational presentation for student veterans and dependents, explaining the certification process for GI Bill education benefits in order to promote and improve effective support services to student veterans. The presentation was implemented in spring 2020, during new student veteran orientations.

Assess outcome and method used:

A post-orientation survey was conducted to measure students' understanding of the certification process.

Criteria for success:

At least 75% of students will find the presentation helpful, and agree that the presentation increased their knowledge of the certification process.

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**Outcome: 2019-2020 VSC Goal 2:**

The VSC will increase student veteran participation in veteran workshops and activities at the VSC.

**Measure:** Increase student veteran participation in activities and workshops

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

Student activities and workshops were planned with enough time to advertise for increased attendance. Each event and workshop was promoted with a flyer, through email, and in the lobby announcement monitor.

Assess outcome and method use:  
Student veteran sign-in sheets were part of each activity and workshops for accountability.

Criteria for success:  
Compare attendance to similar events and workshops each semester to measure the increase in attendance.

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**Outcome: 2019-2020 VSC Goal 3:**

Digitize VSC files and place them on a shared database that is accessible to VSC staff and the dean of students.

**Measure:** Digitize VSC files

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

At the beginning of the 2020 spring semester, the VSC obtained a scanner with the capability to scan into the school's database.

Assess outcomes and method use:  
The VSC is to make paper forms needed for GI Bill certification available in digital format and accessible to students online.

Criteria for success:  
To convert student paper file to digital format which will be accessible to VSC staff online. Due to the rapid transition to remote work, the VSC was not able to complete the converse of paper to electronic files.

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**Outcome: 2019-2020 VSC Goal 4:**

The VSC will increase student veteran enrollment by 5%.

**Measure:** Increase student veteran enrollment

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

Assess outcomes and method use:  
Bi-weekly student services enrollment management metrics are used to access student veteran enrollment. Student veteran enrollment is compared to the same semester from the previous year.

Criteria for success:  
An increase in student enrollment by 5% from previous year.



**Outcome: 2019-2020 VSC Goal 5:**

The VSC will work on obtaining an MOU with U.S. VETS to provide mental health support for student veterans.

**Measure:** MOU with U.S Vets to provide mental health support

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

An MOU between Citrus College and U.S Vets was signed in September 2019 to provide mental health support services to student veterans.  
Assess outcome and method use: Student participants will be given a survey at the end of the semester.  
Criteria for success:  
At least 80% of participants will indicate that these services helped them in their transition to the post-secondary collegiate environment as evidenced by survey results. U.S. VETS began offering services to students during fall 2019 semester. Thus far, 85% of students surveyed reported that having access to U.S. VETS services has been “helpful” or “very helpful” for their transition to college.

**LEARNING OUTCOME AND ASSESSMENT (SLOA) FINDINGS COMPLETED CYCLE (WHAT WERE OUR RESULTS?)**

**Finding per Measure**

**2019-2020 VSC Goals**

Outcome

**Outcome: 2019-2020 VSC Goal 1:**

The VSC will increase student veterans' awareness of the certification process for GI bill education benefits.

**Measure:** Increase awareness of certification process for GI Bill

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

The Veteran Success Center (VSC) developed an informational presentation for student veterans and dependents, explaining the certification process for GI Bill education benefits in order to promote and improve effective support services to student veterans. The presentation was implemented in spring 2020, during new student veteran orientations.  
Assess outcome and method used:  
A post-orientation survey was conducted to measure students' understanding of the certification process.  
Criteria for success:  
At least 75% of students will find the presentation helpful, and agree that the presentation increased their knowledge of the certification process.

Findings for Increase awareness of certification process for GI Bill

**Summary of Findings:**

Before the beginning of the 2020 Spring semester, the VSC presented

information explaining the certification process of GI Bill education benefits to new student veterans . Attendees filled out a post-orientation survey at the end of the presentation. The survey outcomes indicated that 75% of students found the presentation helpful, and 100% of students agree that the presentation increased their knowledge of the certification process.

**Change: What will you do differently as a result of what you learned from the assessment?:**

The VSC will offer the presentation twice a year, before the beginning of fall and spring semesters.

**Outcome: 2019-2020 VSC Goal 2:**

The VSC will increase student veteran participation in veteran workshops and activities at the VSC.

**Measure:** Increase student veteran participation in activities and workshops

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

Student activities and workshops were planned with enough time to advertise for increased attendance. Each event and workshop was promoted with a flyer, through email, and in the lobby announcement monitor.  
Assess outcome and method use:  
Student veteran sign-in sheets were part of each activity and workshops for accountability.  
Criteria for success:  
Compare attendance to similar events and workshops each semester to measure the increase in attendance.

