

VROC - Comprehensive Program Review Summary

November 8, 2023

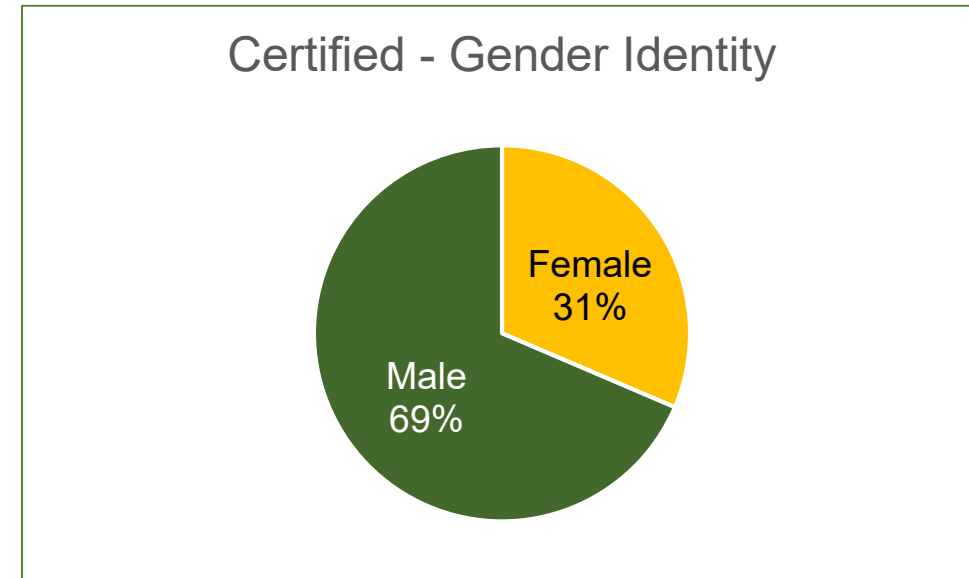
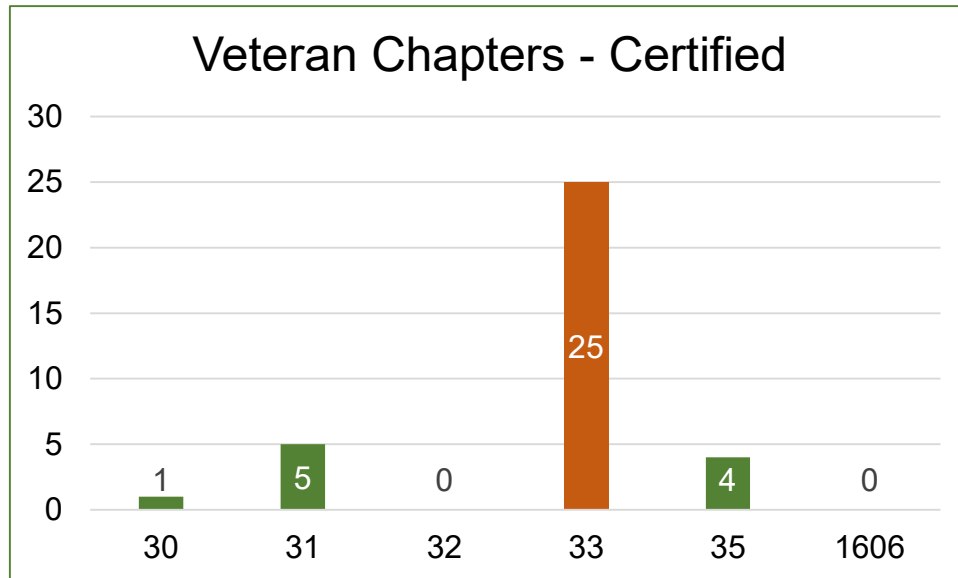
Presented by Juan Vera and Adolfo Leiva



Photo Credit: Peter Tam



Who are our **(Certified)** Student Veterans (n=35)



