EL CAMINO COLLEGE
VETERANS SERVICES PROGRAM
PROGRAM REVIEW 2018

Program Description

1. *Describe the program emphasizing the program's objectives and how the program supports the college's mission and vision statements, strategic initiatives and core competencies.*

   The program under review is Veterans Services, which falls under the Student Support Services Division. Veterans Services serves the interests of student veterans and dependents of veterans of all military branches of the United States of America who attend El Camino College or El Camino College Compton Education Center.

   This program is funded through both a Fund 11 and a Fund 12 Accounts. Veterans Services receives a small amount of funds from the United States Department of Veterans Affairs (VA) to pay the school for reporting services, which is placed into the Fund 12 account. Schools are provided a reporting service fee based on the number of students who were certified to the VA at least once during the calendar year. Payments to the student workers under the VA Work Study Allowance Program are paid directly to the student from the VA.

   The educational and training benefits offered are through the following programs:

   1. Chapter 33 - The Post 9/11 GI Bill® Veterans Educational Assistance Program. Included in this Chapter:
      - Transfer of Entitlement (TOE) for Dependents
      - Marine Gunnery Sergeant David Fry Scholarship (Fry Scholarship) for Dependents
   2. Chapter 30 - Montgomery GI Bill® Active Duty Educational Assistance Program.

3. Chapter 1606 - Montgomery GI Bill® Selected Reserves Educational Assistance Program.
4. Chapter 35 - Survivors & Dependents Educational Assistance.
5. Chapter 31 - Vocational Rehabilitation and Employment Program.

For a more detailed explanation of the benefits offered, please see Appendix A.

Mission Statement

The veteran counselors, staff, and work study students of the Veterans Services Program strive to adopt objectives that adhere to the principles contained in El Camino College mission statement:

"El Camino College makes a positive difference in people's lives. We provide excellent comprehensive educational programs and services that promote student learning and success in collaboration with our diverse communities."

Veterans Services Program personnel work to make a positive difference in the lives of veterans and provide excellent services to promote student success. They do this in collaboration with stakeholders at El Camino College along with supporting state and federal agencies. All of this is within an environment of diversity, inclusion and respect.

Vision Statement

The El Camino College vision statement states

"El Camino College will be the college of choice for successful student learning that transforms lives, strengthens community and inspires individuals to excel."

In short, the Veterans Services Program will continue to work to attract veterans to make El Camino College their college of choice. Objectives will be established and practices enforced which will enhance the student learning experience leading to a stronger sense of community and excellence for the veterans and the program itself.

2. *Describe the student population served by the program using available data.*

California continues to lead the nation as the home of the largest concentration of veterans out of the fifty states, the District of Columbia and all the U.S. territories. As of 2016 there were a total of 1,735,213 veterans in California with a total of 20,392,192 nationwide.

Please see the chart below to identify the number of veterans El Camino Community College serves:

El Camino College Veterans VA-Once* Certifications Per Year				
Year	**2015-2016**	**2016-2017**	**2017-2018**	**2018-Present**
Chapter 33	475	556	551	279
Chapter 30	11	7	0	0
Chapter 1606	20	33	16	9
Chapter 35	67	74	75	49
Chapter 31	118	124	108	49
Total	691	794	750	386

* VA-Once is an enhanced program from the U.S. Department of Veterans Affairs that allows submission of enrollment certification.

El Camino College Institutional Research's Veterans Enrollment			
2015-2016	**2016-2017**	**2017-2018**	**2018-Present**
792	752	881	668

For analysis of the El Camino College student veteran population data, please refer to the Appendix B.

3. *What happens after students participate in the program's activities? If applicable, address whether students are successful in meeting their educational goals.*

Success, retention and transfer rates for student veterans are discussed in greater detail in Appendix B. Below you will find the success, retention and transfer rates of the veteran's population, as well as the overall ECC general population. Throughout these three categories, veterans have, overall, higher rates of success, retention and transfer than the general El Camino College population.

Success Rates		
Year	**Veterans**	**ECC**
Spring 2015	70.1%	68.0%
Spring 2016	76.0%	69.5%
Spring 2017	73.1%	69.3%
Spring 2018	75.6%	70.3%

Retention Rates		
Year	**Veterans**	**ECC**
Spring 2015	83.2%	81.3%
Spring 2016	87.6%	82.6%
Spring 2017	86.7%	82.5%
Spring 2018	87.0%	82.8%

Awards and Transfer				
	2013 - 2014	**2014 - 2015**	**2015 - 2016**	**2016 -2017**
AA or AS	35	50	37	38
Certificates	6	5	16	9
Transfer	22	21	23	24

For testimonials of El Camino College veteran students, please refer to Appendix C.

4. *How does the program interact with other on-campus programs or with off-campus entities?*

In January 2018 the Veterans Services Program was moved from the Enrollment Services Division to the Student Support Services Division. Since the change to the Student Support Services Division, the Veterans Services Program has had the opportunity to participate with other programs in the division. Thorough the attendance at various meetings, trainings and planning sessions, a greater knowledge of the campus resources has been provided to the Veterans Services Program. In addition, continued support has been made more available through collaboration and communication across campus.

The Veterans Services Program interacts with the Evaluations, Admissions, Records and Registration programs of Admissions & Records. It also interacts with Counseling, Fiscal Services, Disabled Students Programs and Services (DSPS), Student Development, Student Health Services, and Financial Aid.

Admissions and Records

Once a student veteran is admitted to the college via CCCApply, the student is referred to Veterans Services to address the questions and needs of the veteran. If the veteran was coded as a non-resident of California and wishes to petition the residency status, that is completed through Admissions and Records. The outcome of the residency petition is shared by Admissions and Records with Veterans Services to support up to date information on the veteran. Recent federal and state legislation grant exemptions to non-resident fees for veterans and their dependents.

Psychological Services

The Veterans Services Program has established a collaborative association with the Campus Health Services for mental health assistance for veterans on campus. In addition, the college has formed an agreement with U.S. Vets- the nation's largest nonprofit provider of comprehensive services to homeless and at-risk veterans. With this collaborative, a U.S. Vets

psychological counselor is available on campus two days a week to provide assistance to a student veteran.

Registration

In accordance with California law, veterans are granted priority registration. El Camino College awards all veterans, regardless receiving or using GI Bill® benefits, priority registration upon presenting their Certificated of Release or Discharge from Active Duty (DD-214).

Counseling

The relationship between Veterans Services and Counseling is critical. A veteran cannot be certified and eligible for benefits unless the veteran meets with a counselor and receives a comprehensive education plan. A full-time veteran academic counselor was assigned to the program in summer of 2016. This addition has met many of the requests of the veterans.

Fiscal Services

Fiscal Services is responsible for the processing of payments received from the Veterans Administration. Issues, problems or concerns regarding these payments are addressed between Fiscal Services and the Veterans Services Certifying Official.

DSPS

Disabled Students Programs & Services (DSPS) is very important to the veterans who may have suffered injuries or trauma while in service in Afghanistan, Iraq, or other conflicts these veterans may suffer from post-traumatic stress disorder, traumatic brain injury, hearing lost or other disabling conditions.

Financial Aid

Collaboration is necessary with the California Department of Veterans Affairs (CalVet) for the processing of the Cal Vet college fee waiver. CalVet works to serve California veterans and their families to ensure that its veterans of every era and their families get the state and federal benefits and

services they have earned as a result of selfless and honorable military service.

5. *List notable achievements that were linked to the College's Strategic Initiatives that have occurred since the last program review.*

   Last Program Review Recommendations:

   1. Dedicated Counselors:
      Due to the nature of the program, the regulations that govern its actions, the experiences of the students in this cohort and the responses from the recent veterans survey- feedback has strongly recommended establishing a dedicated, fully trained counselor for veterans. This individual would need to understand the depth and breadth of the academic programs at El Camino College and be fully versed in the regulations and requirements of student veterans' certifications and benefits offered by the VA and El Camino College.

      Based on the recommendations from the 2015 Program Review, a dedicated full-time counselor was assigned to the Veterans Service Program in the summer of 2016, as well as an adjunct counselor to serve as backup in fall 2017. In addition, beginning winter of 2018, all veterans counseling appointments are now made in the Veterans Resource Center (VRC). This allows the student veteran to make their appointments by telephone or in-person with the help of the VRC. With this practice, Veterans Services has seen an increase to veterans counseling appointments.

      Currently, staff is receiving training on how to navigate in Campus Calibrate/Cranium Café, the new counseling appointment program being implemented. The full-time veterans' counselor is also receiving in training for virtual counseling.

      This was linked to Strategic Initiative B: Strengthen quality educational and support services to promote student success and Strategic Initiative F: Modernize infrastructure and technological resources to facilitate a positive learning and working environment.

2. Additional Equipment:
   With funds set aside from Student Equity, Veterans Services was able to obtain four Chrome books, two laptops and a network printer for veterans to use in the center.

   This was linked to Strategic Initiative F: Modernize infrastructure and technological resources to facilitate a positive learning and working environment.

3. Additional Staffing:
   The staffing of the Veterans Resource Center was, for years, limited to one Student Services Specialist and two student workers. With the growth of the veteran population, the program expanded to; five Work Study Student Workers (paid for by the VA), one Part-time Temporary Student Services Technician, one Temporary Non-classified Veterans Mentor, and one Full-time Student Services Technician. The growth of the program, in terms of veterans served, and the increase in federal and state requirements is justification for staffing as listed.

   This was linked to Strategic Initiative B: Strengthen quality educational and support services to promote student success.

6. *What prior program review recommendations were not implemented, if any and why? What was the impact on the program and the students?*

The Veterans Services Program would function to a higher standard if a dedicated Program Coordinator/Manager would be hired. In the last Program Review in 2015, a Counselor/Coordinator joint position was recommended. However, with the increase seen in the scheduling of student veterans counseling appointments and the increase in federal regulatory reporting a Counselor/Coordinator combination position would not be feasible to sustain a positive program and impact on students.

A Program Coordinator/Manager would need to be able to work on retention, student success, implement student/faculty surveys, Guided

Pathways, create linking communities for student veterans, find additional resources for scholarships, network with the community and develop a veteran advisory committee. This position would allow the academic counselor to concentrate on counselling the student veteran population and assist with the mandated compressive education plans required by the VA.

Work with stake holders at El Camino College, advisories, agencies and other interested parties from the community to implement federal, state, local laws and regulations would best be met with a Coordinator/Manager position.

Program Environment

1. *Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students/ If not, why?*

   The Veterans Resource Center is currently located in the breezeway between Student Services and the Student Activity Center.

   The need for a Program Coordinator/Manager to assist with changes in programing, technology, software on campus and the need for assistance with the implementation of regulations /policies that govern the veterans' program from the VA is of up most importance.

