1. Assessment Plan - Four Column

PIE - Student Services: Veterans Unit

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
Increase Applications - Increase number of Veterans completing aid applications (FAFSA, BOGW, Scholarship, etc.) **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016	**No Funding Requested -** None **Describe Plans & Activities Supported:** Host FAFSA and Scholarship workshops in the VRC. **Planning Unit Priority:** High	**Reporting Year:** 2016-17 **% Completed:** 100 91% increase in the number of student Veterans who won scholarships between current year and prior year (23 in 15-16, 44 in 16-17). (07/10/2017)	: Hosting of FAFSA and Scholarship workshops in the VRC will continue. (07/10/2017)
Inreach/Outreach - Continue inreach/outreach efforts with other departments to reach out to students on campus and in surrounding community. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016	**No Funding Requested -** None **Describe Plans & Activities Supported:** Develop inreach plan to target non-benefit collecting Veterans **Planning Unit Priority:** Medium		
Compliance/Efficiency - Maintain efficiency and service to Title 38 recipients with adherence to Federal, State, and District regulations and policies. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016	**Full Funding Requested -** Student Services Program Coordinator, Veterans **Lead:** Chau Dao **One-Time Funding Requested (if applicable):** 80000 **Type of Request:** Staffing **Planning Unit Priority:** High **Full Funding Requested -** Transfer one-time Veteran Funding to District Funding operating budget. **Lead:** Chau Dao		

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
	One-Time Funding Requested (if applicable): 50000 **Planning Unit Priority:** High **Full Funding Requested -** Veterans Services Specialist **Lead:** Chau Dao **One-Time Funding Requested (if applicable):** 60000 **Type of Request:** Staffing **Planning Unit Priority:** High		
	Full Funding Requested - Full-Time Veterans Counselor **Lead:** Chau Dao **One-Time Funding Requested (if applicable):** 115000 **Type of Request:** Staffing **Planning Unit Priority:** High		
Informed Staff - Ensure Veterans staff members are trained and informed of continued and new rules and processes. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016			
Access to Technology - Expand computer access to Veterans in the VRC **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016	**No Funding Requested -** IT Support **Describe Plans & Activities Supported:** Track computer-use/needs of student Veterans at the VRC. **Type of Request:** IT Support **Planning Unit Priority:** High	**Reporting Year:** 2016-17 **% Completed:** 100 7,801 contacts in the VRC relating specifically to computer-use. Computer-use continues to be among the top reasons why students visit the VRC (if not #1) each semester. (07/10/2017)	: Advocate for additional computer-access in the VRC. (07/10/2017)
	No Funding Requested - To continue to provide Sonocent program to student-Veterans and add AT programs to all computers in the VRC. **Type of Request:** IT Support **Planning Unit Priority:** Medium	**Reporting Year:** 2016-17 **% Completed:** 0 Of the licences provided to Mt. SAC by Sonocent, nearly 50% were utilized by student Veterans. (07/10/2017)	: Advocate for Sonocent programs to be available to student Veterans utilizing VRC. (07/10/2017)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	No Funding Requested - OnBase system, scanners, and trained staff. **Describe Plans & Activities Supported:** Implement protocol to use OnBase to store student files electronically. **Lead:** Chau Dao **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** VRC staff trained to scan and adhere to established scanning protocol. Ability to search and locate documents will be more efficient, especially during Veteran Affairs audit.	**Reporting Year:** 2017-18 **% Completed:** 75 Planning and implementation took place in 2016-2017. Additional work had to be done for archiving older files. We will continue to monitor the established protocol to ensure no pain points. (08/25/2017)
	Full Funding Requested - Access to APEX, established protocol, and training staff. **Describe Plans & Activities Supported:** Utilize APEX software as a tool to electronically process Veterans files. The process of Veterans benefits determination is tedious and requires case-management style process. **Lead:** Chau Dao **On-Going Funding Requested (if applicable):** 10000 **Type of Request:** Instructional Equipment, Lottery **Planning Unit Priority:** High **What would success look like and how would you measure it?:** The design of APEX will be critical to ensure a end-to-end process that is student/user friendly while also adhering to all Veterans rules and regulations.	**Reporting Year:** 2016-17 **% Completed:** 25 Due to Banner9 upgrade scheduled for 2018, we intentionally delayed this project to ensure we have the ample staff bandwidth to design, plan, and implement APEX. (08/25/2017)
Veteran Support Programming -	**Full Funding Requested -** Faculty	**Reporting Year:** 2016-17	: Faculty Student Veteran

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Provide programs that support the academic and personal success of student Veterans. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Goal Entered:** 09/01/2016	Student Veteran Luncheon **Planning Unit Priority:** Medium	**% Completed:** 100 A survey was administered to attendees of the Faculty/Student Luncheon which revealed that 90% of survey respondents reported that attending the Faculty/Student Luncheon impacted their ability to share aspects of their personal life with their Professor that they have not shared in the classroom. (07/10/2017)	Luncheon programming will continue. (07/10/2017)
	Full Funding Requested - Provide extended hours and support during finals week (to ensure student Veterans have a quiet place to study, finals supplies, food, and access to a computer and printer). **Planning Unit Priority:** Medium	**Reporting Year:** 2016-17 **% Completed:** 100 A survey was administered to Finals Frenzy participants and recipients of Finals Kits/IFAKS which revealed the following: -93% of survey respondents reported that receiving food/snacks at the VRC during finals week "allowed me to focus more on preparing for finals". -80% of survey respondents reported their reason for visiting the VRC during finals week was to study and use the computers. -100% of survey respondents reported that utilizing the VRC during finals week positively impacted their performance on their finals. -95% of survey respondents reported that receiving a Finals Kit/IFAK "allowed me to focus more on preparing for finals because I didn't have to worry about supplies". (07/10/2017)	: Advocate for continued extended hours during finals week to ensure student Veterans have a quiet place to study, finals supplies, food, and access to a computer and printer. (07/11/2017)

Off-Campus Resources - Expand community-based resources that are present at the VRC (workshops, presentations, etc.)
Status: Active
Goal Year(s): 2016-17, 2017-18
Goal Entered: 09/01/2016