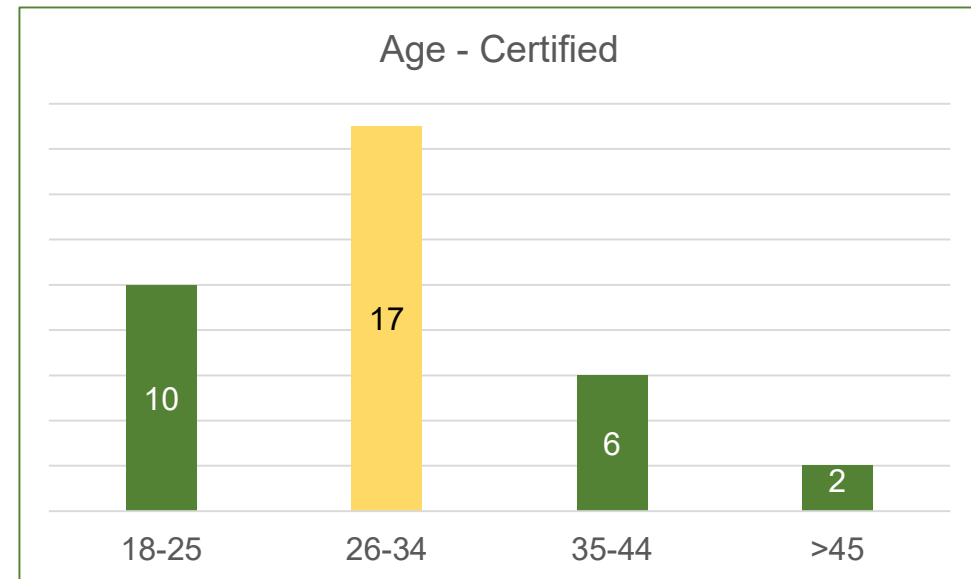
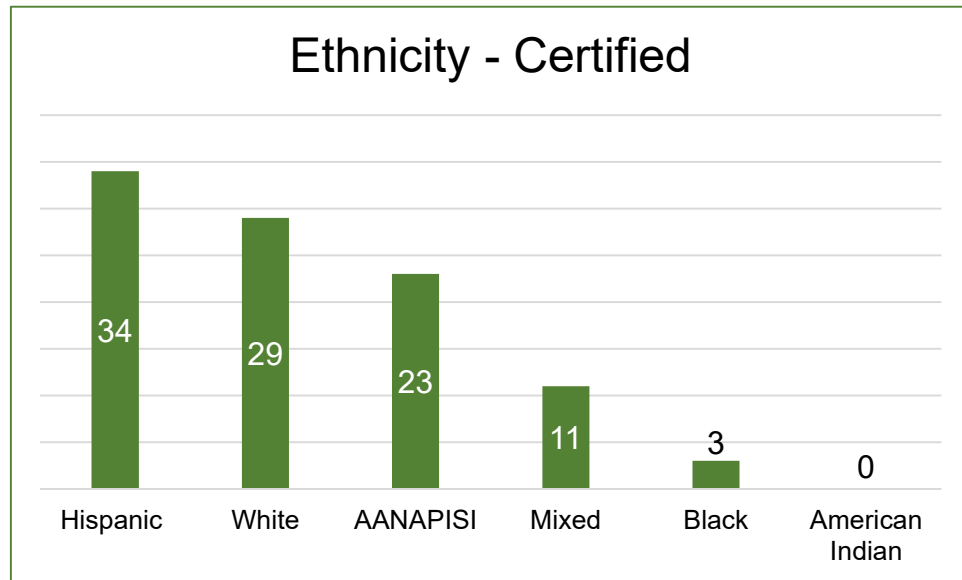
Cañada's SMVFs veterans belong to the following chapters:

- Chapter 30- Montgomery GI Bill (Active Duty)
- Chapter 31- Vocational Rehabilitation Benefits
- Chapter 32: Veterans Educational Assistance Program (VEAP)
- **Chapter 33- Post-9/11 GI Bill**
- Chapter 35 Survivors and Dependents Assistance
- Reserve GI Bill - Chapter 1606