**Findings for Increase student veteran participation in activities and workshops**

**Summary of Findings:**

Additional information: During the 2019 fall semester, the VSC increased the attendance to the resource fair and career panel by 10%. During the 2020 spring semester, various workshops were scheduled. However, as a result of the unexpected campus closure due to COVID -19, the VSC was unable to provide many of the scheduled workshops.

**Change: What will you do differently as a result of what you learned from the assessment?:**

The VSC is planning to provide virtual workshops during the COVID -19 remote learning environment.

**Outcome: 2019-2020 VSC Goal 3:**

Digitize VSC files and place them on a shared database that is accessible to VSC staff and the dean of students.

**Measure:** Digitize VSC files

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

At the beginning of the 2020 spring semester, the VSC obtained a scanner with the capability to scan into the school's database.  
Assess outcomes and method use:  
The VSC is to make paper forms needed for GI Bill certification available in digital format and accessible to students online.  
Criteria for success:  
To convert student paper file to digital format which will be accessible to VSC staff online. Due to the rapid transition to remote work, the VSC was not able to complete the converse of paper to electronic files.

Findings for Digitize VSC files

**Summary of Findings:**

In February 2020, the VSC received the appropriate scanner to begin the process of digitizing student veteran files. Due to the COVID-19 pandemic, the process was not completed and is on hold until return to campus is safe. In the 2019 summer semester, the VSC was able to offer the intent form for GI Bill certification, online. The introduction was successful and as of Spring 2020, the intent form is only offered online.

**Change: What will you do differently as a result of what you learned from the assessment?:**

The VSC needs to request permission to upload all student veterans files electronically and house them in a secure location.

**Outcome: 2019-2020 VSC Goal 4:**

The VSC will increase student veteran enrollment by 5%.

**Measure:** Increase student veteran enrollment

**Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:**

Assess outcomes and method use:  
Bi-weekly student services enrollment management metrics are used to access student veteran enrollment. Student veteran enrollment is compared to the same semester from the previous year.  
Criteria for success:  
An increase in student enrollment by 5% from previous year.

Findings for Increase student veteran enrollment

<b>Summary of Findings:</b>	Enrollment has not increased from spring 2019 to spring 2020. The student veteran enrollment has declined by 25%. Based on finding from the American Associations of Community Colleges, shows nationwide the decline in student enrollment. The low unemployment rates and a strong economy.
<b>Change: What will you do differently as a result of what you learned from the assessment?:</b>	Student veteran enrollment may be negatively impacted due to the COVID-19 pandemic and the sudden shift to remote learning. The VSC will continue to promote the college for enrollment, reaching out to potential students and developing a virtual open house.

**Outcome: 2019-2020 VSC Goal 5:**

The VSC will work on obtaining an MOU with U.S. VETS to provide mental health support for student veterans.

**Measure:** MOU with U.S Vets to provide mental health support

<b>Assessment: How did you assess the outcomes? What method did you use? What is the criteria for success?:</b>	<p>An MOU between Citrus College and U.S Vets was signed in September 2019 to provide mental health support services to student veterans.</p> <p>Assess outcome and method use: Student participants will be given a survey at the end of the semester.</p> <p>Criteria for success:</p> <p>At least 80% of participants will indicate that these services helped them in their transition to the post-secondary collegiate environment as evidenced by survey results. U.S. VETS began offering services to students during fall 2019 semester. Thus far, 85% of students surveyed reported that having access to U.S. VETS services has been “helpful” or “very helpful” for their transition to college.</p>
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**Findings for MOU with U.S Vets to provide mental health support**

<b>Summary of Findings:</b>	The VSC has obtained an MOU with U.S VETS to provide mental health support for student veterans. As a result, U.S. VETS began offering services to students during fall 2019 semester. Thus far, 85% of students surveyed reported that having access to U.S. VETS services has been “helpful” or “very helpful” for their transition to college.
<b>Change: What will you do differently as a result of what you learned from the assessment?:</b>	<p>The VSC will request a renewal of the MOU before it expires at the end of August 2020.</p> <p>The VSC will work with U.S Vets to offer remote mental health support during the COVID-19 pandemic.</p>

## STUDENT LEARNING OUTCOMES ASSESSMENT PLAN FOR UPCOMING YEAR

Student Learning Outcome	Assessment	Criteria for Success
SLO 1: Student veterans and college employees will identify the Veterans Success Center as a place that provides support and contributes toward the academic success of student veterans.	Surveys will be given to all participants at the conclusion of each event.	At least 85% of participants will indicate that the VSC is a place that supports and contributes toward the academic success of student veterans.
SLO 2: The Veterans Success Center will diversify its recruitment efforts to include innovative approaches to student veteran recruitment.	Recruitment efforts will be documented.	Student veteran enrollment will increase by 5%.
SLO 3: The Veterans Success Center will efficiently and effectively communicate its services with student veterans.	Surveys will be given at the end of each semester that measure effective communication.	At least 85% of students will indicate their satisfaction with the communication they had with the VSC.

