

2019-2020 Program Review



CAN Program Review (Student Services) - TRiO, Bridge to Opportunities & Veterans (Odd Year)

Program Review Narratives

2019-2020

Student Services Program Review (SSPR)

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Executive Summary

0. Executive Summary: Bridge to Opportunities Peer Mentorship Program (BTO) -

The "Bridge to Opportunities" (BTO) Peer Mentorship Program is funded by the Expanding Student Opportunities (ESO) grant that is funded through the U.S. Department of Education. The goal of BTO is to increase retention rates and persistence while providing a positive and successful transition for first-time and continuing students. Peer mentors are usually close in age and experience to their mentees and can often personally relate to the obstacles that the mentees face as they journey through college. The BTO Peer Mentorship Program strives to develop positive and nurturing relationships with their mentees to ensure that students are able to successfully navigate the rigors of college from entry to completion and transfer.

TRIO Student Support Services (SSS) -

The TRIO Program is a federally funded grant program that serves 165 per academic year and whose qualified participants are first in their families to attend college, and or have a documented learning disability. We strive to empower students and give them the tools to obtain a 2 year degree or certificate and transfer to a four institution in 4 years or less.

For the 17-18 school year we served about 176 students. For the 17-18 school year, we had about 19 events which consisted of Tea Time with TRIO, University Collaboration visits to different 4 year universities, A Cultural Enrichment Activity (The Color Purple) and an Umoja Conference. The Umoja Conference was in Spring 2018 where 3 students and 3 staff attended this 2 day conference; this conference hosted Cornel West and Time Wise who both spoke about equity and diversity. It was a conference like no other where there were student run sessions and student centered activities.

For the 18-19 school year, we are still working on finalizing the exact number of students we served. During the 18-19 school year, we also had about 18 events which consisted of Tea Time with TRIO, University Visits, and the Annual Recognition Ceremony. Last year, we had about 21 graduates and transfers. At the end of Spring 2019 semester, during finals, the TRIO SSS program has undergone some changes.

Our TRIO offices located in the building 9, in the Learning Center, are now closed and under construction. The TRIO Faculty Coordinator, Melissa Alforja, the adjunct counselor, James Macale, and the TRIO program services coordinator, Nimsi Garcia, are temporarily located downstairs on the first floor of the building 9. The TRIO Front Office Area is still available for use and where our Office Assistant II, Karla De La Rosa and TRIO Student Ambassador, Chelsea Brown sit. A schedule for front office coverage has been arranged to provide round the clock coverage of the TRIO area.

To date, we are in the 19-20 school year and in our last year of our 5 year grant cycle (2015-2020). In order for the TRIO SSS program to continue next school year, our school will need to rewrite and submit a new grant proposal for the next 5 years for 2020-2025 academic years. Interestingly enough, there has not been any new information released by the Department of Education regarding this writing competition.

TRIO Upward Bound (UB) -

TRIO UB serves 63 students per year. Students are in 9th - 12th grade at local high schools. Eligibility is determined by federal guidelines (low-income, first-generation to college, high risk/need, etc.). Students are retained at 95% from Fall to Fall each year. Satisfaction surveys indicate that students feel they understand the college going process, student educational plans, and the factors colleges consider for admissions and enrollment. Overall, 96% of students would recommend the program to their peers. TRIO UB students consistently graduate, with the high school class of 2018 & 2019 completing 100% on time and enrolling in higher education.

Veterans' Resource and Opportunity Center (VROC) -

The Veterans Resource and Opportunity Center (VROC) at Cañada College is a welcoming place for veterans and their dependents. The VROC provides a space for veterans to build community and where camaraderie, diversity, inclusiveness, and peer support is practiced and advocated. The Center's space is used to share best practices for academic success and provide valuable information and resources for veterans seeking assistance. The Center also provides an "Eat and Greet" every Tuesday where pizza and beverages are available and veterans care connected with academic and veteran resources. There is a dedicated counselor (Nick Martin) and a dedicated registrar/admissions representative (Edith Flores) who work collaboratively with our SparkPoint Director (Adolfo Leiva) and the office of the Vice-President of Student Services (Dr. Manuel Perez, Debbie Joy) to deliver comprehensive support to our veterans and their dependents.

The main challenges include securing sustainable funding to 1) hire a full-time, permanent Program Services Coordinator to meet the growing needs of veterans and 2) maintain Vet Vouchers (food, books and supplies).

The action plan for VROC includes:

1. Hiring a full-time & permanent Program Services Coordinator
2. Increasing the number of veterans at Cañada and accessing VROC
3. Increasing the benefits available for veterans.

Program Context

1. Mission: Bridge to Opportunities Peer Mentorship Program (BTO) -

Bridge to Opportunities Peer Mentorship Program provides support to students throughout their college experience beginning with their transition into their first year in college up until their successful transfer into a 4-year university. The goal of program is to foster academic excellence through peer-to-peer support. Peer mentors support their student mentees by encouraging them to embrace college life and increase their knowledge about resources that will help them succeed.

Our program offers three tiers of mentorship:

- Start Strong: Peer mentorship is provided to students transitioning into their first year at Cañada to build their academic toolkit for success.
- Stay Strong: As students continue with their college education, peer mentorship is provided to encourage students to persist with their education, motivate them to continue to excel academically in order to reach their transfer and graduation objective.
- Finish Strong: Peer mentorship is provided to support students who are transfer-ready and assist them with the transfer process while maintaining academic excellence.

TRIO Student Support Services (SSS) -

TRIO SSS Mission

The mission of the Cañada College TRIO SSS Program is to provide educational support services to traditionally underrepresented students who are first generation, low-income and/or disabled. The focus of the program is to assist students as they work toward obtaining an associate degree and/or transfer to a four-year college/university. In a welcoming environment, the program offers participants a variety of support services such as academic, career and personal counseling, tutoring, financial aid advising, college visits, and educational, social and cultural enrichment activities.

TRIO SSS Vision

The vision of TRIO is to serve as a resource for students to arm themselves with the educational and social justice perspectives to learn how to navigate and achieve their educational pursuits in higher education.

TRIO Upward Bound (UB) -

It is the mission of Cañada College to ensure that students from diverse backgrounds to achieve their educational goals by providing quality instruction in transfer and general education courses, professional/technical programs, basic skills and activities that foster students' personal development and academic success. Cañada College accepts responsibility for serving the community's diverse needs for lifelong enrichment and highly values close teacher-to-student teaching and learning relationships, support services and a co-curricular environment that contributes to personal growth and success for students. TRIO UB provides educational services to historically underrepresented college bound high school students in order to help them succeed in their precollege performance and increase the rate at which participants enroll and graduate from institutions of postsecondary education. Through the values of Education, Diversity, and Community, we aim to transform communities and families one degree at a time.