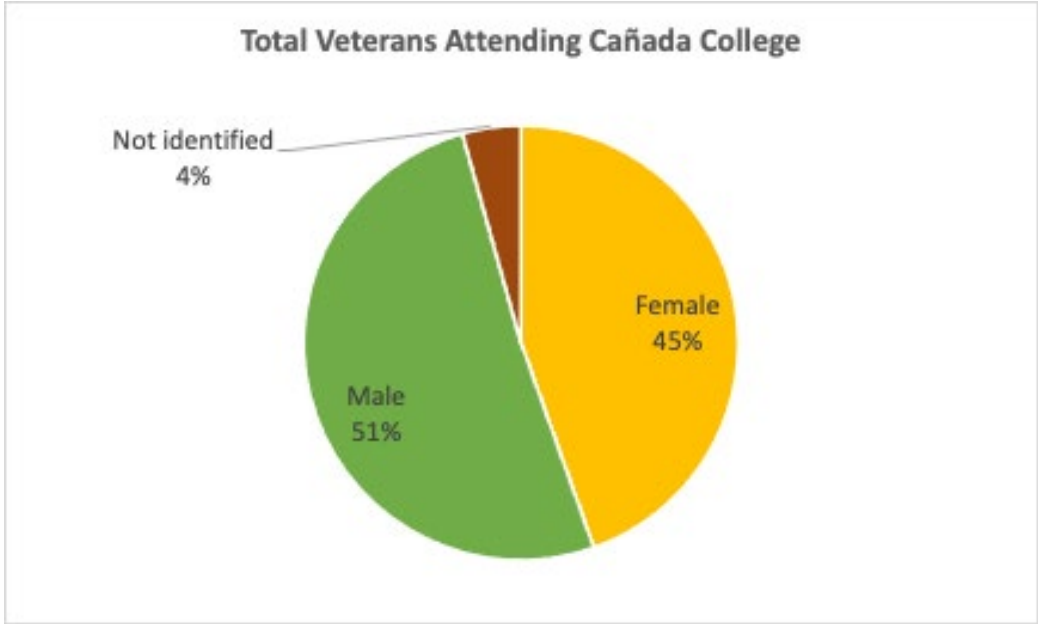
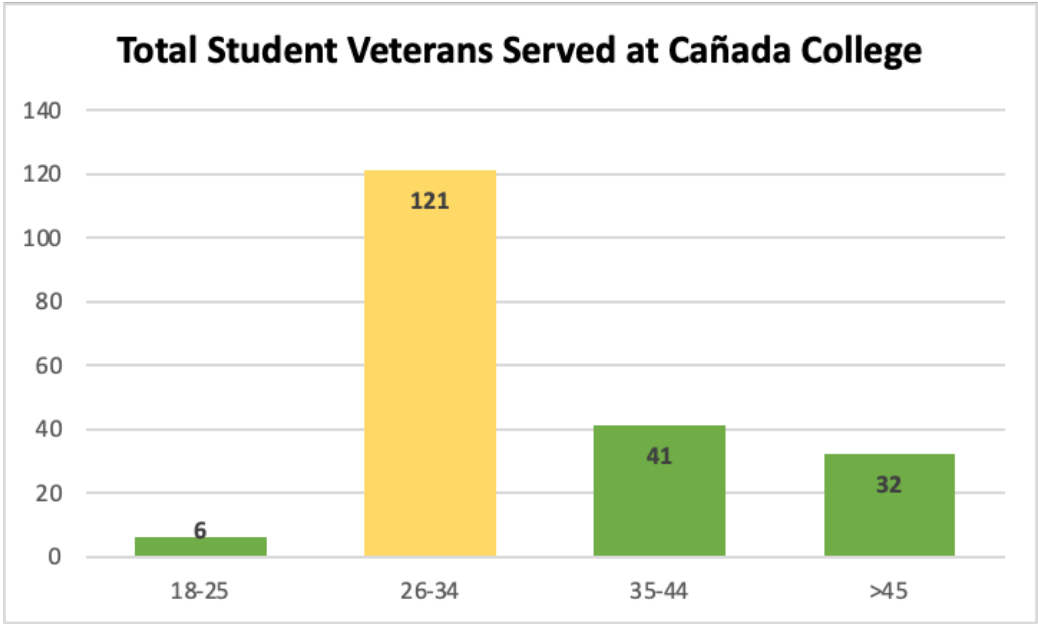
Certified Veterans receive benefits from the VA for being enrolled at Cañada College