2. *Describe the number and type of personnel assigned to the program. Please include an organizational chart.*

   The program is staffed by one Full-time Student Services Specialist, one Full-time Student Services Technician, one Full-time Veteran Academic Counselor, one Part-time Veteran Academic Counselor, one Part-time Student Services Technician, one Part-time Student Services Mentor and five Work Study Students. The student workers are veterans who are compensated by the United States Department of Veterans Affairs (VA).

   One of the great opportunities of this program is the ability to hire veterans under the U.S. Department of Veterans Affairs (VA) Student Work-Study Allowance. This program offers an additional allowance to student veterans

in return for their performing services in VA-related activities. The student workers are veterans who are compensated by the United States Department of Veterans Affairs (VA). With their unique perspective work study students are able to relate and better able to assist fellow veterans.

For Organizational Chart refer to Appendix D.

3. *Describe the personnel needs for the next four years.*

As the Veterans Services Program moves towards identifying all veterans on campus and grows in the number of veterans being certified for benefits, the need for the Veterans Program Coordinator/Manager becomes more critical. An additional Full-time Student Services Technician becomes a necessity for the development and implementation of metrics needed for the grants awarded by the California Community Colleges Chancellor's Office.

For Proposed Organizational Chart refer to Appendix D.

4. *Describe facilities needs for the next four years.*

With the completion of the new Student Services Center in the Spring 2019, the Veterans Services Program will be relocated to the first floor with a dedicated entrance. The program will continue to house a center in which veterans can interact with faculty and staff assigned to the program, mingle with other veterans, utilize equipment, as well as other resources the program has to offer. The Veterans Resource Center will see an increase in the availability of computers and printers, in addition continued use of the refrigerator, microwave oven, coffee and implementation of a food pantry.

5. *Describe the equipment (including technology) needs for the next four years.*

To maximize space in the new center and to comply with the veterans needs the Veterans Resource Center would like to purchase a plasma television similar to the one used in the information center. A scanner is also needed to gather metrics from the food pantry. In addition the following would also

be necessary to maintain a usable space for veterans; updated computers, an ADA compliant computer desk, color printer and installation of the software for Sonocent Notetaker.

6. *Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?*

   The Veterans Services Program current hours of operation meets the needs of the veterans student population. The Veterans Services Program is open to the public and student veterans for the following hours and days:

   Monday through Thursday 9:00 am to 4:00 pm
   Friday by Appointment

   This is a highly workable arrangement and is satisfactory to all parties.

7. *Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics and the characteristics of the students served by the program. How does the program address the external factors?*

   The Harry W. Colmery Veterans Educational Assistance Act, also known as the "Forever GI Bill®", was signed into law on August 17, 2017 and brings significant changes to Veterans Education Benefits over the next few years. Most of these changes enhance or expand education benefits for veterans, service members, families and survivors.

   For a more detailed explanation, please refer to Appendix E

Student Learning Outcomes (SAO)

1. *List the program's SAOs.*

The original SAO (formally SLO) was developed for the Veterans Services Program while under Student & Community Advancement in the Admissions & Records Department:

"Students will have a complete understanding of the Veterans Services Program and the student responsibilities to ensure completion of their educational goal".

Since the relocation of the Veterans Services Program to Student Support Services Division, two new SAOs have been written with the goal in mind of adequately assessing and measuring outcomes.

SAO #1:
Attendance at the Student Veterans Orientation will ensure an understanding of the Veterans Education Benefits, El Camino College Policies, Resources and Academic Support Programs.

SAO #2:
Veterans Students will have a Comprehensive Educational Plan by meeting with the Veterans Academic Counselor within the first semester of attending El Camino College.

2. *How are the SAOs developed? Who was engaged in the creation of the SAOs?*

   After a meeting with the Dean of Student Support Services, the Veterans Services staff consisting of the Full-time Veterans Counselor, the Part-time Veterans Counselor, the Full-time Student Services Specialist, the Full-time Student Services Technician, the Part-time Student Services Technician and Work Study student gave input into the creation of a measurable SAO.

3. *How often are the SAOs assessed and who is engaged in the discussion?*

SAO # 1: Attendance at the Student Veterans Orientation will ensure an understanding of the Veterans Education Benefits, El Camino College Policies, Resources and Academic Support Programs.

At the end of the first Veterans Orientation for fall 2018, all students in attendance were given a 5 question survey with a comment section included. There were approximately 25 in attendance with 14 surveys being turned in.

SAO # 2: Veterans Students will have a Comprehensive Educational Plan by meeting with the Veterans Academic Counselor within the first semester of attending El Camino College.

Since the SAO # 2 was written, the Veterans Staff has reviewed all student files and pulled out all files with a comprehensive educational plan older than one year. Email and telephone calls were made to each student with older plans and an appointment made with the Veteran Academic Counselor. Moving forward, all new, incoming students are scheduled an appointment at the time of their documents being received at start of their academic career to develop a comprehensive education plan.

4. *What has been done if the SAO assessment results were not as anticipated?*

   It has been too soon to assess.

5. *Where are the SAOs assessment results shared with staff, students and the public?*

   The survey cards were shared with the Veterans Services Staff and the Dean of Student Support Services.

6. *Have the SAO assessment results indicated the need to change of modify components of the program? If so, were the changes implemented?*

It is too soon to tell, but it appears that the survey will provide us with the information needed to improve or modify. Surveys will continue to be given at every new Student Orientation.

For results of the first Veterans Orientation, please refer to Appendix F

Program Improvement

1. *What activities has the program engaged in to improve services to students?*

Veterans Club

The Veterans Club was started in 2009 by a student veteran. Since its inception, the club has seen its share of ups and downs. Once a month meetings are held in the Veterans Resource Center (VRC) with its attendance ranging from 4-20 student veterans. Attendance varies based on the activity or workshop provided. To build camaraderie, the club has designed student t-shirts and hats. The success of the club comes from the willingness of members to gather even after they have graduated, meeting for dinner, mentoring or a fish trip that will include new club members to participate.

Establishment of a Veteran Center

From the California Community Colleges Chancellor's Office, "The role of community colleges is not limited to providing academic and career training for returning veterans, but also includes assisting with adjustment some face when transitioning to life after military service."

In a study commissioned by the Chancellor's Office in 2014, student veterans and those that serve them identified VRCs as one of the most essential elements to a student veteran academic success.

The VRC results in greater cohesion, networking and camaraderie among our veteran population. During transition the VRC becomes a safe zone.

The Veterans Services Program applied and has received two VRC Grants from the Chancellors Office for a total of $157,000. The purpose of these grants was to enable the establishment or expansion of on-campus VRCs.

Academic Counseling Services

With all veterans counseling appointments being scheduled in the VRC, drop-in counseling has also seen an increase. Because the Full-time Counselor is located in the VRC, this allows for a more one-to-one approach and more opportunities to connect with the veteran population.

Part-time Student Services Technician/Part-time Student Mentor

Hiring one Part-time Student Services Technician has expanded the ability to develop metrics for the VRC grant, the VA and the college. As a receipt of the VRC grant we must develop and implement metrics that will be used to determine how the VRCs activities will improve or enhance a student veterans educational outcome.

Hiring one temporary student mentor has provided the program with the opportunity to have a former student veteran provide support to new student veterans with their transition and with the challenges they face.

2. *How have program personnel used metrics to improve program services? (Provide metrics from the last four years).*

   With the re-organization of staff and new personnel transitioning into the Veterans Services Program, more importance has been stressed in the gathering of information for metrics. While the data from Planning & Research has been helpful, the staff will continue to meet to determine what in-house information should be gathered.

3. *If applicable, explain any patterns in student success, retention and persistence in terms of student characteristics and program objectives and discuss planned responses or changes.*

From the last Program Review it was stated that "Although the Veterans Services Program does not have a direct impact on student success, retention and the persistence, the support functions offered by the program alleviate some of the challenges faced by the general student population by removing barriers, facilitating services and offering benefits not afforded to others. Therefore, the benefits to student veterans are of a supportive nature".

This statement continues to hold true at this time. With the anticipation of a Veterans Coordinator/Manager we expect this to change.

Customer Service

1. *How was the survey conducted? Please include a copy of the survey to the appendix.*

   A Five question survey was given to each student who attended the first Veterans Services Program new student orientation.

   A Faculty, Staff, Managers, Supervisors interest survey was administered by email on more than one occasion.

   Both surveys will continue to be administered as appropriate, along with a new continuing student survey. This survey will be administered by student emails (MyECC and private).

   Please refer to Appendix G.

2. *What were the major findings of the customer service survey?*

   From the Orientation Survey, the Veterans Services Program determined the need for continuing with future new student orientations. Information was well received from the program itself and the introduction of other resources on campus and community. Representatives from both campus and community were in attendance.

For a list of El Camino College Programs and Community Support Resources please refer to Appendix F.

3. *Describe exemplary services that should be expanded or shared with other programs.*

   The Veterans Services Program has a dedicated location, a dedicated center, a dedicated counselor, dedicated equipment and resources. Individually and collectively they provide supporting elements that contribute to student success. Most importantly this allows the opportunity for greater student services.

4. *What aspect of the program's service needs improvement? Explain how the program will address service improvements.*

   While the Veterans Services Program takes great pride in trying to assess and meet the needs of the student veteran, it is clear that with the lack of a Veterans Services Program Coordinator/Manager there are many missed opportunities. Community partnerships are at a minimum, employment/career resources have not been explored, the ability to tap into additional scholarship funding goes ignored, and resources for issues impacting veterans (post-traumatic stress disorder, traumatic brain injury, anger, depression, homelessness, alcoholism, drug dependency and suicide) are not utilized to the full extend allowed.

   The Veterans Resource Center was granted funds from the Chancellors Office under the expectation to use part of the funding for the Veterans Program Coordinator/Manager position. The individual sought will need to come with knowledge, foresight and sensitivity to the veteran population.

Conclusions and Recommendations

The Veterans Services Program continues to operate at a very high level of professionalism. Student satisfaction remains high and the annual audits continue

to point to exceptional performance on the part of the Veterans Services Staff and the student workers. Even with the addition of Compton Center veterans to the workload of this program, performance is excellent.

1. *Summarize the program's strength and areas that need improvement.*

   Strengths:
   The Veterans Services Program has served the needs of veterans and their dependents through the Vietnam War, the first Gulf War, and through recent wars in Afghanistan and Iraq.

   It is a well-organized, highly efficient program.

   The program is frequently the first the first contact for veterans arriving on campus. It becomes a familiar contact or a comfort zone.

   Although veterans can obtain information from the VA, obtaining information from the Veterans Services Program is more personal and much quicker. With five Work Study Students who are veterans there is a spirit of camaraderie.

   Through one-on-one contact the employees in the program can fully explain federal payments of clarify other issues. The dedicated counselors are at hand to assist with any or all academic needs.

   The program has an information kiosk with current pamphlets and brochures for veterans.

2. *Summarize the program's areas that need improvement.*

   Improvement:
   The highest priority for the Veterans Program is to hire a Program Coordinator/Manager to lead the program to the next level.

   Continue to expand services that would provide information on employment, scholarships, internships, community partnerships and community resources.