Veterans' Resource and Opportunity Center (VROC) -

VROC is committed to supporting veterans and their dependents' needs while in attendance at Cañada College and beyond.

VROC's mission statement is to provide a welcoming environment for veterans to complete their academic and personal goals.

VROCs' vision is to provide veterans, of all eras with personalized service and encouragement by building connections to admissions & records, counseling services, financial-aid, academic support services, fellow veterans, and veteran related agencies and organizations.

VROC's mission statement aligns with the college's mission statement in that VROC supports a learning centered environment that ensures that all veterans and their dependents have equitable opportunities to achieve their transfer, career education and lifelong learning educational goals.

2. Program Description: Bridge to Opportunities Peer Mentorship Program (BTO) -

Bridge to Opportunities Peer Mentorship Program is designed to support students in all aspects of their educational endeavors. Mentees will receive support and services from mentors and student leaders on campus, faculty and staff, as well as participate in campus events and organizations that will aid in enriching their overall college experience.

Services we provide to mentees:

- Receive one-on-one peer support
- Learn about various resources on campus
- Stay informed on important college deadlines
- Help with how to develop college success strategies
- Become more knowledgeable of financial aid services
- Opportunities to go on college tours

TRIO Student Support Services (SSS) -

Empowering minds, Inspiring Resilience, Rooted in Diversity

Who We Are

TRIO Student Support Services (SSS) is one of eight Federal TRIO programs designed to provide academic, social and personal support for students, to assist them in navigating the community college system, and to motivate them towards a successful completion of their Associate's Degree and transfer requirements.

Program Benefits

Our program offers assistance in study skills, tutoring services, academic counseling, mentorship, career guidance, enrichment workshops, transfer tours, assistance in securing admission and financial aid, and the overall support of the entire staff.

Who We Serve

You are eligible to apply for TRIO if you are a U.S. citizen or permanent resident AND ONE of the following:

- Low-Income
- First Generation College Student
- Physically/Learning Disabled

TRIO Upward Bound (UB) -

TRIO UB is a federally funded pre-college program designed to assist low-income and first generation students prepare for college. In partnership with Sequoia High School, our program serves 63 high school students from the communities of East Palo Alto and North Fair Oaks.

The TRIO UB Program operates year round. The school year consists of monthly Saturday workshops at Cañada College and weekly tutoring. In addition, other services are offered to support the students, such as academic and career advising, support in concurrent enrollment and middle college applications, mentorship, and college visits. During the summer, Upward Bound students participate in a six-week program offering academic courses, college and career workshops, field trips and cultural activities. All classes are taught on the Cañada College campus and address their needs to become better prepared students.

Veterans' Resource and Opportunity Center (VROC) -

The Veterans Resource and Opportunity Center (VROC) at Cañada College is a welcoming place for veterans and their dependents. The VROC provides a space for veterans to build community and where camaraderie, diversity, inclusiveness, and peer support is practiced and advocated. The Center's space is used to share best practices for academic success and provide valuable information and resources for veterans seeking assistance.

The Veterans Resource and Opportunity Center (VROC) is committed to the task of supporting veteran needs while in attendance at Cañada College and beyond. V-ROCs' vision is to provide veterans, of all eras with personalized service and encouragement by building connections to admissions & records, counseling services, financial-aid, academic support services, fellow veterans, and veteran related agencies and organizations.

SERVICES AVAILABLE:

- Admissions assistance
- Veteran Benefit Assistance (Educational/Vocational, Medical, Psycho-social)
- Quiet study space
- Free printing
- Dedicated academic counseling for veterans
- Placement testing
- Financial aid/scholarship/Work-study
- Access to the Cañada College Food Pantry
- financial incentives for financial education
- Vet Vouchers for books, transportation, and food
- Mentorship
- Dedicated water dispenser for veterans

EDUCATION/SOCIAL EVENTS:

- VROC sponsored Eat & Greet Luncheon (currently held noon-1pm, every Tuesday)
- Vet Center/VA informational seminars
- College Community Involvement
- Veterans Day Community Observance
- Integrated activities with Associated Students of Cañada College (ASCC)

3. Community & Labor Needs: Bridge to Opportunities Peer Mentorship Program (BTO) -

Bridge to Opportunities now supports three different student levels to better suit the changing student dynamic ensuring that all students are accommodated. This not only allows the program to grow with students as their needs on campus change, but also allows BTO to help students coming into the program at different levels.

- Start Strong: Peer mentorship is provided to students transitioning into their first year at Cañada to build their academic toolkit for success.
- Stay Strong: As students continue with their college education, peer mentorship is provided to encourage students to persist with their education, motivate them to continue to excel academically in order to reach their transfer and graduation objective.
- Finish Strong: Peer mentorship is provided to support students who are transfer-ready and assist them with the transfer process while maintaining academic excellence.

TRIO Student Support Services (SSS) -

Changes in the community such as the high cost of living in the bay area has affected the overall enrollment at our 3 sister college campus for the last 3 years in a row. Although it appears as if our community is continuing to grow with the construction boom of new houses and apartments being built in many cities around the bay area; these new homes are in fact driving out many local residents who are not in tech or who cannot afford the ever increasing cost of bay area homes which can range from \$850,000 and up.

More and more students are finding that they have to contribute more financially to their family expenses.. They also have to pay the increasing cost of books, tuition and at times not having enough to eat. I am meeting more and more students who do not have their basic life needs met, such as having enough food on the table, forcing many of our full time students to drop classes and work full time to assist their families with the high cost of living. More often, many of our local area residents are moving out of the area to more affordable areas or even out of state schools.

Thankfully, we have SparkPoint to which we closely refer our students to their array of services such as financial literacy workshops and one-on-one financial coaching to the food pantry services. It is also nice that the Sparkpoint Financial Coach, is now located right next to the TRIO Front office, making it a smooth transition to give warm handoffs.

TRIO Upward Bound (UB) -

TRIO UB partners with local youth serving community agencies to bring 21st century skills to the TRIO population. We have offered workshops and classes during the summer based on students' needs and interests. In TRIO UB, we are striving to have our students be college, career, and life ready. They all have opportunities to apply for internships or attend activities that increase their awareness of careers and necessary preparation for those careers. In addition, we share information about social resources available in the community for families including information about financial literacy, SparkPoint, and other safety net programs.