There are 184 total veterans at Cañada College

Additional SMVF Demographics



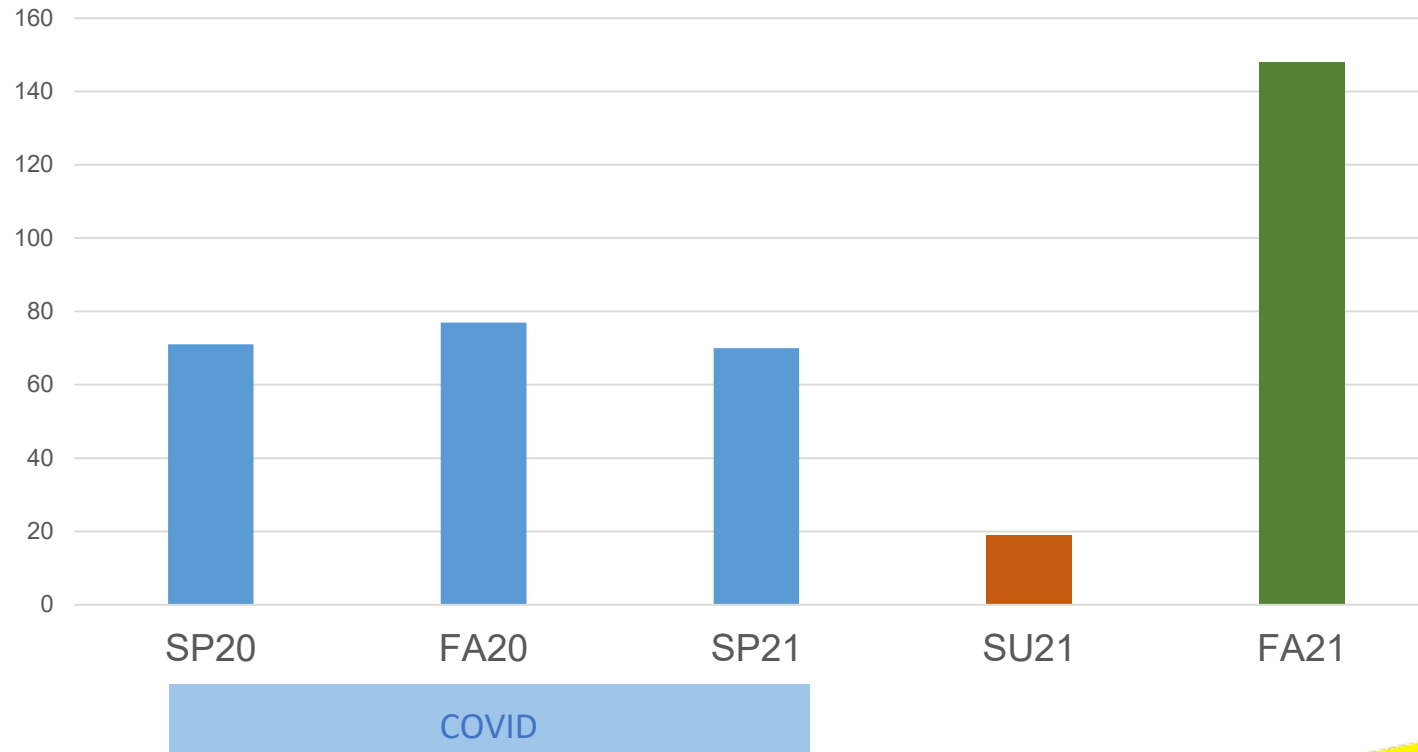
Who are our (Total) Student Veterans (n=184)





Veterans served (2-year trend)

Student Veterans by Term





VROC at Cañada College

Mission:

- VROC **supports** service members, veterans and families (**SMVFs**) while at Cañada College
- VROC supports a learning centered environment that ensures that all (**SMVFs**) and their dependents have **equitable opportunities** to achieve their transfer, career education, lifelong learning and educational goals.

Vision:

- Provides a welcoming and informative center for where veterans can meet
- Supports veterans with certification and veterans benefits (**BHA, etc**)
- Delivers professional development on how to support our veteran community

Service Members, Veterans and Families (SMVFs)



VROC at Cañada College

Alignment with College and District Mission:

- **Engages** with and **empowers** SMVFs to access Veteran benefits so they can transform their lives through a college education
- Provides **open access** to our SMVF community and is **responsive** to veteran's unique needs