Veterans Services Staff will need ongoing training through conferences sponsored by the VA (Regional, State and National level). This becomes a necessity as new programs, laws, regulations, guidelines regulate veteran education.

3. *List prioritized recommendations. (Provide proposed organizational chart if appropriate).*

Recommendation 1:
Hire a Full-time Veterans Coordinator/Manager. This position will help meet the needs, services, and transition for the student veteran population. The Chancellors Office would like for community colleges to hire a Veterans Coordinator for each VRC to improve the services and programming for transitioning student veterans.

Within the context of this recommendation are:

1) Develop strategic partnerships that include an advisory committee for the Veterans Services Program.
2) Develop strategies that can provide veterans with employment opportunities, housing, psychological assistance, tutoring, and other services.
3) Develop services that enhance and compliment the educational offerings of the college.

This is linked to three strategic initiatives:

1) **C – Collaboration**: advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making.
2) **D – Community Responsiveness**: develop and enhance partnerships with schools, colleges, universities, businesses, and community-based organizations to respond to the educational, workforce training and economic development needs of the community and strategic initiative.

3) **E – Institutional Effectiveness**: strengthen processes, programs and services through the effective and efficient use of assessment, program review, planning, resource allocation and fiscal management.

Recommendation 2:
Hire an additional Full-time Student Services Technician.

The Veterans Services Program must be realistically staffed. With the implementation of the Post 9/11 GI Bill® and the myriad of subsequent requirements and recommendation to support veterans a second Full-time Student Services Technician will need to be added to the program. This position will also assist with the development and implementation of metrics to measure the effectiveness of the VRC activities and services. This will, in turn, enhance student veteran educational outcomes for various grants awarded from the Chancellors Office.

This is linked to strategic Initiate B – Success and Support: Strengthen quality educational and support services to promote and empower student learning, success and self-advocacy.

Recommendation 3:
Work with ITS and other stakeholders to implement new software.

Recommendation 4:
Provide accommodations for the U.S. Department of Veterans Affairs (VR&E) to assign a Vocational Rehabilitation & Employment Counselor/Veterans Success on Campus (VSOC) to El Camino College.

The VSOC Program provides a VA Vocational Rehabilitation Counselor (VRC) to each VSOC school. These VRCs are called VetSuccess on Campus (VSOC) Counselors. A VA Vet Center Outreach Coordinator is also provided, and co-located on many campuses, to provide peer-to-peer counseling and referral services.

Through the VSOC Program, the VA is strengthening partnerships with institutions of higher learning. These partnerships create opportunities to help veterans achieve success by providing outreach and transition services during their transition from military to college life. VSOC Counselors ensure that veterans receive the support and assistance needed to pursue their educational and employment goals.

4. *Please indicate whether the program should continue or be discontinued.*

We recommend the Veterans Services Program be continued.

Veterans Services – Program Review 2018

Glossary of Terms and Abbreviations

ADA:	Americans with Disabilities Act
CALVET:	California Department of Veterans Affairs
CCCApply:	Online gateway to California Community Colleges
DD-214:	Certificate of release or discharge from active duty
DEA:	Survivors and Dependents Educational Assistance Program
DSPS:	Disabled Student Program and Services
Fry Scholarship:	Marine Gunnery Sergeant John David Fry Scholarship
GI Bill®:	The Servicemen's Readjustment Act of 1944
MGIB-AD:	Montgomery GI Bill® Active Duty
MGIB-SR:	Montgomery GI Bill® Selected Reserve
MyECC:	This portal is a single point of access to information, services, communications and resources at El Camino College
TOE:	Transfer of Entitlement
VA:	U.S. Department of Veterans Affairs
VA-Once:	It is a completely internet based application used by schools submitting certification of enrollment to the VA
VRC:	Veterans Resource Center
VR&E:	Vocational Rehabilitation and Employment Program
VSOC:	VetSuccess on Campus

Veterans Services Program Review – 2018

Appendix A

Explanation of Benefits

Chapter 33 - Post 9/11 GI Bill®

This Program offers higher education and training benefits to Veterans, Service members and their families who served after September 10, 2001.
If you have a least 90 days of aggregate active duty service after September 10, 2001 and are still on active duty, or if you are an honorable discharge Veteran or were discharge with a service-connected disability after 30 days, you may be eligible for this program. Purple Heart recipients, regardless of length of service, are qualified for this program at the 100% level.

- Transfer of Entitlement (TOE)
  TOE allows Service members to transfer all or some unused benefits to their spouse or dependent children. The request to transfer unused Post 9/11GI Bill® benefits to eligible dependents must be completed while servicing as an active member of the Armed Forces. The Department of Defense (DoD) determines whether or not Service members can transfer benefits to their families. Once the DoD approves benefits for transfer, the new beneficiaries apply for them at VA.
- Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship)
  This scholarship provides Post 9/11 GI Bill® to the children and surviving spouses of Service members who died in the line of duty while on active duty after September 10, 2001. Eligible beneficiaries attending school may receive up to 36 months of benefits at the 100% level.

Chapter 30 - Montgomery GI Bill® Active Duty (MGIB-AD)

This program is for active duty members who enroll and pay $100 per month for 12 months and are then entitled to receive a monthly education benefit once they have completed a minimum service obligation.

Chapter 1606 - Montgomery GI Bill® Selected Reserve (MGIB-SR)
This program provides education and training benefits to eligible members of the Selected Reserve, including the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve and the Army National Guard and the Air National Guard.

Chapter 35 - Survivors and Dependents Educational Assistance Program (DEA)
This Program offers education and training opportunities to eligible dependents of Veterans who are permanently and totally disabled due to a service-related condition or of Veterans who die while on active duty or as a result of a service-related condition.

Chapter 31 - Vocational Rehabilitation Program (VR&E)
The VR&E Program helps veterans with service-connected disabilities prepare for, find and keep suitable jobs. The primary goal of the program is to train disabled veterans for appropriate employment. Education benefits for school attendance may be authorize if that is determined to be the best way to prepare a particular veteran for entry or re-entry into the labor force.

As a Veteran you must have received honorable or other than dishonorable discharge and have and VA service-connected disability rating of 10% or more; or a memorandum rating of 20%.

Veterans Services Program Review – 2018

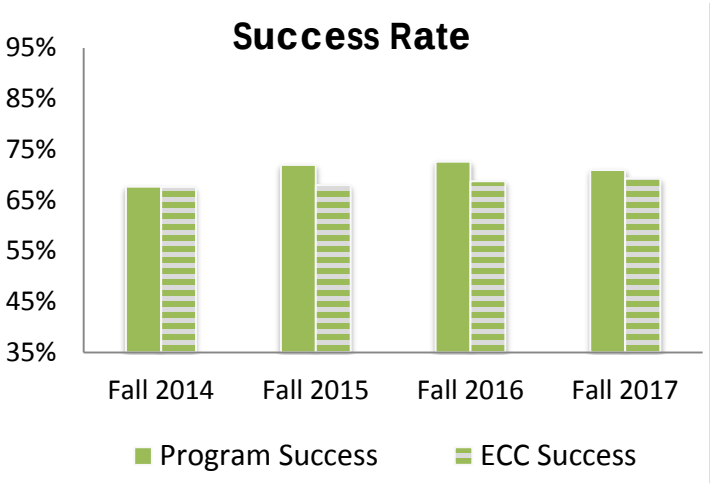
Appendix B

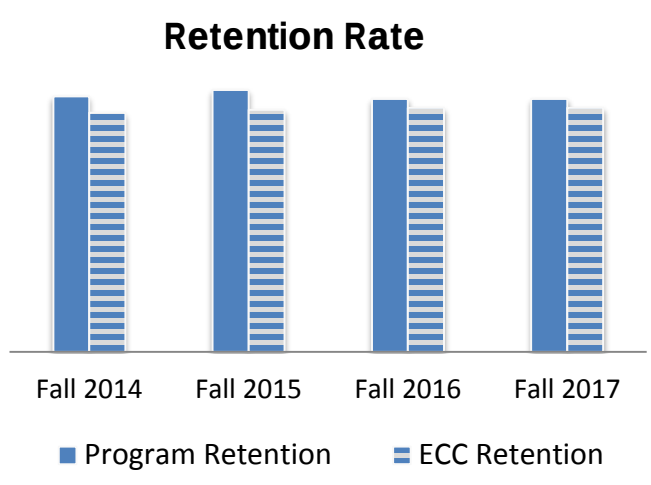
Student Veteran Population Data

Veterans Metrics
Fall Terms

Success and Retention

	Fall 2014	Fall 2015	Fall 2016	Fall 2017
Program Success	67.7%	71.9%	72.6%	71.0%
ECC Success	67.6%	68.0%	68.8%	69.3%
Program Retention	85.4%	86.7%	84.9%	84.9%
ECC Retention	82.2%	82.8%	83.1%	83.2%



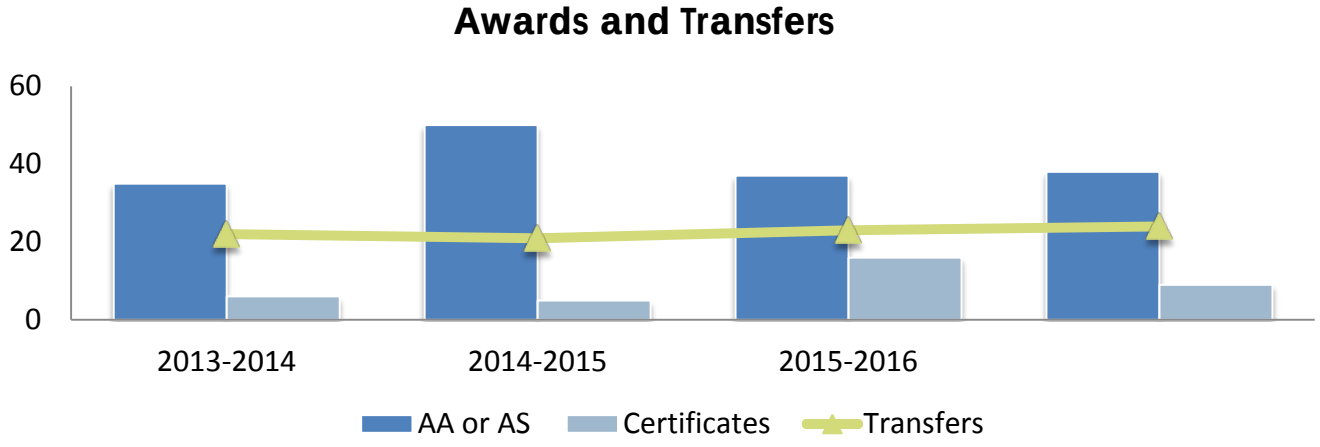


Persistence

	Fall 2014	Fall 2015	Fall 2016	Fall 2017
Enrollment	291	294	294	304
1 Term Persistence	67%	68%	67%	67%
2 term Persistence	42%	47%	46%	