Veterans' Resource and Opportunity Center (V-ROC) -

VROC has done a lot of work in reaching out to the community to seek out support services for veterans and their dependents.

Examples of the partnerships that VROC has established include:

- o San Mateo County Veteran Services Office
- o the Veterans Resource Center of America
- o College of San Mateo

The center also invites representatives from the Veteran Services Office in San Mateo County, and the VA onto campus on a monthly or bi-monthly basis (depending on their availability).

In partnership with SparkPoint, VROC has also entered into a partnership with the SAGA Foundation to expand financial literacy services for veterans and their dependents that go above and beyond what the College offers. The SAGA Foundation is a philanthropic group that assists nonprofits to work smarter, reach further, and have lasting impact. In 2018, SparkPoint received \$50,000 from the SAGA Foundation to expand financial literacy services for veterans and build new community partnerships designed to ease veterans' transition back into the civilian life and through their educational journey.

4. Equity & Access: Bridge to Opportunities Peer Mentorship Program (BTO) -

HSI and Title V Programs are funded and implemented with the intent to ensure both equity and access for traditionally underrepresented and underprepared students entering college and attending college. The BTO Peer Mentor Program ensures that every student participant has access to all of the available resources within the program as well as provides information about other community based and college programs.

TRIO Student Support Services (SSS) -

As a federally funded program like Upward Bound, students are chosen to participate in the program based on federal eligibility guidelines. Students who are not eligible are provided with information on the services they are eligible for and are given a warm hand off to programs such as Sparkpoint, Dreamers Center, BTO, Promise, STEM and ESO Adelante, etc. Since TRIO is centrally located in the Learning Center, TRIO tries their best not to turn away any student in need but to provide them with timely referrals and other resources.

TRIO Upward Bound (UB) -

As a Federally funded program, students are chosen to participate in the program based on federal eligibility guidelines. Students who are not eligible are provided with information on the services they are eligible for in the local community. TRIO UB partners with Sequoia High School counselors to provide information about the services the program offers at feeder middle schools and high schools.

TRIO UB staff works with students, families, and counselors to maintain Individualized Education Program accommodations for students with high risk and education needs. Additional services are offered to students on a case by case basis based on their particular needs which is indicated in the initial interview, survey, and one-on-one meetings. Due to student needs, additional services are offered at different locations and in different modalities in order to meet their needs.

Veterans' Resource and Opportunity Center (VROC) -

V-ROC at Cañada College provides equitable and open access to all veterans and their dependents regardless of their home-school, current status or academic/personal goals. VROC also provides faculty and staff with professional development and resources relating to supporting veterans.

VROC addresses the 2017-2019 Equity Goals of increasing access, persistence and completion rates and is easily accessible and available as it is located in the Learning Center.

VROC staff also meet the SMCCCD District-wide guidelines for diversity and equity. VROC staff demonstrate cultural competency, sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff.

Looking Back

4. Major Accomplishments: Bridge to Opportunities Peer Mentorship Program (BTO) -

- Hired Program Services Coordinator in summer 2018 after 6 months without a coordinator.
- Successfully co-coordinated the inaugural COLTS-CON, a summer enrichment program combining COLTS Academy I (new students), COLTS Academy II (continuing students), and STEM Explorers (STEM-interested students).
- Collaborated with Learning Center and tutoring to offer campus technology support to students studying in the Learning Center.
- Supported students in need of information through "Personal Statement Writing" sessions
- Implemented Collaboration in Action training for campus student leaders to ensure a streamlined approach to common position aspects, such as customer service.

TRIO Student Support Services (SSS) -

For the 2017-2018 school year, TRIO met all our objectives and met all of our eligibility requirements

Standard Objective(s):

A. 2017-18 Persistence Rate: 80% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate/receive a certificate and/or transfer from a 2-year to a 4-year institution during the academic year.

B. 2017-18 Good Academic Standing Rate: 85% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution. C. Graduation and Transfer Rates (2-year institutions only):

C.1 20% of 2014-15 new participants served will graduate with an associate's degree or certificate within four (4) years

C.2 20% of 2014-15 new participants served will transfer from a 2-year to a 4-year institution with an associate's degree or certificate within four (4) years.

TRIO SSS for the 17-18 year also exceeded our eligibility status as seen in this table below:

For 18-19 year, we will include this data as soon as we submit our Annual Performance Review. The instructions nor the deadline has been released as of yet, but it usually due around January/February or March.

TRIO Upward Bound (UB) -

Some of our major accomplishments include positive parent engagement and the number of students graduating from high school and entering post-secondary education, 100% of the class of 2018 and 2019 attended college after high school graduation. In addition, many of our students attend four year institutions after high school graduation, 83% of the class of 2018 and 70% of the class of 2019 attended a four year college directly after graduation from high school. All students completed the FAFSA and received information about financial aid and scholarships.

- 100% UB Senior class of 2018 participants graduated from high school and attended postsecondary education in the Fall of 2018.

- 50% enrolled into California State Universities.

- 25% enrolled into UC's.

- 17% enrolled into Community College (including Cañada College and College of San Mateo).

- 8% enrolled into private universities.

- Retention Rate in from fall to fall was 95%.

Survey 1: Academic Year Satisfaction Survey

Quantitative and qualitative data was collected April of 2019 to measure student experiences and satisfaction in the Upward Bound Academic Year program. Major Findings of the April 2019 survey:

85% of students reported "agree" or "strongly agree" that through their participation in UB they understand the A-G requirements. When asked to identify the A-G requirements, only 13% were unable to clearly identify the A-G requirements. In addition, 70% of students reported "strongly agree" or "agree" that through their participation in UB they understand extra-curricular factors colleges consider for admissions and enrollment. Additionally 83% of students correctly identified extra-curricular factors including: IB courses/tests, volunteer work, and participation in clubs or advisory committees.

Moreover, 64% of students reported "strongly agree" or "agree" that they're are taking action in their community to create positive change due to their participation in UB. Through their participation in UB, UB students reported being motivated to participate in organizations and events that include: Project Read Redwood City, North Fair Oaks, Boys and Girls Club, Habitat for Humanity, OYE Conference Committee, Red Morton Holiday Wrapping Party, Cañada College's Reading Circle, Sequoia High School Teen Advisory Board, Sequoia High School Dreamer's Club, International Institute of the Bay, BUILD, SPCA, Familias Unidas, and various Beach Clean Ups.