VROC at Cañada College

Aligned with College Goals

- Student Access, Success and Completion, Equity Minded & Antiracist College Culture, Community Connections
 - 1.1 – Assess and streamline outreach, application, matriculation and registration process ... (MRE)
 - 1.14 – Strengthen and scale **student affinity programs** and other student support programs (Belonging)
 - 1.18 – Increase the proportion of students who submit **FA Applications** (Persistence)
 - 2.7 – Provide comprehensive **orientation and onboarding** for all new staff (including student assistants) – (Anti-racism)
 - 3.1 – Transform how we share the story as an **HSI and AANAPISI** institution (Share CAN offers)
 - 3.10 – Centralize and coordinate College **relationships** with **community** partners to expand partnerships (Employ)

VROC Highlights

- VROC was successful in hiring a **0.50FTE permanent VROC Coordinator**
- **Juan Vera**, a Marine Corp veteran, has been hired and is “in person!”
- A new **800 sq. ft. location** has been secured for VROC that includes a:
 - Veterans lounge
 - Private office for coordinator / counselor to meet with veterans
 - Student computers and printer available
 - Dedicated study space available for student veterans
- New student **veterans canvas shell** pioneered by VROC at Cañada
- A new SSL was created and **chatbot** launched
- Ongoing **districtwide collaborations**
 - **Quarterly** - A&R, Certification and Coordination teams for streamlining certification and matriculation
 - **Weekly** - Coordinators meet to plan and coordinate

Challenges

- Need for additional coverage for VROC
 - Juan's position is **0.50FTE VROC / 0.50FTE Probation Dismissal**
 - VROC has **outgrown** this position and the impacts
 - Opportunity to increase **support** for SMVFs
 - Availability to increase **number of veterans** at Cañada
 - Office **coverage**
 - Sister campuses have a 1.0FTE position - **alignment**
- Lower Basic Housing Allowance (BHA) for Cañada College - (**\$4300 vs. \$4600**)
 - Skyline and CSM veterans receive **\$300 more** than Cañada College Veterans
 - Cañada is assigned to the Santa Clara County VA vs. the SF County VA
 - In 2022, this difference was **\$800**

SAOs

- **2022 SAOs**

- 100% of certified veterans will complete their VA Certification – **MET**
- 100% of certified veterans will access their GI Bill Benefits – **MET**

- **2023 SAOs**

- 70% of student veterans will be able to identify key VROC support resources (new)
- 100% of certified veterans will complete their VA Certification
- 100% of certified veterans will access their GI Bill Benefits

SAO's will provide VROC with and opportunity to **measure and improve** SMFVs understanding of key resources, streamline SMFVs certification and ensure that veterans receive their GI Benefits in a timely manner with and emphasis on **addressing anti-racism**



Intentionality and Service Delivery

- Serving underrepresented and racially minoritized students
 - **Emilio Gallegos**, US Marine Corp combat veteran shared his "Spoken Word"
 - Emilio's presentation reflected our veteran diversity, destigmatized the veteran experience and provided insight into the veteran experience
- Student retention
 - SMVFs are a **disproportionately impacted by virtual learning**. With the return to face-to-face learning and in person support, retention has increased.
- What delivery method does your program utilize to best serve veterans?
 - VROC serve veterans in both an in-person and virtual modality with staff being on email and Canvas as well.
- On-campus and off-campus community partnerships
 - NorCal SMVF, VA Medical Outreach, SMC Veterans Service Office, Region 3 CC Quarterly Meetings, County Veterans Administration (VA) Offices.



Impact of Previous Resource Allocations

- FY23 Requests
 - One 1.0 FTE Office Assistant – **Not Approved**
 - 4 student laptops to be used in VROC study room – **Not Approved**
- What has VROC been unable to accomplish as a result?
 - Expanding veteran student programming
 - Hosting additional veteran-centered community activities
 - Have a greater presence in VROC (Coverage)
- Impact on disproportionately impacted students
 - Veterans are returning to civilian life after dedicating many formative professional years to serving
 - The transition from military to civilian life is challenging for many veterans (mental health)



Program Improvement for FY24

- Changes to be implemented with anti-racism in mind
 - Require VROC student assistant to complete District anti-bias training
 - Partner with the FAO to ensure that scholarship and FA info is available for underrepresented SMVFs
 - Host community events that highlight the diversity of our veteran community
 - Work with PRIE to capture and analyze veteran data to improve equity gaps
 - Advocate for and supporting a space on campus in VROC where racism is actively opposed
 - Launch a veteran's Book Voucher/Bookstore Credit Program



Questions?



V-ROC | VETERAN
RESOURCE AND
OPPORTUNITY CENTER
— AT —
Cañada College