Awards and Transfers

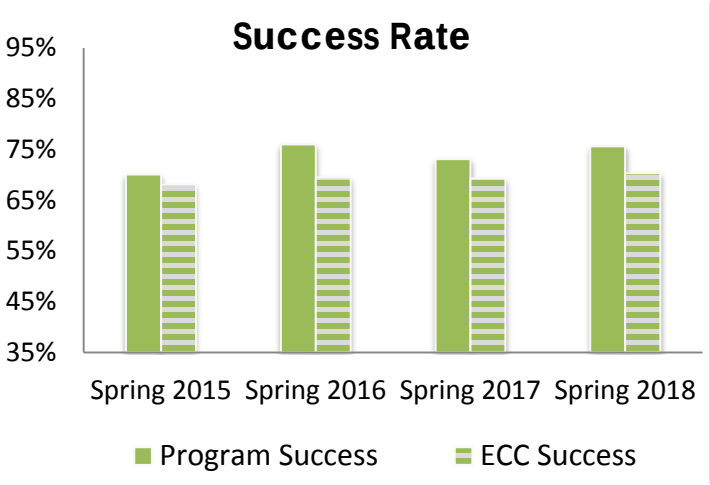
	2013-2014	2014-2015	2015-2016	2016-2017
AA or AS	35	50	37	38
Certificates	6	5	16	9
Transfers	22	21	23	24
ECC AA or AS	1,983	1,977	2,463	2,783
ECC Certificates	459	410	474	558
ECC Transfers	1,500	1,478	1,500	1,576

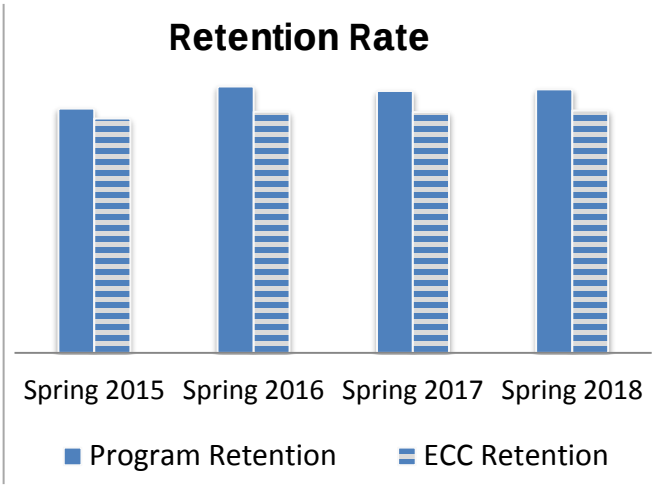


Veterans Metrics
Spring Terms

Success and Retention

	Spring 2015	Spring 2016	Spring 2017	Spring 2018
Program Success	70.1%	76.0%	73.1%	75.6%
ECC Success	68.0%	69.5%	69.3%	70.3%
Program Retention	83.2%	87.6%	86.7%	87.0%
ECC Retention	81.3%	82.6%	82.5%	82.8%



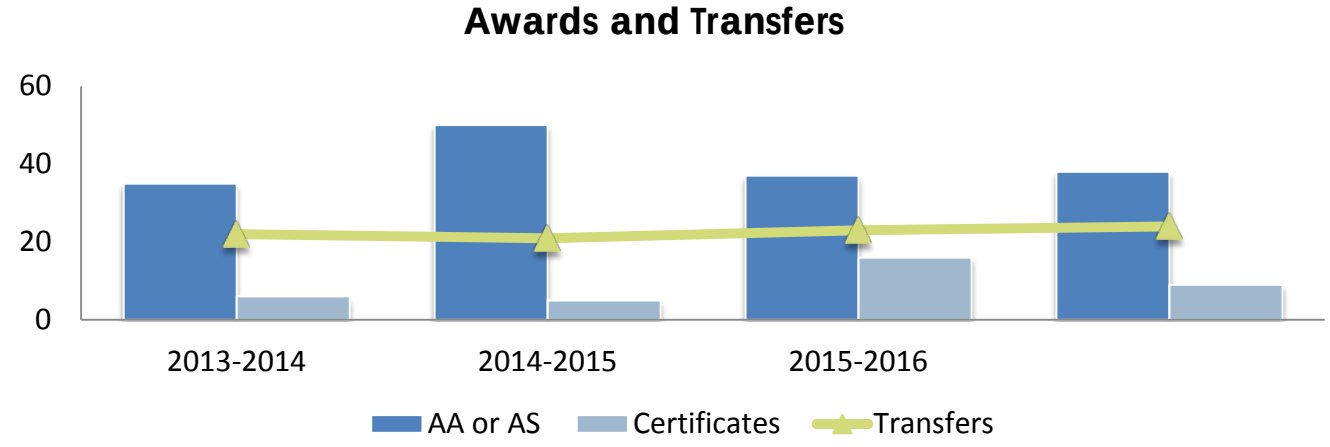


Persistence

	Spring 2015	Spring 2016	Spring 2017	Spring 2018
Enrollment	274	296	309	297
1 Term Persistence	57%	61%	59%	
2 term Persistence	46%	46%	45%	

Awards and Transfers

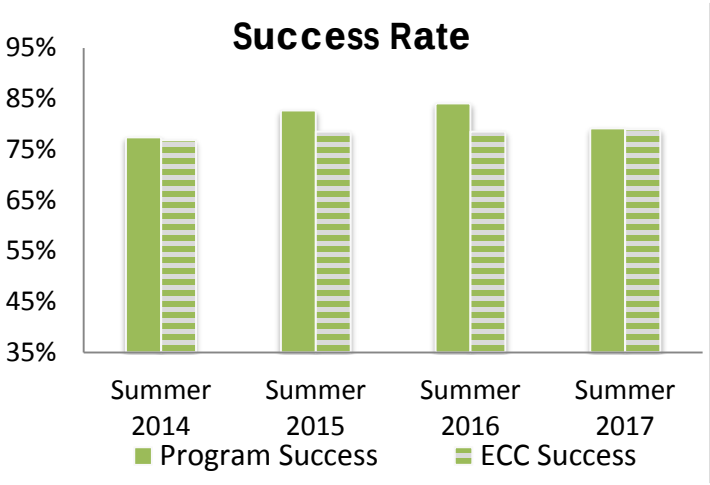
	2013-2014	2014-2015	2015-2016	2016-2017
AA or AS	35	50	37	38
Certificates	6	5	16	9
Transfers	22	21	23	24
ECC AA or AS	1,983	1,977	2,463	2,783
ECC Certificates	459	410	474	558
ECC Transfers	1,500	1,478	1,500	1,576

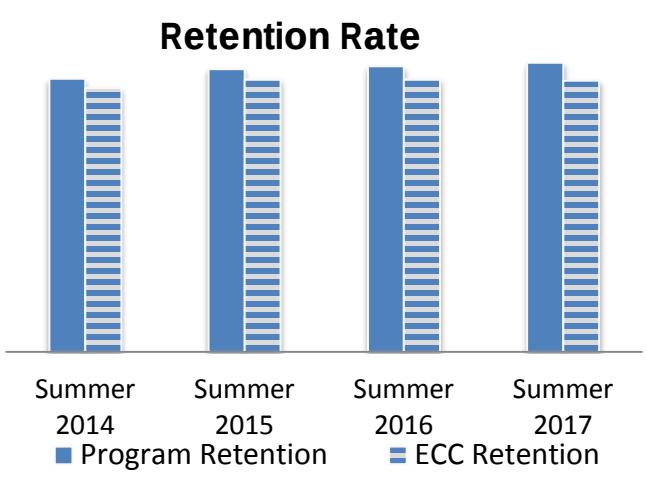


Veterans Metrics
Summer Terms

Success and Retention

	Summer 2014	Summer 2015	Summer 2016	Summer 2017
Program Success	77.4%	82.7%	84.1%	79.2%
ECC Success	76.8%	78.5%	78.5%	79.0%
Program Retention	88.9%	90.8%	91.4%	92.1%
ECC Retention	87.1%	88.8%	88.8%	88.5%



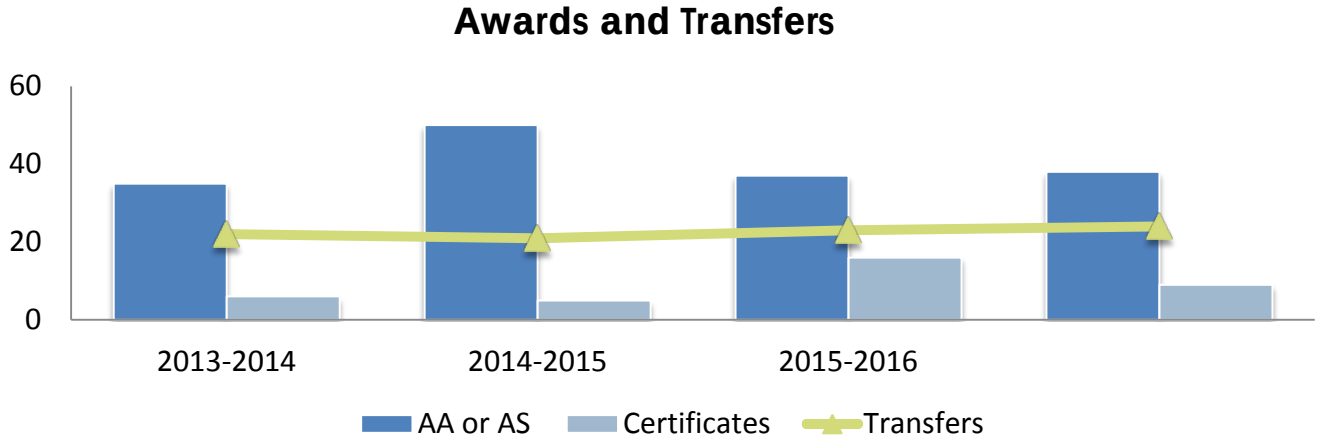


Persistence

	Summer 2014	Summer 2015	Summer 2016	Summer 2017
Enrollment	159	161	162	156
1 Term Persistence				
2 term Persistence				

Awards and Transfers

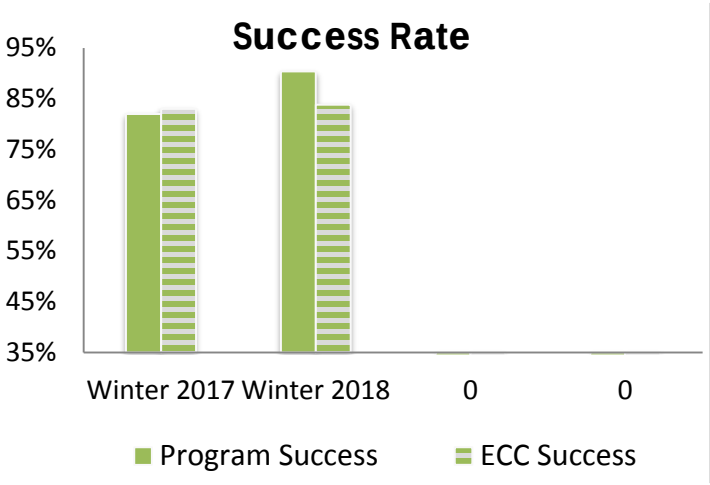
	2013-2014	2014-2015	2015-2016	2016-2017
AA or AS	35	50	37	38
Certificates	6	5	16	9
Transfers	22	21	23	24
ECC AA or AS	1,983	1,977	2,463	2,783
ECC Certificates	459	410	474	558
ECC Transfers	1,500	1,478	1,500	1,576