On the other hand, when asked "What specifically about Upward Bound has helped you?" additional services were identified including mentoring and the support they received from UB students and staff.

Last but not least, when asked what, if anything, would students change about their experience in UB, 69% of students reported, "I wouldn't change anything, I like the way it is." While 17% of students reported that they would like to see "more food" and "better snacks" offered during tutoring.

Reflection on Data -

While 85% of students reported that they understood the A-G requirements, 13% of students were unable to identify the A-G requirements. This may be due to the clarity or confusion of the question. We will review the phrasing and modify accordingly. Upon reflection on our data, we realized that students are not seeing the activities they are taking part in as making them "college material." This may be related to humbleness or not recognizing their own initiative.

UB staff noticed that this is lower than previous reports. It might have something to do with not seeing their actions make an immediate impact or change. However, we are working with our Scholars Advisory Team to develop leadership skills in all our students through peer mentorship and dissemination.

Saturday College, tutoring, and volunteer opportunities are highly utilized during the academic year. In addition, students reported the significance of mentoring and peer/staff support UB provides.

Generally, UB students reported being content with their experience and wouldn't change anything about it. Previously, Sequoia High School provided food for students who stayed after school. However, they lost that grant and we are now having to provide snacks without the budget allocation for this.

Survey 2: Upward Bound summer reflections

Qualitative data was collected July 2019 to measure student experiences and satisfaction in the Upward Bound summer program. Major Findings of the July 2019 survey:

In general, UB summer participants reported being satisfied with their classes which included: SAT Math, Algebra I, College Preparatory (3 sections were offered), Writing (2 sections were offered), Biology, Human Biology, and Expository Reading and Writing.

UB summer participants also reported being satisfied with the electives which included: Anthropology, Criminal Justice, and Latin American Film.

When asked, "What did you enjoy about the program and why?" 37% students reported, "Making new friends" and "meeting new students and teachers."

When asked, "What could the staff do to improve the program?" 44% students reported similar responses to "Nothing, the staff is doing great."

When asked, "What qualities did you like in this year's UB staff? What is something for us to look in future staff?" 93% of students reported similar responses to, "They connected and related to us which made it easier for us to talk to them."

96% of students reported that they would recommend the summer program to other students in their community because, "it's fun and helpful" and "the staff is great and they teach very well."

Reflection on Data -

The staff that was recruited and hired proved to be resourceful and relatable with our student participants. UB summer participants reported being satisfied with their courses and teachers.

Continue to hire and recruit teachers/ staff who enjoy working with youth and understand the challenges historically underrepresented communities face.

Veterans' Resource and Opportunity Center (V-ROC) -

VROC has hired a 1.0FTE short-term PSC. This 11-year Navy veteran has worked at CSM's VROC and so he is familiar with veteran needs and how to address them in order to increase veterans' retention rates.

V-ROC is also very proud to be the only college in the district to have consistently provided a range of vouchers (book, meal and parking permits). VROC has also seen an increase in usage of the center in the past three years since the "meet and greets" were started. More and more veterans and their dependents are utilizing VROC are coming from CSM and Skyline. Integration and synergy with other programs, like STEM, BTO DRC, PCC and SparkPoint are also key in student veterans' success. There collaborations have now proven successful in increasing student retention and success.

Partnerships:

Examples of the partnerships that VROC has established include:

- o San Mateo County Veteran Services Office
- o the Veterans Resource Center of America
- o College of San Mateo
- o Skyline College

These partnerships have helped to initiate collaborative projects such as countywide resource fairs that strengthen working relationships with other community organizations and college. Partnership building allows for the sharing of best practices, processes, and strategies to support increased understanding of the unique needs of our military affiliated student population. There has also been an effort to provide readjustment counseling and services to veterans who were in combat.

Some of the programs and activities that have happened as a result of our partnerships include a Veteran's Day Reveille Ceremony, a day to celebrate veterans and Veteran's Showcase with BTO.

Another important accomplishment for V-ROC has been its partnership with SparkPoint through which VROC received a one-year \$50,000 grant from the SAGA Foundation to expand financial literacy services for veterans and their dependents.

5. Impact of Resource Applications: Bridge to Opportunities Peer Mentorship Program (BTO) - BTO did not make a resource request for the 2019-2020 school year.

TRIO Student Support Services (SSS) -

Because we are in a shared space within the Learning Center itself, this poses challenges for students to build their own TRIO community within the Learning Center. Space is political on majority of campuses but it would be nice if all of student services had our own building, and a few shared community spaces where students can study, work on projects and/or use this a flex space for study groups and workshops. I imagine more students would feel inclined

to stay and study if such a space was made available for them. At CSM, there is this shared space of combined programs such as PUENTE, EOPS, SPARKPOINT, DREAMERS etc. where students can gather and study together. The current state of construction in building 9 has made it harder to conduct business as usual with even more limited space but we understand that these repairs are needed and necessary.

TRIO Upward Bound (UB) -

N/A no additional resources were received since the last program review.

Veterans' Resource and Opportunity Center (V-ROC) -

One upgrade that has tremendously impacted veterans and their dependents is the addition of a 1.0FTE Program Services Coordinator (PSC). Originally VROC had a 0.20FTE PSC that was increased to 0.48FTE and last year, thanks to the \$50,000 SAGA Foundation grant, was increased to a 1.00FTE PSC. Although still a short-term position, this PSC now enables the Center to increase the amount of veteran focused activities and services available.

Funding is also a major resource needed to secure the program's success or failure. Adequate funding for VROC participants is needed to continue the availability for resources for veterans and their dependents such as Vet Vouchers for books, food, parking permits and transportation. There is no guarantee that the SAGA Foundation Grant will be expanded so V-ROC will use this time period to better assess the needs of our veterans on campus and identify resources to serve them.

Surveys of our veteran student population have indicated that Vet Vouchers, academic counseling and connections to veterans' services are a necessary part of veterans' success and as such, finding ways to continue offering these services is crucial. Providing the tools and resources to student veterans eases the burden of books, supplies, and transportation costs, which in-turn, increase veterans' retention since they relieve financial burden. Additionally, the availability of up to date computers and printers, dedicated study space for veterans and additional amenities like a microwave, water dispenser and refrigerator prove to be valuable assets for uplifting veterans' quality of life and experience on campus.