## RECOMMENDATIONS/GOALS FOR UPCOMING YEAR (WHAT DO WE WANT TO ACHIEVE?)

### 2020-2021 VSC Goals

#### 2020-2021 VSC Goal 1:

The VSC will increase student veteran enrollment by 5%.

#### Mapping

**Strategic Plan Focus Areas:** 2.2 Recruitment, admissions, and enrollment

#### 2020-2021 VSC Goal 2:

Digitize VSC files and place them on a shared database that is accessible to VSC staff and the dean of students.

#### Mapping

**Strategic Plan Focus Areas:** 5.1 Enhance services through technology, 5.3 Effective student support services

#### 2020-2021 VSC Goal 3:

The VSC will develop effective remote access communication with student veterans.

#### Mapping

**Strategic Plan Focus Areas:** 5.1 Enhance services through technology, 5.6 Diversify methods to connect with students

#### 2020-2021 VSC Goal 4:

The VSC will develop and implement a virtual tour of the VSC facilities for recruitment purposes. The VSC virtual tour will cover the services offered along with a visual tour of the center.

## Mapping

**Strategic Plan Focus Areas:** 5.1 Enhance services through technology

### HOW WILL WE ACCOMPLISH THESE GOALS

#### Actions

#### 2020-2021 VSC Goals

##### Outcome

##### **Outcome: 2020-2021 VSC Goal 1:**

The VSC will increase student veteran enrollment by 5%.

**Action:** Increase veteran enrollment

##### **This Action is associated with the following Findings**

No supporting Findings have been linked to this Action.

##### **How The Goal Will Be Accomplished:**

1. Call students that have shown interest in Citrus College through CCC apply prior to the beginning of the semester
2. Email prospective students and schedule an appointment to guide them through the registration process
3. Develop new student remote access to the VSC

##### **Estimated Completion (Month/Year):**

June 2021

##### **Key/Responsible Personnel:**

VSC director and staff

##### **Outcome: 2020-2021 VSC Goal 2:**

Digitize VSC files and place them on a shared database that is accessible to VSC staff and the dean of students.

**Action:** Digitizing student veteran files

##### **This Action is associated with the following Findings**

No supporting Findings have been linked to this Action.

##### **How The Goal Will Be Accomplished:**

The VSC will work with TeCS to locate and access the best program to use to upload student veterans files for digital access.

##### **Estimated Completion (Month/Year):**

June 2021

##### **Key/Responsible**

VSC director

**Personnel:**

**Outcome: 2020-2021 VSC Goal 3:**

The VSC will develop remote access communication with student veterans.

**Action:** Remote communication

**This Action is associated with the following Findings**

No supporting Findings have been linked to this Action.

<b>How The Goal Will Be Accomplished:</b>	The VSC is planning to expand communication with student veterans and host virtual events: 1) Benefit Orientation for fall 2020 and spring 2021 2) Career Panel 3) Workshops 4) Virtual lounge
<b>Estimated Completion (Month/Year):</b>	June 2021
<b>Key/Responsible Personnel:</b>	VSC director and staff

**Outcome: 2020-2021 VSC Goal 4:**

The VSC will develop and implement a virtual tour of the VSC facilities for recruitment purposes. The VSC virtual tour will cover the services offered along with a visual tour of the center.

**Action:** VSC virtual tour

**This Action is associated with the following Findings**

No supporting Findings have been linked to this Action.

<b>How The Goal Will Be Accomplished:</b>	Video of the VSC will be taken, and edited with audio describing accommodations and services provided to student veterans. The VSC video will be used for: 1) Virtual open house 2) Recruiting efforts 3) New student orientation
<b>Estimated Completion (Month/Year):</b>	December 2020
<b>Key/Responsible Personnel:</b>	VSC staff and director

## STATUS REPORT

### Action Statuses

#### 2020-2021 VSC Goals

##### Outcome

**Outcome: 2020-2021 VSC Goal 1:**

The VSC will increase student veteran enrollment by 5%.