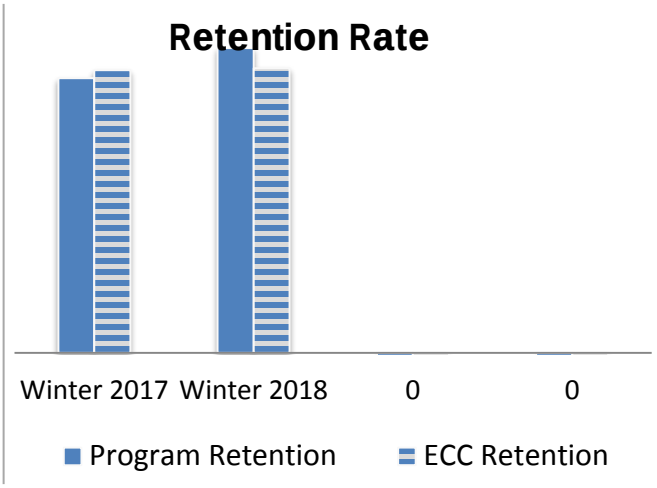


Veterans Metrics
Winter Terms

Success and Retention

	Winter 2017	Winter 2018		
Program Success	82.0%	90.3%		
ECC Success	83.0%	83.8%		
Program Retention	89.2%	95.2%		
ECC Retention	90.8%	91.2%		



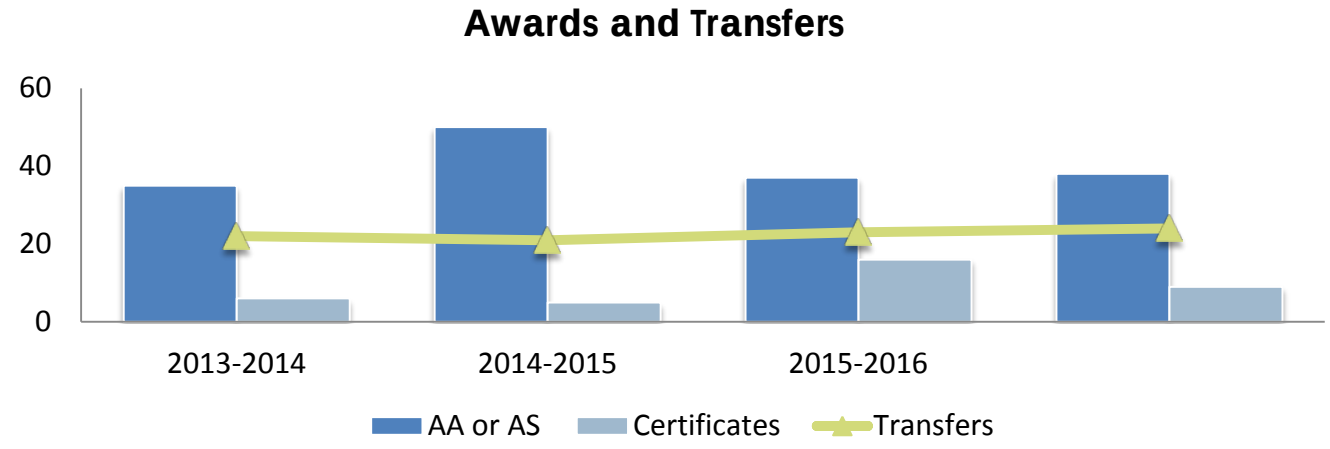


Persistence

	Winter 2017	Winter 2018		
Enrollment	112	111		
1 Term Persistence				
2 term Persistence				

Awards and Transfers

	2013-2014	2014-2015	2015-2016	2016-2017
AA or AS	35	50	37	38
Certificates	6	5	16	9
Transfers	22	21	23	24
ECC AA or AS	1,983	1,977	2,463	2,783
ECC Certificates	459	410	474	558
ECC Transfers	1,500	1,478	1,500	1,576



Participant Demographic Data
Veterans

		Fall 2014	Fall 2015	Fall 2016	Fall 2017
Term Enrollment		291	294	294	304
Gender	Female	12.0%	16.7%	18.7%	19.1%
	Male	88.0%	83.3%	81.3%	80.9%
Ethnicity	African-American	16.5%	13.3%	17.7%	16.8%
	Amer. Ind. or Alask. Native	0.3%	0.7%	0.3%	0.3%
	Asian	16.5%	13.3%	17.0%	16.1%
	Latino	40.9%	48.3%	37.4%	44.4%
	Pacific Islander	0.3%	1.0%	1.0%	1.3%
	White	20.3%	17.3%	17.3%	13.5%
	Two or More	4.8%	5.4%	8.5%	6.9%
	Unknown or Decline	0.3%	0.7%	0.7%	0.7%
Age Group	Under 18	0.0%	0.0%	0.3%	0.0%
	18 to 24	28.5%	28.2%	30.3%	30.3%
	25 to 29	32.6%	33.7%	33.0%	32.6%
	30 to 39	24.1%	24.8%	23.1%	27.0%
	40 to 49	6.5%	6.8%	6.1%	4.9%
	50+	8.2%	6.5%	7.1%	5.3%
Day/Eve Student	Daytime	83.2%	84.7%	84.7%	85.2%
	Evening	15.8%	13.6%	11.6%	11.5%
	Unknown	1.0%	1.7%	3.7%	3.3%
Class Load (in Units taken)	<6	17.2%	15.0%	15.6%	15.8%
	6-8.5	14.4%	16.0%	16.7%	16.8%
	9-11.5	20.3%	23.1%	17.0%	21.7%
	12+	47.8%	45.6%	50.0%	45.7%
	Not enrolled or N/A	0.3%	0.3%	0.7%	0.0%

Participant Demographic Data
Veterans

		Spring 2015	Spring 2016	Spring 2017	Spring 2018
Term Enrollment		274	296	309	297
Gender	Female	13.1%	15.5%	18.1%	18.9%
	Male	86.9%	84.5%	81.9%	81.1%
Ethnicity	African-American	13.1%	15.2%	16.5%	16.2%
	Amer. Ind. or Alask. Native	0.0%	0.7%	0.3%	0.0%
	Asian	15.7%	15.2%	14.9%	15.8%
	Latino	44.5%	39.5%	44.7%	45.8%
	Pacific Islander	0.7%	1.4%	0.6%	1.7%
	White	17.9%	20.6%	16.2%	14.8%
	Two or More	7.7%	6.4%	6.5%	5.4%
	Unknown or Decline	0.4%	1.0%	0.3%	0.3%
Age Group	Under 18	0.0%	0.0%	0.0%	0.0%
	18 to 24	30.7%	27.0%	29.4%	29.0%
	25 to 29	35.4%	32.8%	37.5%	33.7%
	30 to 39	22.3%	26.7%	23.0%	27.6%
	40 to 49	5.1%	5.7%	3.9%	4.0%
	50+	6.6%	7.8%	6.1%	5.7%
Day/Eve Student	Daytime	88.0%	87.5%	83.8%	81.5%
	Evening	10.6%	10.1%	13.6%	13.8%
	Unknown	1.5%	2.4%	2.6%	4.7%
Class Load (in Units taken)	<6	9.5%	14.5%	12.9%	15.2%
	6-8.5	10.9%	15.9%	18.4%	16.2%
	9-11.5	20.4%	19.3%	17.5%	21.2%
	12+	57.7%	50.3%	50.8%	47.5%
	Not enrolled or N/A	1.5%	0.0%	0.3%	0.0%

Veterans Services Program Review – 2018

Appendix C

Testimonials

"The best tool that I've had to transition was school, when you are dealing with transferring out with the GI Bill and the new veterans' benefits, people transition straight from the military, straight to school like I did. Without a center like this, without somebody to link up with at school, you would just be lost. You would be absolutely lost, it wouldn't be possible." - *Scott Hookey, Marine Veteran, Presidential Scholar Spring 2012 and California State University Long Beach Transferee*

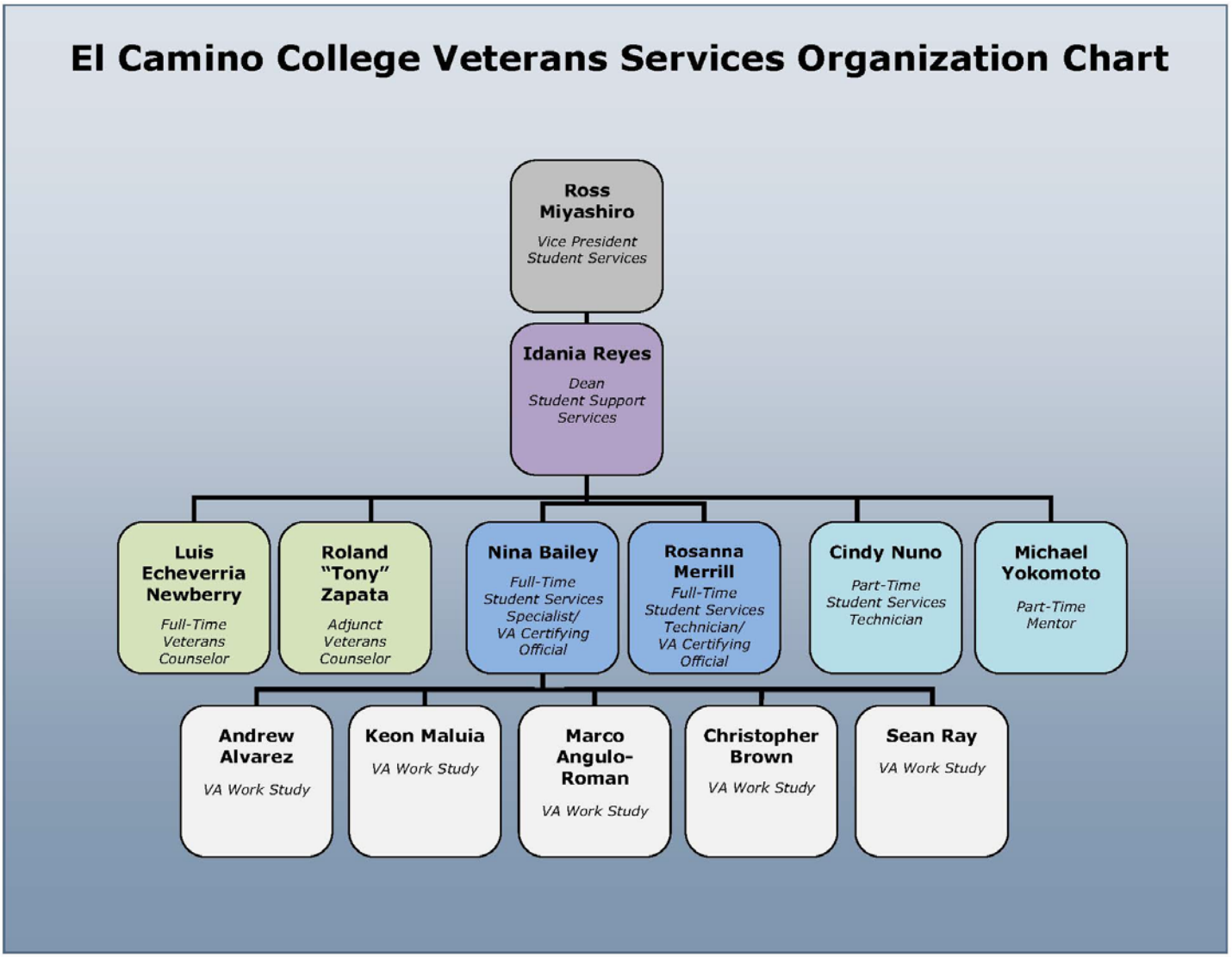
"The support from El Camino College's Veterans Resource Center was extremely helpful with paperwork and navigating classes." - *Riley Whaling, Marine Veteran, El Camino College graduate of the Fire Academy Class 146 Spring 2016*