Current State of the Program

6A. State of the Program - Observation: Bridge to Opportunities Peer Mentorship Program (BTO) -

The BTO program is existing in a sixth extension year for 2019-2020. Due to other funding needs of the ESO grant, BTO can only fund three (3) Peer Mentors in this last year. In our final year, we will focus on leadership skills development for the Peer Mentors as well as creating a peer mentorship program best practices manual for the college.

TRIO Student Support Services (SSS) -

The TRIO SSS grants ends in 2020 so we are hopeful amidst the interesting political climate that TRIO SSS will be along for many more years to come. As UB mentioned, we as a federal program are up for the challenge of successfully meeting our program objectives despite having less resources. Our continued collaborations with programs across our campus is also what keeps TRIO relevant to our students. TRIO's vested interest in partnering with new programs and using creative ways to increase retention is part of what appeals to our students. While we may not have as many incentives to offer students like other programs, our efforts to connect and stay connected to our students is what appeals to them most.

TRIO Upward Bound (UB) -

The TRIO UB program is currently in our 3 year of a 5 year grant. It is running smoothly and efficiently due to consistent staffing and program development. Therefore, staff are able to meet the needs of students and implement changes that best suit the changing needs of students.

TRIO UB's greatest strengths are the students. The students are able to consistently do well in classes, maintain impressive GPAs, and participate in sports, service, as well as advocacy in their communities. Several of our students were able to get prestigious scholarships from organizations like the Sequoia Awards, Bay Area Gardeners Scholarship Foundation, and Silicon Valley Community Foundation. Additionally, several students received internships from local companies such as Facebook, Google, and the office of 4th District Supervisor Warren Slocum.

Veterans' Resource and Opportunity Center (V-ROC) -

The Veteran's Resource and Opportunity Center (V-ROC) is steadily establishing itself as a space for accepting, informing and supporting Veteran Students and their dependents. The V-ROC space is accessible and welcoming and has many of the amenities needed for veterans to feel at home, study and have access to needed resources. V-ROC is located in the Learning Center on campus which provides veterans with almost immediate access to tutors, computer labs, study rooms, peer mentors, test proctoring and academic support resources such as text books and calculators.

Current VROC statistics as of October 10, 2019 are:

o 138 - Total military affiliated and veteran students receiving services

- o 78 - Total certified veterans at Cañada College
- o 49 - (47%) taking classes in person and 68 (65%) taking online classes

Of pressing importance is the need to secure sustainable funding to hire a full-time, permanent VROC Program Services Coordinator to support our veteran student population. With the high cost of living and the low unemployment rate in the Bay Area, it is difficult to maintain a short-term, temporary, non-benefited employee as this position is training and preparing them for a future permanent, benefited position at another institution. Additionally, we may not be able to hire the short-term indefinitely, as the District is beginning to impose limits on the number of semesters that a short-term can be hired. It should also be noted that it takes 2-4 months to onboard new employees.

VROC at Cañada College is also planning on hiring a student assistant to support V-ROC programs and services as well as serve as a representative on student government representing Veteran interests.

VROC is currently working with Skyline and CSM's VROCS to align services and improve how each Center meets both veterans using VA educational benefits, as well as, all military affiliated students including active duty, dependents, and veterans of all eras.

There has also been an increase in the number of military-affiliated students attending Cañada since the addition of the new "Vet Voucher" program that is available as a result of a partnership with the ACES Committee and the SAGA Grant. One of the challenges currently facing VROC at Cañada College is maintaining the consistency and availability of funding needed to continue the available resources for veteran students. The Vet Voucher program helps to offset the drastic difference in Basic Allowance for Housing (BAH) that veterans receive at Cañada College compared to the BAH received at Skyline College and the CSM (currently about \$300 per month). It also provides financial assistance to students who may not be eligible for or able to use VA educational benefits.

Additional services and partnerships are also being established to increase support for Veteran students. One of the focus areas that V-ROC will be promoting this academic year after a coordinator is hired is to develop an information plan to inform and prepare faculty, staff and administrators about how to best support our Veteran students through our growing partnerships with community programs and entities aimed at supporting local military affiliated students, Veterans and their families both inside and outside of the classroom. Another improvement will be to embed SparkPoint financial education into V-ROC. By incentivizing veterans to do positive financial behaviors, connecting them to healthy and nutritious food and accessing free legal assistance, veterans will be better equipped in their transition from the military back into civilian life.

As of October, 2019, VROC reports to SparkPoint. This will increase financial education and literacy efforts for veterans.

6B. State of the Program - Evaluation: Bridge to Opportunities Peer Mentorship Program (BTO) -

- Outreach to local adult schools to engage students with mentorship prior to enrolling at Cañada.
- Purchase of an official mentoring uniform or vest that can be used by students to easily and consistently identify Peer Mentors.
- Improve technology for the Peer Mentors that can be used to support their students such as a high capacity printer, surface tablets that mentors can use to work with students

TRIO Student Support Services (SSS) -

With perhaps the level funding that TRIO SSS continues to receive each grant cycle which is around 1.2 million over the course of 5 years, it would be beneficial that during the next program review cycle to take a look at how our current student support programs are structured and perhaps start the vetting process for the Faculty Coordinator Position to be turned into shared Project Director position and possibly connecting this position with another program that serves similar populations to oversee that program as well; also create another full time tenure track counseling position to serve both TRIO SSS and another program; and possibly create a full time Office Assistant II position again; increase the Program Services Coordinator position to 50% instead of the current 30% that is shared with ESO Learning Center Grant.

TRIO SSS is all about collaboration and doing the most with what little resources we have. Perhaps following Skyline's model of integration of resources with their TRIO SSS, Promise and EOPS programs is something our campus can look into as well. For example, having one application that fits all of our program criteria for the student to fill out for all the support programs on campus would make the student experience more streamline and less daunting.

TRIO Upward Bound (UB) -

TRIO UB programs received a much needed 4% increase in budget for this year. However, that increase only took pressure off of a long stagnant budget squeezed by cost of living increases. This means that while we currently are able to afford staffing and program costs, soon we will feel the pressure of "Doing More With Less." We foresee a challenge in providing adequate staffing within the next year, since these one time funds are already exhausted.

Recently the program underwent internal audits via a district contractor. While we appear to have passed through these audits with few challenges, we noticed a large gap in our internal processes. Due to more students needing support and one on one meetings, clerical work and documentation has been pushed back until "we have more free time." Unfortunately, we are not getting this time and we foresee issues with compliance if this is not rectified soon.