**Action:** Increase veteran enrollment

<b>How The Goal Will Be Accomplished:</b>	<ol style="list-style-type: none"><li>1. Call students that have shown interest in Citrus College through CCC apply prior to the beginning of the semester</li><li>2. Email prospective students and schedule an appointment to guide them through the registration process</li><li>3. Develop new student remote access to the VSC</li></ol>
<b>Estimated Completion (Month/Year):</b>	June 2021
<b>Key/Responsible Personnel:</b>	VSC director and staff

**Status for Increase veteran enrollment**

<b>Current Status:</b>	In Progress
<b>Additional information:</b>	Efforts were made and prospective students are called before the beginning of each semester. The VSC staff guides prospective students through the process of applying to Citrus College, scheduling an appointment to speak with an academic counselor, and helps them obtain veteran's education benefits. The VSC has developed and implemented remote access to the support service offered to student veterans. Due to the COVID-19 pandemic, student college enrollment throughout the state has decreased.
<b>Next Steps:</b>	The VSC will continue to make effort in providing prospective student assistance.

**Outcome: 2020-2021 VSC Goal 2:**

Digitize VSC files and place them on a shared database that is accessible to VSC staff and the dean of students.

**Action:** Digitizing student veteran files

<b>How The Goal Will Be Accomplished:</b>	The VSC will work with TeCS to locate and access the best program to use to upload student veterans files for digital access.
<b>Estimated Completion (Month/Year):</b>	June 2021



**Key/Responsible Personnel:** VSC director

Status for Digitizing student veteran files

**Current Status:** Completed  
**Additional information:** New student veterans files are downloaded to a Smartsheet and can be accessed while working remotely. The VSC staff share a file in OneDrive that is used as a file cabinet from student veterans documentation. This system is working for new students' files. Student veterans that enrolled at Citrus College between summer and fall 2020 semesters have been manually uploaded to Smartsheet.  
**Next Steps:** The VSC staff will maintain the new filing system using Smartsheet and OneDrive.

**Outcome: 2020-2021 VSC Goal 3:**

The VSC will develop remote access communication with student veterans.

**Action:** Remote communication

**How The Goal Will Be Accomplished:** The VSC is planning to expand communication with student veterans and host virtual events:  
1) Benefit Orientation for fall 2020 and spring 2021  
2) Career Panel  
3) Workshops  
4) Virtual lounge  
**Estimated Completion (Month/Year):** June 2021  
**Key/Responsible Personnel:** VSC director and staff

Status for Remote communication

**Current Status:** Completed  
**Additional information:** The VSC has hosted the following events via Zoom :  
1) Benefit Orientation for fall 2020 and spring 2021  
2) The Veterans Career Panel event was held in spring 2021  
3) Several workshops have been offered to student veterans by the VSC, U.S Vets, VSOC, Department of Rehabilitation, Citrus College DSPS  
4) The VSC has a daily virtual drop-in lounge for student veterans.  
**Next Steps:** The VSC will continue to offer virtual workshops, events, and a daily drop-in lounge.

**Outcome: 2020-2021 VSC Goal 4:**

The VSC will develop and implement a virtual tour of the VSC facilities for recruitment purposes. The VSC virtual tour will cover the services offered along with a visual tour of the center.

<b>Action:</b> VSC virtual tour	
<b>How The Goal Will Be Accomplished:</b>	Video of the VSC will be taken, and edited with audio describing accommodations and services provided to student veterans. The VSC video will be used for: 1) Virtual open house 2) Recruiting efforts 3) New student orientation
<b>Estimated Completion (Month/Year):</b>	December 2020
<b>Key/Responsible Personnel:</b>	VSC staff and director

<b>Status for VSC virtual tour</b>	
<b>Current Status:</b>	Completed
<b>Additional information:</b>	The VSC developed a video of the VSC center and was used for the new student veteran orientation and is posted on the VSC Canvas page to welcome students.
<b>Next Steps:</b>	The VSC video will be updated for the new 2021-2022 academic year.

**Summary of Next Steps**

No text specified

## **Upcoming Resource Requests (What do we need to achieve our goals?)**

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**CERTIFICATED PERSONNEL (FNIC) RESOURCES REQUESTED**

**CLASSIFIED PERSONNEL RESOURCES REQUESTED**

**STAFF DEVELOPMENT (DIVISION) RESOURCES REQUESTED**

**FACILITIES (FACILITIES) RESOURCES REQUESTED**

**COMPUTERS / SOFTWARE (TECS) RESOURCES REQUESTED**

**EQUIPMENT RESOURCES REQUESTED**

**SUPPLIES (DIVISION) RESOURCES REQUESTED**

**REVIEW SUMMARY**