"The Veterans Resource Center has been very helpful and has made it a smooth transition from military life to becoming a full-time student. The staff and veterans counselors provide great service and assistance with professionalism and sincerity. The VRC provides the camaraderie and brotherhood that veterans miss when they leave the military and transition into the civilian lifestyle" - *Marco Angulo-Roman, Marine Veteran & VA Work-Study Student, Current Student*

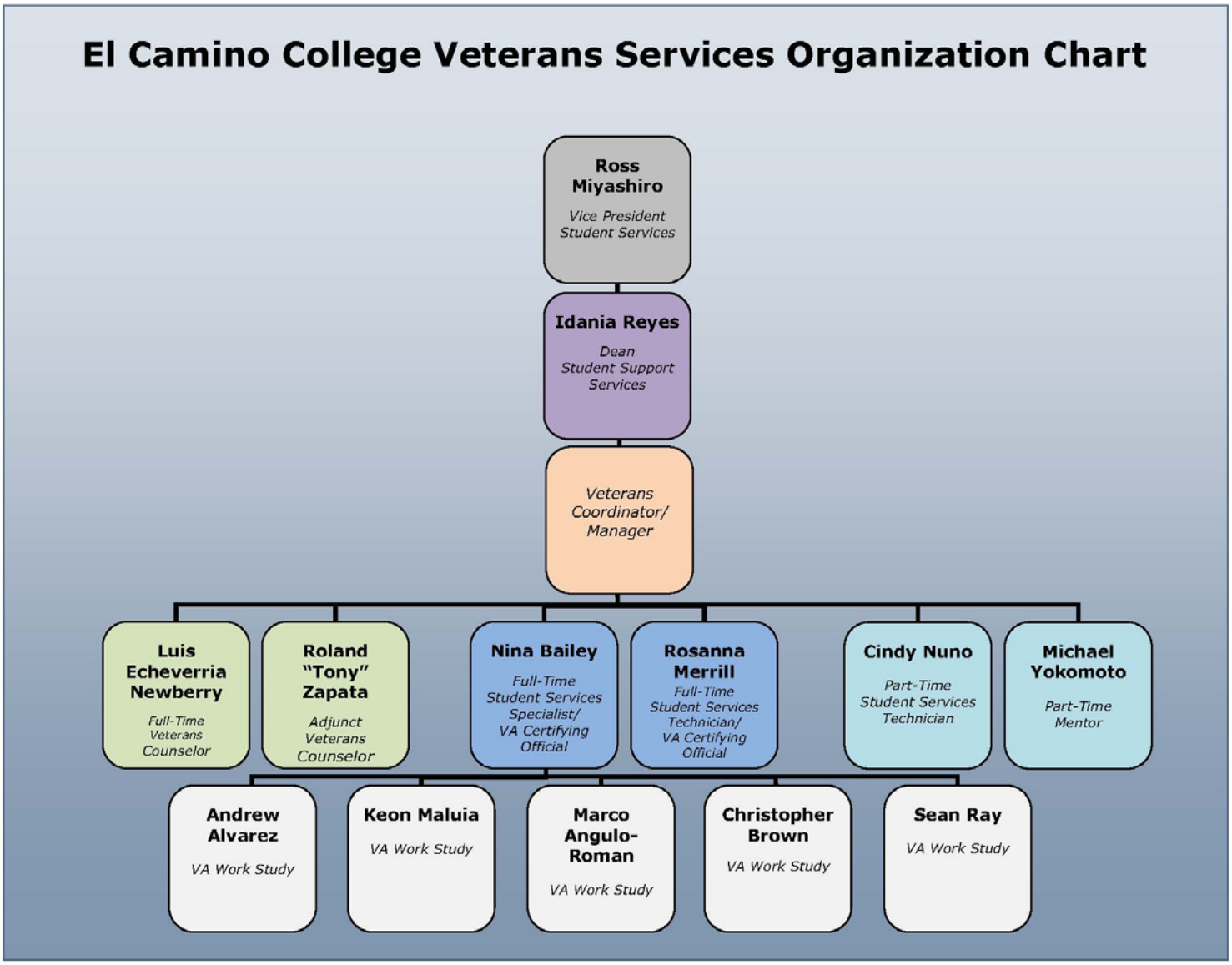
Veterans Services Program Review – 2018

Appendix D

Current Organization Chart



Proposed Organization Chart with a Program Coordinator/Manager



Veterans Services Program Review – 2018

Appendix E

The Harry W. Colmery Veterans Educational Assistance Act, also known as the "Forever GI Bill"

EDUCATION AND TRAINING

HARRY W. COLMERY VETERANS EDUCATIONAL ASSISTANCE ACT - FOREVER GI BILL

The Harry W. Colmery Veterans Educational Assistance Act, also known as the "Forever GI Bill," was signed into law on August 17, 2017, and brings significant changes to Veterans' education benefits over the next few years. Most enhance or expand education benefits for Veterans, servicemembers, families and survivors. Here's a list of the changes and when they go into effect.

Change:	Effective Date
Assistance for Students Affected by School Closures and Certain Program Disapprovals Students may be able to receive back entitlement charged against them if their school closed while they were attending	**Immediately**
Elimination of 15-year Time Limit to Use the Post-9/11 GI Bill The law removes the 15-year time limit for the use of Post-9/11 GI Bill benefit for those whose last discharge or release from active duty is on or after January 1, 2013, children of deceased servicemembers who became entitled to Post-9/11 GI Bill benefit on or after January 1, 2013, and all spouses using Fry Scholarship.	**Immediately**
Independent Study at Technical Schools and Non-Institutions of Higher Learning (IHLs) Beneficiaries will now be able to use their educational assistance to pursue accredited independent study (e.g., online learning) at non-IHLs. The non-IHLs must be area career and technical education schools that provide postsecondary level education or postsecondary vocational institutions. Note: This change does not apply to Dependents' Educational Assistance program beneficiaries.	**Immediately**
Priority Enrollment VA will improve outreach and transparency to Veterans and servicemembers by providing information on whether institutions of higher learning administer a priority enrollment system that allows certain student Veterans to enroll in courses earlier than other students.	**Immediately**
REAP Eligibility Credited Toward Post-9/11 GI Bill Program Reservists who established eligibility to educational assistance under the Reserve Educational Assistance Program (REAP) before November 25, 2015, and lost it due to the program's sunset may elect to have that service credited towards the Post-9/11 GI Bill.	**Immediately**
Work-Study Expansion The law removes the expiration date for qualifying work-study activities.	**Immediately**

Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.

U.S. Department of Veterans Affairs

GI Bill® Monthly Housing Allowance — **January 1,2018**

Those who use Post-9/11 GI Bill on or after January 1, 2018, will receive a monthly housing allowance based on the Department of Defense basic housing allowance (BAH) for monthly housing rates.

Changes to Licensing and Certification Charges — **August 1, 2018**

Entitlement charges for licensing and certification exams and national tests under the Post-9/11 GI Bill will be prorated based on the actual amount of the fee charged for the test. This lowers the entitlement charge to benefits.

Changes to Survivors' and Dependents' Educational Assistance — **August 1, 2018**

The new law decreases the amount of entitlement that new eligible individuals will receive under the Survivors' and Dependents' Educational Assistance (DEA) program from 45 months to 36 months.

Changes to Transfer of Benefit (TEB) — **August 1, 2018**

Veterans who transferred entitlement to a dependent can now designate a new dependent if the original dependent dies. If the Veteran dies, a dependent who received transferred entitlement can now designate a new eligible dependent of the Veteran to transfer any of the dependent's remaining entitlement.

Informing Schools About Beneficiary Entitlement — **August 1, 2018**

VA must make available to educational institutions information about the amount of educational assistance to which a beneficiaryy is entitled. A beneficiary may elect not to provide the information to an educational institution.

Monthly Housing Allowance During Active Duty Service (Including Reserve Components performing Active Duty Service) — **August 1, 2018**

VA will prorate the monthly housing allowance under the Post-9/11 GI Bill. Currently, those who leave active duty can't receive their housing allowance until the beginning of the next full month after being released from active duty. With this change, the student will receive housing payments effective the day of discharge.

Monthly Housing Based on Campus Where Student Attends Most Classes — **August 1, 2018**

The law requires the monthly housing allowance under the Post-9/11 GI Bill program to be calculated based on the zip code of the campus where the student physically attends the majority of classes, rather than the location of the school where the student is enrolled.

Pilot Programs for Technology Courses — **August 1, 2018**

VA will develop a pilot program to provide eligible Veterans with the opportunity to enroll in high technology education programs that VA determines provides training and skills sought by employers in a relevant field or industry.

Purple Heart Recipients — **August 1, 2018**

Servicemembers and honorably discharged Veterans who were awarded a Purple Heart on or after September 11, 2001, will be entitled to Post-9/11 GI Bill benefits at the 100-percent benefit level for up to 36 months.

Reserve Component Benefits — **August 1, 2018**

The law authorizes service by Guard and Reserve members under 10 U.S.C 12304a and 12304b to receive Post-9/11 GI Bill benefits.

Reserve Duty That Counts Toward Post 9/11 Eligibility — **August 1, 2018**

The time that a Reservist was ordered to active duty to receive authorized medical care, to be medically evaluated for disability, or to complete a Department of Defense health care study on or after September 11, 2001, now counts as active duty toward eligibility for the Post-9/11 GI Bill.