Veterans' Resource and Opportunity Center (V-ROC) -

Overall, V-ROC continues to be a meaningful resource for military affiliated students and their dependents. The fact that the center remains a first-point-of-contact for most of the military affiliated and veteran students attending Canada College is an accomplishment. As we look to evaluate ways that V-ROC can have greater impact and further reach to attract even more veterans, consistent staffing continues to be one of the most needed resources. Veterans and military affiliated students, in particular, have unique needs and having a "go to" person located within the center to welcome them who is a veteran and understands the challenges faced by veterans is vital. Hiring a coordinator who is knowledgeable about veteran needs and resources and who is able to direct veterans to the appropriate academic, mental health and veteran services is also challenging when funding only allows the program to hire short-term, non-benefited employees who may only work for several months and then find other, higher paying jobs. A related outcome of this turnover is the amount of time lost in re-training new staff each time there is a transition.

Building on our existing relationships is also something that is needed to find ways to improve our services that are available to military affiliated and veteran families. Inviting outside agencies and service delivery entities who specialize in veteran support and information can add to the availability of personal and academic support in V-ROC while also providing opportunities to educate the campus community to train and learn ways to better serve veteran students.

Through our partnership with the SAGA Foundation, V-ROC looks to expand community partnerships and add resources intentionally designed to serve our veteran students and their dependents.

7A. Current SAOs & SLOs: Bridge To Opportunities Peer Mentorship Program (BTO) -

BTO Service Area Outcomes:

- 1) Focus on data and the impact of peer mentoring on student success completion, transfer and retention.
- 2) Highlight the benefits of peer mentorship college wide.

TRIO Student Support Services (SSS) -

TRIO kept the SAOs from the 16-17 academic year and used them again to measure for the current year. No SLO's were used for the TRIO SSS program. These are the two statements we tried our best to measure:

- As a result of attending TRIO counseling appointments students will be able to use some resources to help them decide on a major.
- TRIO provides comprehensive services that has helped me gain successful tools and tips.

TRIO Upward Bound (UB)

UB's SAOs and SLOs are linked, where you can see how the SLO directly related to the SAO Goal [G1, G2, G3, or G4].

SAOs/Goals:

- G1 - To prepare students to be competitive candidates for post-secondary education through course selection, GPA, test scores, and social factors which include community involvement, leadership development, and diversity of thought/values.
- G2 - To educate students on anticipated support needs when transitioning to post-secondary institutions and developing skills necessary to succeed in higher education (e.g. time-management, goal-setting, and study skills).
- G3 - To develop student's educational goals and awareness of post-secondary institutions, majors/minors, degree types, and career options.
- G4 - To develop community youth leaders that participate in service activities and understand the impact of diversity on a school campus and community.

SLOs:

- Students will be able to identify high school course requirements needed to be eligible for admission to a public California Postsecondary Educational Institution. [G1,G3]
- Students will be able to identify co-curricular factors colleges consider for admissions and enrollment (including: leadership experiences and social factors). [G1, G3, G4]
- Students will be able to identify personal strengths and areas for improvement in relation to their study skills. [G2]
- Students will be able to set academic goals and identify action plans to hold themselves accountable. [G2]
- Students will be able to identify and articulate the different post-secondary systems. [G3]
- Students will articulate an educational plan for their intended career path. [G2]
- Students will be able to articulate issue awareness and the significance of participating in service activities [G1, G4]

Veterans' Resource and Opportunity Center (V-ROC) -

SAO#1: Connect incoming, continuing and transferring veterans to all possible programs and services as possible.

There is every effort to connect incoming, continuing, and transferring veterans to all possible programs and services as applicable. The integration of VROC with other programs helps achieve this. More student veterans have been using services such as tutoring, mentorship, DRC, study sessions, library, etc. The learning outcomes are very positive. The goal is to encourage student veterans and military affiliated members of the VROC community to be dedicated and motivated to be academically successful and well connected.

SAO#2: Connect veterans to academic counseling

Veterans access academic counseling, VA certification of educational benefits, Vet Vouchers (a voucher program for books, supplies, and food), and workshops on veteran services.

SAO#3: Connect veterans to Vet Vouchers

The main SAO to be measured will be the Vet Voucher Program. The Student Learning Outcome is related to the VROC Vet Voucher Program funded through ACES and SAGA Foundation and the level of satisfaction of services.

The coming year the SAO's will be to create a greater sense of community and inclusiveness while also working to increase the number of veterans and military affiliated students that are served, receiving services and claim Canada College as their "home" campus.

7B. SAO Assessment Plan: Bridge To Opportunities Peer Mentorship Program (BTO) -

BTO collected and categorized data from past and current Peer Mentor case management notes to assess whether the grant and program goals of retention and persistence had been met. This data was then submitted to the PRIE office for analysis. BTO also conducted a survey of 2018-2019 Mentees to assess the impact working with a Peer Mentor has had on their campus engagement and academic progress, among other measurements. 20 of 56 BTO Mentees completed the survey.

As the college moves closer to a more streamlined, cohesive experience for students, peer mentorship is at the forefront of the plans, to be included as part of the First Year Experience program and Guided Pathways initiative. BTO will present at October 2019 Flex Day to educate the campus about the impact of peer mentoring on campus, including information from the other peer mentorship programs. More presentations will follow at the campus's Councils and Senates.

TRIO Student Support Services (SSS) -

The following statements were created to measure TRIO students' responses regarding the counseling services they received. From mid-September to the first week in October, we sent an email asking students for their feedback answering a 7 question survey. As an incentive, TRIO had opportunity drawing for who students filled out this survey to win a \$15 Target gift card, thanks to the donation of the Sienna Community Center. Their information remained confidential as we did not ask for their names or G#'s. This formstack survey used a likert scale and write in responses were recorded.