Yellow Ribbon Extension to Fry and Purple Heart Recipients — **August 1, 2018**

Recipients of the Fry Scholarship and Purple Heart may use the Yellow Ribbon Program.

More Benefits for Science, Technology, Engineering and Math (STEM) Programs — **August 1, 2019**

VA will provide up to nine months of additional Post-9/11 GI Bill benefits to eligible individuals who are enrolled in a STEM field program of education.

Consolidation of Benefit Levels — **August 1, 2020**

Eliminates the 40-percent benefit level and expands the 60 percent benefit level under the Post-9/11 GI Bill.

Yellow Ribbon Extension to Active Duty Servicemembers — **August 1, 2022**

Active duty service members may use the Yellow Ribbon Program.

To learn more and apply, go to www.benefits.va.gov/GIBILL/ForeverGIBill.asp. Our Education Call Center is available at 1-888-442-4551 (Monday – Friday, 7 a.m. – 6 p.m. CST) for any questions about GI Bill benefits.

Veterans Services Program Review – 2018

Appendix F

Veterans Orientation and Student Satisfaction Survey

New Student Veteran Orientation

Date:	August 16, 2018	Start time:	8:30am
Location:	Distance Education	End time:	2pm

Agenda

- ☐ 8:30am Check-in
- ☐ 9am Welcome (Idania Reyes)
- ☐ 9:10am Introduction of VRC Staff (Luis, Tony, Nina, Rosanna, Cindy, and work studies)
- ☐ 9:15am VRC Services Information & VA Certification Requirements (Rosanna & Nina)
- ☐ 9:30am Vet Ed Plan and Counseling requirements (Luis & Tony)
- ☐ 9:40am Veterans Club (Former President Andrew, Luis, Tony)
- ☐ 9:45am Break (15 minutes)
- ☐ 10am – 11am ECC Student Resources (List from below)
- ☐ 11am – 12pm Lunch
- ☐ 11:30am – 12:30pm Community Support Services Presentation (5 minutes each presenter – working lunch)
- ☐ 12:30pm Closing Remarks
- ☐ 12:30pm – 1pm Campus Tour

ECC Student Resources (5 minutes per presenter)

- ☐ Financial Aid - Maria Ehrlich mehrlich@elcamino.edu and Marco Colom mcolom@elcamino.edu
- ☐ Career Center - Yamonte Cooper ycooper@elcamino.edu
- ☐ Transfer Center - Rene Lozano rlozano@elcamino.edu
- ☐ Special Resource Center - Brian Krause bkrause@elcamino.edu and Gary Greco ggreco@elcamino.edu
- ☐ Student Health Center - Susan Nilles snilles@elcamino.edu
- ☐ EOPS - Sandy Carbajal scarbajal@elcamino.edu
- ☐ MESA / KEAS / RISE / FYE / Puente / Project Success
- ☐ Job Speaker

Community Support Resources

- ☐ Gardena Vet Center - Elder Natareno elder.natarenohernandez@va.gov
- ☐ VA Health Care - Robert Loyd Robert.loyd@va.gov
- ☐ VA Vocational Rehabilitation - George Stevens george.stevens@va.gov
- ☐ VA Benefits
- ☐ VA HUD VASH
- ☐ Cal Vets - Anthony Rodriguez Anthony.rodriguez@calvet.ca.gov
- ☐ LA County VA (Michelle)
- ☐ Outside the Wire
- ☐ Semper Fi Fund
- ☐ CA Department of Rehabilitation
- ☐ Wounded Warriors of America (Mike Talega)

ECC Resources in Folder

- ☐ Math Study Center - Julius Duthoy jduthoy@elcamino.edu
- ☐ Writing Center - Barbara Budrovish bbudrovich@elcamino.edu
- ☐ Reading Success Center - Caroline Fifita cfifita@elcamino.edu

EL CAMINO COLLEGE

VETERANS SERVICES

STUDENT SATISFACTION SURVEY

The Veterans Services mission is to help you meet your educational goals. To allow the Veterans Services and the Veterans Resource Center accomplish its mission please complete this short survey.

Thank you for taking the time to share your thoughts and suggestions with us!

STUDENT INFORMATION: (Please "X" the appropriate space)

Current Semester or Session at El Camino College: _____

Please use the following number scale to rate the questions below:

1= STRONGLY DISAGREE | 2= SLIGHTLY DISAGREE | 3= SLIGHTLY AGREE | 4= STRONGLY AGREE

1. I found the Veterans Orientation to be informative.

1 ___ 2 ___ 3 ___ 4 ___ 5 *(does not apply)* ___

2. I have a better understanding of my VA benefits after attending the orientation.

1 ___ 2 ___ 3 ___ 4 ___ 5 *(does not apply)* ___

3. I found it easy to make a counseling appointment with the Veteran Counselor.

1 ___ 2 ___ 3 ___ 4 ___ 5 *(does not apply)* ___

4. What can Veterans Services do to provide additional assistance?

_____

_____

_____

5. I received the answer to my question/reason for visit ___ **YES** ___ **NO**

The person that helped me today was: _____

Student Satisfaction Survey

A five question survey was given to each student who attended the first Veterans Services Program new student Orientation.

13 students responded to the survey:

I found the Veterans Orientation to be informative		
Answer	Count	%
Strongly Disagree	0	0
Slightly Disagree	0	0
Slightly Agree	0	0
Strongly Agree	13	100%
Does not apply	0	0
I have a better understanding of my VA Benefits after attending the Orientation		
Answer	Count	%
Strongly Disagree	0	0
Slightly Disagree	0	0
Slightly Agree	1	8%
Strongly Agree	12	92%
Does not apply	0	0
I found it easy to make a counseling appointment with the Veterans Counselor		
Answer	Count	%
Strongly Disagree	0	0
Slightly Disagree	0	0
Slightly Agree	0	0
Strongly Agree	12	92%
Does not apply	1	8%
What can Veterans Services do to provide additional assistance?		
Answer	Count	%
Favorable Comments	7	54%
Non favorable Comments	0	0
No Comments	6	46%
I received the answer to my question/reason for visit		
Answer	Count	%
Yes	13	100%
No	0	0

Veterans Services Program Review – 2018

Appendix G

Metrics

Veterans Resource Center
2015 Monthly Visits

Month	Computer Use	Socializing With other Vets	Studying	Talking to VRC Staff	Academic Counseling	Other	Total Visits
January	N/A	N/A	N/A	N/A	N/A	N/A	N/A
February	73	44	47	39	6	18	227
March	90	47	67	30	1	21	256
April	114	64	72	25	3	20	298
May	103	71	63	13	6	19	272
June	48	22	28	23	1	20	142
July	30	31	25	20	2	3	111
August	60	37	32	42	3	8	182
September	76	62	52	22	1	5	218
October	107	55	38	30	1	1	232
November	79	29	37	28	3	5	181
December	41	9	14	22	2	3	91
Total							**2,210**

Veterans Resource Center
2016 Monthly Visits

Month	Computer Use	Socializing With other Vets	Studying	Talking to VRC Staff	Academic Counseling	Other	Total Visits
January	N/A	N/A	N/A	N/A	N/A	N/A	N/A
February	N/A	N/A	N/A	N/A	N/A	N/A	N/A
March	N/A	N/A	N/A	N/A	N/A	N/A	N/A
April	48	24	28	39	4	3	146
May	52	28	14	50	3	0	147
June	48	24	6	49	2	1	130
July	48	25	10	42	8	9	142
August	74	25	26	54	13	38	230
September	104	31	57	24	6	17	239
October	83	13	43	9	4	8	160
November	93	27	36	19	15	11	201
December	77	23	30	20	89	13	252
Total							**1,647**

Veterans Resource Center
2017 Monthly Visits

Month	Computer Use	Socializing With other Vets	Studying	Talking to VRC Staff	Academic Counseling	Other	Total Visits
January	53	12	33	27	98	40	268
February	120	41	56	73	68	66	424
March	166	50	117	30	31	55	449
April	113	24	73	21	24	31	286
May	180	69	121	70	93	71	604
June	89	37	54	43	59	37	319
July	38	28	36	20	10	22	154
August	57	19	18	44	59	37	234
September	108	70	69	32	8	34	321
October	91	93	84	28	15	41	352
November	64	39	70	30	19	22	244
December	56	21	39	75	9	15	215
Total							**3,870**

Veterans Resource Center - Metrics 2018

2018	Winter Session	Spring Semester				Summer Session			Fall Semester			
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Add / Drops	89	89	609	520	260	204	254	127	259	N/A	N/A	N/A
Certifications	89	260				127		241	259	N/A	N/A	N/A
Comprehensive Educational Plans	89	260				127		241	259			
Computer Usage	42	74	97	65	121	46	42	74	106	N/A	N/A	N/A
Counseling Appointments	67	58	32	52	71	89	63	119	80	N/A	N/A	N/A
Debt Letters	10					0	2	0		N/A	N/A	N/A
Email Blasts	0	260	3,736	3,900	2,860	1,820	1,270	2,169	2,072	N/A	N/A	N/A
Grade Checks	0	89	0	0	0	260	127	127		N/A	N/A	N/A
Other	45	60	16	15	31	36	49	93	67	N/A	N/A	N/A
Priority Registration	113	284				130		259				
Studying in the VRC	14	32	65	53	71	23	10	18	86	N/A	N/A	N/A
Talking to VRC Staff	46	70	38	32	49	46	34	135	40	N/A	N/A	N/A
Tutoring	0	24	16	24	25	10	0	0	0	N/A	N/A	N/A
Unsatisfactory Letters	3	0	87	0	22	50	20	0	48	N/A	N/A	N/A
Visits to VRC	23	25	30	36	42	23	30	23	68	N/A	N/A	N/A
Workshops	0	0	0	15	0	0	0	20	0	N/A	N/A	N/A
Total	630	1,595	5,540	5,526	4,366	2,957	2,285	3,628	3,603	N/A	N/A	N/A

Veterans Counseling Appointments For 2018	
January	67
February	58
March	32
April	52
May	71
June	89
July	63
August	119
September	80
Total	631