Here are the survey statements we had students respond to:

1. TRIO provides the help I need to accomplish my educational goals. 94% of students felt that TRIO helps them accomplish their educational goals.
2. After attending TRIO counseling appointments, the counselor(s) helped me understand the requirements for graduation. 87% of students felt that TRIO counselors helped them understand graduation requirements. Perhaps more questions on the next program review could ask more details such as how many other counselors do they see, how many times do they see a counselor in a semester and questions about their SEP. It would be interesting to measure the number of times a students see a counselor and their understanding of graduation/transfer requirements.
After attending TRIO counseling appointments, the counselor(s) helped me understand the requirements for graduation.
3. After attending TRIO counseling appointments, the counselor helped me understand the process for transfer to a 4 year university. About 60% of students felt that TRIO counselors helped them to understand the process for transferring to a four year university. Perhaps more probing questions could have been asked of the student to find out how often they have met with TRIO counselors and how well do they understand their SEP, etc.
4. Whenever I have a quick question and inquire in the TRIO office area, the staff has been helpful at helping me find the answer. 94% of students felt that the staff are helpful at finding answers to their questions.
5. The TRIO program encourages and promotes students to attend other events and/or workshops on campus that relates to graduation, transfer, social justice issues, financial literacy such as scholarships, financial aid, loans, etc. 93% of TRIO students felt encouraged to attend other campus events related to graduation, social justice, and financial literacy which indicates TRIO is doing a good job at promoting other events and collaboration with other programs.
6. TRIO progress reports are a useful tool in letting me know how I am doing in my classes. 63% of students felt that progress reports were a useful tool in their academic progress.
7. Being a part of TRIO has helped me feel more connected to the campus. With this statement, it was a total of 14 students who agreed and strongly agreed that TRIO has helped them feel more connected to the campus. Only 1 student felt undecided about

this student.

TRIO Upward Bound (UB) -

In reviewing SAOs we identified objective and subjective forms of evaluation. Surveys, attendance, and test results were primarily used and indicated objective evaluations. However, students also conducted self evaluations, participation, and sharing in leadership activities, which were part of the subjective evaluation process.

Veterans' Resource and Opportunity Center (V-ROC) -

The most efficient way for us to assess how our programs and services are impacting the military affiliated and veteran students is to survey them about their needs and experiences.

SAO#1: Connect veterans to student services

Assessment: PSC will connect veterans to college and VA benefits

SAO#2: Connect veterans to academic counseling

Assessment: Veterans Counselor will meet with veterans and ensure that veterans have updated SEPs.

SAO#3: Connect veterans to Vet Vouchers

Assessment: Track the number of veterans accessing Vet Vouchers.

7C. SAO Assessment Results & Impact: Bridge To Opportunities Peer Mentorship Program (BTO) -

As of now, we are still awaiting the results of persistence and retention rates over the course of the program from the PRIE office. The Mentee impact survey contained 28 statements with a 5-point likert scale of True, Somewhat True, Don't Know, False, and Change Needed. The table below shows 11 statements, the number of True or Somewhat True answers out of 20 respondents, and the percentage:

- I feel that there are more people at Cañada who care about me: 80%
- I feel that there are more people who will help me: 85%
- I am aware of resources available to provide support: 90%
- I am aware of the financial support resources available to me, and I utilize them: 85%
- I believe I will reach my educational goal: 90%
- I am involved in more student support programs or activities: 70%
- I have a better attitude toward school: 85%
- I have better grades and test scores: 75%
- I come to school better prepared: 80%
- I have better study habits: 75%
- I think it's important to be more involved on campus: 85%

TRIO Student Support Services (SSS) -

15 students submitted surveys. While this is a smaller number than previous years, we now have this survey on formstack as opposed to novi survey which is more difficult and cumbersome to use. Next program review will also focus more on student educational plans (SEPs) either looking at how many update their SEPs and or understand their SEPs. More questions on the number of student counseling appointments one has attended will be included on the next survey as well as trying to creating probing questions to pinpoint where students are confused on their graduation and transfer requirements.

Some improvements we have made are: (1) creating a Canvas profile for students to contact us and also for us to use this as one method of communication (2) improvements on our TRIO website to access our application and soon to access all our upcoming events and hours of availability. We now provide progress reports online and also have hard copies available. TRIO now uses google docs and TRIO counseling worksheets to teach students about SEPs, Degreeworks, assist.org etc.

TRIO Upward Bound (UB) -

Students performed well overall in assessment areas, noting that they felt prepared for higher education. However, students are not perceiving themselves as change makers or leaders. This is an area for us to develop further.

The skills necessary to help transition students from secondary to post secondary school are being provided in Saturday College workshops. These are well attended and students report their understanding and use of these skills are increasing.

We work in partnership with Jobs for Youth to provide skills training and development for youth careers. Students report enjoying these workshops and feeling more confident in their skills especially when applying for internships.

After reinstating the Scholars Advisory Team, our students indicate a greater satisfaction with changes made in the program. They feel their voices are heard and encouraged by their peers.

Veterans' Resource and Opportunity Center (V-ROC) -

Due to inconsistent staffing levels over the past terms, the SAOs stated above were not measured

The data we have showed the following:

Fall 2019 Veteran Service and Military Affiliated:

1. 105 Total military affiliated and veteran students receiving services (this includes both students that claim Canada College (17) as their home campus and those that claim Skyline of CSM).
2. 9 students are receiving the BOGG fee waiver
3. 41 (39%) receiving Veteran benefits
4. 49 (47%) taking classes in person and 68 (65%) taking online classes

7D. SLO Assessment Plan: Bridge To Opportunities Peer Mentorship Program (BTO) - N/A

TRIO Student Support Services (SSS) - N/A

TRIO Upward Bound (UB) -

Students engaged in most of the SLOs during class and workshops. The primary method of measuring them has been survey and testing. Students are asked to do self checks for understanding, in which they indicate a better understanding of these SLOs. For areas not easily measured in surveys, students are asked to complete self evaluations and work with staff on these evaluations, called Self Awareness inventories. Here students can better explore their ideas and goals. Student Education Plans are used as a teaching and self evaluation tool. They help students plan and identify gaps in their understanding.

Veterans' Resource and Opportunity Center (V-ROC) -N/A

7E. SLO Assessment Results & Impact: Bridge To Opportunities Peer Mentorship Program (BTO) - N/A

TRIO Student Support Services (SSS) - N/A

TRIO Upward Bound (UB) -

Students were able to identify high school course requirements needed to be eligible for admissions as well as identifying different educational systems. This was identified through test results and presentations in College Preparatory courses in the summer.

Survey results showed students could identify co-curricular factors colleges consider for admissions, but had challenges in seeing their own leadership skills. It was challenging to know if this was due to their modesty or their lack of understanding of these factors.

Students were able to identify personal strengths, set academic goals, and identify educational plans. These were identified in biannual self evaluations and staff check-in with students.