VETERANS SERVICES - MAJORS

MAJORS	STUDENTS													
	SP'15	SS'15	FA'15	SP'16	SS'16	FA'16	W'17	SP'17	SS'17	FA'17	W'18	SP'18	SS'18	FA'18
Administration of Justice	20	11	19	18	11	19	5	16	10	15	5	18	N/A	N/A
Air Conditioning and Refrigeration	3	1	3	3	1	3	2	3	2	3	0	2	N/A	N/A
Anthropology	0	0	2	1	2	2	3	3	1	1	1	1	N/A	N/A
Architecture	0	1	2	0	0	0	0	0	0	1	0	0	N/A	N/A
Art	5	2	9	7	2	4	2	5	2	4	1	6	N/A	N/A
Auto Collision Repair and Painting	1	0	1	1	0	2	1	1	1	1	1	1	N/A	N/A
Automotive Technology	7	4	10	5	3	7	0	5	2	7	2	7	N/A	N/A
Biology	5	2	3	4	3	5	3	3	3	7	3	5	N/A	N/A
Business Administration/Management	57	27	51	48	21	46	17	46	19	39	13	38	N/A	N/A
Chemistry	0	0	0	0	0	0	0	0	0	0	1	1	N/A	N/A
Child Development/Early Child Education	6	3	4	5	2	6	0	5	3	3	1	4	N/A	N/A
Communication Studies	5	3	6	5	3	3	0	4	1	5	2	4	N/A	N/A
Computer Aided Design/Drafting	1	0	1	1	0	1	0	2	0	1	0	2	N/A	N/A
Computer Information Systems	4	1	5	8	4	5	1	8	3	9	1	7	N/A	N/A
Computer Science	7	2	2	1	1	0	0	0	0	0	0	0	N/A	N/A
Construction Technology	1	2	2	2	3	4	2	4	1	5	2	4	N/A	N/A
Cosmetology	0	0	0	0	0	0	0	1	0	1	0	1	N/A	N/A
Economic	0	0	0	0	0	0	0	1	0	2	0	1	N/A	N/A
Electronic and Computer Hardware Technology	1	1	1	2	0	0	0	0	0	1	0	0	N/A	N/A
English	2	1	3	3	2	5	3	4	3	4	2	4	N/A	N/A
Environmental Horticulture	0	0	0	0	0	0	0	1	0	0	0	0	N/A	N/A
Ethnic Studies	0	0	0	0	0	0	0	0	0	0	0	1	N/A	N/A
Fashion	2	2	1	1	0	0	0	0	0	0	0	0	N/A	N/A
Film/Video	2	2	2	1	0	0	0	0	0	0	0	0	N/A	N/A
Fire and Emergency Technology/Paramedic	20	4	8	10	11	10	2	12	9	7	5	10	N/A	N/A
French	0	0	1	1	0	0	0	0	0	0	0	1	N/A	N/A
General Science	0	0	0	0	0	0	0	0	0	2	2	2	N/A	N/A
General Studies	1	1	1	1	1	2	0	1	0	1	0	0	N/A	N/A
General Studies Arts and Humanities	2	0	1	2	0	2	0	2	2	3	2	1	N/A	N/A
General Studies Bio and Physical Sciences	4	2	9	9	7	17	6	25	13	27	9	22	N/A	N/A
General Studies Culture and Communication	0	0	0	0	0	1	0	1	0	1	0	0	N/A	N/A

General Studies Kinesiology and Wellness	5	1	4	3	0	1	0	0	0	0	0	0	N/A	N/A
General Studies Social and Behavioral Sciences	6	2	4	7	6	13	5	13	5	18	3	9	N/A	N/A
Geography	0	0	0	1	2	2	0	2	1	1	0	0	N/A	N/A
Geology	2	0	1	0	0	0	0	0	0	0	0	0	N/A	N/A
History	1	1	1	1	1	0	0	2	1	3	1	3	N/A	N/A
Journalism	2	1	1	1	0	0	0	0	0	0	0	1	N/A	N/A
Kinesiology	1	1	1	2	4	7	4	9	3	4	2	5	N/A	N/A
Liberal Studies/Elementary Teacher Education	2	1	2	2	0	0	0	1	0	0	1	2	N/A	N/A
Machine Tool Technology	3	1	5	3	0	1	1	1	1	1	0	1	N/A	N/A
Manufacture Technology	1	0	2	2	1	2	1	2	1	1	0	1	N/A	N/A
Mathematics	1	1	2	4	2	4	0	1	0	2	0	2	N/A	N/A
Music	1	1	1	1	0	1	1	1	1	0	0	1	N/A	N/A
Nursing	20	11	18	23	10	24	4	18	7	19	8	20	N/A	N/A
Paralegal Studies	2	1	2	1	0	1	0	0	0	0	0	0	N/A	N/A
Philosophy	0	0	0	0	0	1	0	0	0	0	0	0	N/A	N/A
Photography	1	0	2	2	1	1	0	1	0	0	0	1	N/A	N/A
Physical Education	6	1	5	3	3	7	2	2	2	2	2	2	N/A	N/A
Political Science	3	4	6	4	2	2	1	1	0	0	0	1	N/A	N/A
Pre-Engineering	22	11	22	25	11	19	9	22	10	24	7	25	N/A	N/A
Pre-Pharmacy	1	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A
Psychology	12	4	8	9	5	10	2	8	2	6	1	7	N/A	N/A
Radiology Technology	4	4	7	4	2	7	1	7	5	7	3	4	N/A	N/A
Real Estate	0	0	0	1	0	3	0	3	1	4	1	6	N/A	N/A
Recreation	0	0	0	1	0	1	0	1	0	0	0	0	N/A	N/A
Respiratory Care	1	1	1	5	1	2	0	2	1	2	2	2	N/A	N/A
Sign Language	1	1	1	0	0	0	0	0	0	0	0	0	N/A	N/A
Sociology	15	13	20	17	13	14	6	14	4	11	2	10	N/A	N/A
Spanish	0	0	0	2	0	0	0	0	0	0	0	0	N/A	N/A
Theater	2	0	0	1	1	2	1	2	1	0	0	0	N/A	N/A
Welding	5	2	6	7	5	8	2	5	3	5	2	7	N/A	N/A
*Guest Students	9	3	6	5	4	2	1	5	5	5	1	4	N/A	N/A
TOTAL STUDENTS	**285**	**138**	**275**	**276**	**151**	**279**	**88**	**276**	**129**	**265**	**89**	**257**	N/A	N/A

Veterans Services Program Review – 2018

Appendix H

Surveys

ECC Faculty and Staff Veteran Survey

Please complete this survey if you have served or are currently serving in the military

Which branch did you serve?

☐ Army ☐ Marine Corps ☐ Navy ☐ Air Force ☐ Coast Guard ☐ National Guard

Military Status (Check all that apply)

☐ Veteran ☐ Vietnam-Era Veteran ☐ Recently Discharged Veteran (3-5 year)

☐ Combat Veteran ☐ OIF/OEF Veteran ☐ Currently Serving

ECC Employee Group

☐ Faculty ☐ Student Employee

☐ Staff ☐ Manager/Administrator/Supervisor

ECC Employment Status

☐ Full Time

☐ Part Time

The ECC Military Veteran Task Force's intent is for military veterans currently working at ECC to provide student veterans support in their transition and bring veteran awareness to the ECC community. Support may include mentorship, Veteran's Day event(s) planning and participation, Veterans Club advisory, veteran workshops and trainings, and/or other veteran related activities on/off campus. The Task Force will intend to meet once a month to obtain input for planning and ideas. **Would you be interested in receiving information or becoming part of the El Camino College Faculty and Staff Military Veteran Task Team?**

☐ Yes ☐ No

If **yes**, please provide us with the best contact email so we can reach out to you:

_____

El Camino College Faculty and Staff Veteran Survey – Spring 2018

61 employees (18 services members and 43 non-service members) indicated that they were interested in receiving information or becoming part of the Military Veteran Task Team!

33 service members responded to the survey:

Have you ever served in the U.S. Armed Forces?		
Answer	Count	%
Navy	12	36%
Army	11	33%
Marine Corps	5	15%
Air Force	4	12%
National Guard	1	3%
Coast Guard	0	0%
Which branch did you serve?		
Answer	Count	%
Veteran	22	67%
Combat Veteran	9	27%
Vietnam-Era Veteran	7	21%
Currently Serving	5	15%
OIF/OEF Veteran	4	12%
Recently Discharged Veteran (3-5 year)	0	0%
ECC Employee Group		
Answer	Count	%
Faculty	17	52%
Manager/Administrator/Supervisor	5	15%
Staff	11	33%
ECC Employment Status		
Answer	Count	%
Full Time	23	70%
Part Time	10	30%

Proposed Survey

Veterans Services Student Satisfaction Survey

The Veterans Services mission is to help you meet your educational goals. To allow our program to accomplish its mission, please complete this short survey.

Thank you for taking the time to share your thoughts and suggestions with us!

Current Semester or Session _____

Gender

a. Male
b. Female

Age

a. Under 20
b. 20 – 24
c. 25 – 29
d. 30 – 34
e. 35 – 44
f. 45 – 49
g. 50 and over

Veteran Status (check all that apply)

a. Active Duty
b. Reservist
c. National Guard
d. Veteran
e. Dependent

Branch

a. Army
b. Marines
c. Navy
d. Air Force
e. Coast Guard

Employment Status

a. Not currently employed
b. Employed Full-time
c. Employed Part-time

How did you hear about the El Camino College Veterans Services Program?

a. El Camino College Website

b. Veterans Affairs (VA) Website
c. Online (Search Engine)
d. Friend or Family
e. Other

Did you begin college here or did you transfer here from another college?

a. Started here
b. Transferred from another institution

Are you currently using Veterans Affairs Education Benefits or Vocational Rehabilitation and Employment Program?

a. Yes
b. No
c. Saving benefits for university

Veteran Student Orientation

a. Did you attend the Veteran Student Orientation?
    1. Yes
    2. No

b. Did you find the Veterans Orientation to be informative?
    1. Yes
    2. No

c. How can we improve the Veteran Student Orientation?

_____
_____
_____
_____

Counseling

a. Do you find it easy to schedule a counseling appointment?
    1. Yes
    2. No

b. Did the Veteran Counselor answer your questions?
    1. Yes
    2. No

c. How would you improve counseling services?

_____
_____
_____
_____

Veterans Resource Center/Veterans Services Office

a. How often do you visit the Center/Office?
    1. Never
    2. Often
    3. As needed

b. What services/opportunities have you used from El Camino College Veteran Services Office? (Please indicate all that apply)
    1. Information on available veterans education benefits
    2. Assistance with applying for veterans education benefits through the VA
    3. General information/guidance on college processes or services
    4. Resolution of Veterans Affairs education benefits pay problems
    5. Information/referral to other agencies (Veterans Centers, Veterans Affairs Medical Center, etc.)
    6. Comradery of fellow veterans
    7. Education counseling
    8. Schedule counseling appointment
    9. Use computer, printer and study
    10. Use refrigerator, microwave, water dispenser and snacks

c. If you have used any services/opportunities from the Veterans Services Office/Veterans Resource Center, were you satisfied with the services/assistance you received?
    1. Very satisfied
    2. Satisfied
    3. Less than satisfied
    4. Did not have knowledge of the Veteran Services Office/Veterans Resource Center

d. How can we make the Veterans Resource Center more inviting?

_____
_____
_____
_____

Veterans Club

a. Are you aware of the El Camino College Student Veterans Club?
    1. Yes
    2. No

b. If yes, do you attend the Veteran Club meetings?
    1. Yes
    2. No

c. What topics would you like to see covered during meeting?

_____
_____

_____
_____

d. What resources, services and guest speakers would you like to hear from (Housing, Transfer, Financial Aid, Veterans Affairs Benefits, etc.?)

_____
_____
_____
_____