Veterans' Resource and Opportunity Center (V-ROC) - N/A

Looking Ahead

7F. SAOs & SLOs for the Next Review Cycle: Bridge To Opportunities Peer Mentorship Program (BTO) -

The Program Services Coordinator will also work on a peer mentorship program operations manual to support the campus's inclusion of peer mentoring in the future.

TRIO Student Support Services (SSS) -

Service Area Outcomes:

- As a result of attending TRIO counseling appointments students will be able to use some resources to help them decide on a major.
- TRIO provides comprehensive services that has helped me gain successful tools and tips.
- I understand why it is important to update my SEP with my counselor.
- TRIO will increase the number of updated SEPs.

TRIO Upward Bound (UB) -

SAOs/Goals:

G1 - To prepare students to be competitive candidates for post-secondary education.

G2 - To develop students' skills necessary to succeed in higher education (e.g. time-management, goal-setting, and study skills).

G3 - To identify and explore students' educational and career options.

G4 - To develop community youth leaders that participate in service activities and understand their impact on a school campus and community.

PLOs:

- Students will be able to identify high school course requirements needed to be eligible for admission to a public California Postsecondary Educational Institution. [G1,G3]
- Students will be able identify what colleges consider for admissions and enrollment (including: leadership experiences and social factors). [G1, G3, G4]
- Students will be able to set academic goals and identify action plans to hold themselves accountable. [G2]
- Students will articulate an educational plan for their intended career path. [G2]
- Students will be able to articulate the awareness and the significance of participating in service activities [G1, G4]

Veterans' Resource and Opportunity Center (V-ROC) -

V-ROC will continue to improve upon its new Vet Voucher program and continue to assess the impact of the book, transportation, and food vouchers. This will also include improving outreach, intake, and data collection processes for the program. Continued collaboration with Student Equity, other campus partners, and community partners will be necessary for improvement of services.

V-ROC will also be working to establish SLO's that can be accomplished through the available programs and services that V-ROC is able to provide to our military affiliated and veteran students. This will ensure that the services that are offered are focused and can be evaluated and reviewed for effectiveness and impact on the academic and personal success of student participants.

9. Program Improvement Initiatives: Bridge To Opportunities Peer Mentorship Program (BTO) -
Creation of a peer mentorship program best practices manual.

TRIO Student Support Services (SSS) & TRIO Upward Bound (UB) -

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.

Veterans' Resource and Opportunity Center (V-ROC) -

Continuous improvement of services and support through V-ROC is ongoing.

Program Review Narrative Status: Complete

Related Documents & Links:

[Classified Hiring Justification - VROC.docx](#)

Objective: 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.

Objective Status: 2 - Continuing (PR)

Objective Year: 2020-2021

Estimated Start Date: 09/01/2020

Estimated Completion Date: 12/18/2020

Please select the college goals with which this objective 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 district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings Interventions and Support Programs that Increase Student Access & Success

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.

CAN Program Review (Student Services) - TRiO, Bridge to Opportunities & Veterans (Odd Year)

Status: Continued Request - Active
Type of Resource: Professional Development
Cost: 6000
One-Time or Recurring Cost?: One-Time Cost
Division/Department Priority: High Priority

Objective: Peer Mentorship Program Best Practices Manual

With BTO in its 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.

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 11/01/2019

Estimated Completion Date: 09/30/2020

Please select the college goals with which this objective 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 district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings Interventions and Support Programs that Increase Student Access & 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
Division/Department Priority: High Priority

Objective: Permanent staffing and services

Continuous improvement of services and support through V-ROC.

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 10/09/2019

Estimated Completion Date: 05/29/2020

Please select the college goals with which this objective 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 district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings Interventions and Support Programs that Increase Student Access & Success

Action Plans

- 2019-2020 - 1. Hire new V-ROC Permanent Program Services Coordinator.
2. Train new PSC in compliance and documentation.

CAN Program Review (Student Services) - TRiO, Bridge to Opportunities & Veterans (Odd Year)

3. Provide services to Veterans and dependents.
4. Review and evaluate program services to improve services. (Active)

Who's Responsible for Completing this Action Plan?: Adolfo Leiva

Estimated Completion Date: Fall 2020

Related Documents & Links:

[Classified Hiring Justification - VROC.docx](#)

Resource Requests

1.0FTE Program Services Coordinator - VROC - The VROC Program Services Coordinator (PSC) for the Veterans Opportunity and Resource Center (VROC) serves provides veterans and their dependents with the support needed for them to succeed at Cañada College. The PSC assists in the planning, coordination, and implementation of services, such as student recruitment, orientation, job skills assessments and job placement, special events, tours, individual and specialized programs and other support for current and potential program participants. The PSC also works with other educational institutions, community and business representatives, veterans' organizations, governmental agencies and the general public in order to exchange program information and services that directly impact students' academic success, along with mental health and well-being. PSC duties include:

1. Serving as the primary college liaison for veteran students
2. Assisting with certifying veteran students for GI Bill benefits
3. Referring and connects veterans to college, community and government resources
5. Connecting veterans to Vet Vouchers and other benefits including financial education
6. Tracking and reporting on veterans' academic success, retention and persistence

Our sister campuses have proven that by having full-time, permanent PSC for their respective VROCs, they have been able to establish a vibrant and extensive veteran presence at their colleges.

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 98589

One-Time or Recurring Cost?: Recurring Cost

Division/Department Priority: High Priority

Objective: 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.

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 12/13/2019

Estimated Completion Date: 01/15/2020

Please select the college goals with which this objective 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 district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings,

CAN Program Review (Student Services) - TRiO, Bridge to Opportunities & Veterans (Odd Year)

Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County, District Goal #3 - Increase Program Delivery Options, Including the Expanded Use of Instructional Technology, to Support Student Learning and Success

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: 1250 One-Time or Recurring Cost?: One-Time Cost Division/Department Priority: High Priority |

Objective: 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

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 12/02/2019

Estimated Completion Date: 12/13/2019

Please select the college goals with which this objective 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 district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County

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 |

CAN Program Review (Student Services) - TRiO, Bridge to Opportunities & Veterans (Odd Year)

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

Division/Department Priority: High Priority

Objective: Student Laptops - (4)

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

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 12/02/2019

Estimated Completion Date: 12/13/2019

Please select the college goals with which this objective 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 district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success, District Goal #2 - Establish And Expand Relationships With School Districts, 4-year College Partners, And Community-based Organizations To Increase Higher Education Attainment In San Mateo County

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

Division/Department Priority: High Priority