

## Executive Summary

**Q:**  
A brief recap or highlights of the entire program review document. (500 words or less)

- Highlight major strengths and weakness.
- Highlight areas for improvement over the next 3-6 years.

### Response:

The Veterans Program's strengths are evident in the area of student success and meets two of our four goals: "Intervening with veterans with less than a 2.0 GPA" and "Assisting veterans with their academic and career goals." In the past, veteran students were required to wait for their educational plan because there was only one counselor for this purpose. However, through successful training, veterans have more and quicker access to meet with any of the general and satellite counselors in order to develop a Student Educational Plan for their VA benefits. Related to this, we are more successful in assisting students from being placed on academic or progress probation and for those students who are on probation, to meet with them quickly after their Probation 1 or Probation 2 interventions.

Another strength is through our marketing of veteran services to the campus for "buy-in." We not only established a Veterans Advisory Committee but now include all student services departments, the campus researcher, academic affairs and VA community programs and services. This committee serves to assess, monitor and recommend the goals for our students. Insofar as the larger campus community is concerned, attendance is high when we provide professional development workshops for faculty. Also, all of our efforts to enlist faculty assistance for our veteran students have proven successful. We e-mail all faculty during the beginning of each semester to request that they assist new veterans in adding classes. Also, faculty helped push for approval of a waiver for the CSU GE area E, thus saving students time with their educational planning. Academic Affairs also helped the Veterans Program in granting access to one of the rooms in the Library and Academic Resource Center thus finally allowing LAVC to offer students a Veterans Resource Center. Our marketing of veteran services is another strength where we have successfully created a veterans web page, brochure, numerous workshops, and weekly drop in sessions for psychological counseling.

One weakness is that we do not offer a "Boots to Books" Counseling 1 - Introduction to College Course to help new veterans matriculate to LAVC. Also, there has not been a separate orientation for new veterans. Although we are developing a separate power point for this purpose, we cannot mandate an additional veterans orientation in addition to the state-mandated new student orientation and first semester SEP session.

Another weaknesses is that although we have been providing numerous workshops, attendance is low. One short term improvement is through hiring a temporary CGCA, we hope to increase attendance. The duties of this position is to help create a Veterans Orientation for new veteran students, re-chartering the Veterans Club, organize outreach activities to students through workshops by LAVC programs and services and by community agencies.

Another weakness is a lack of staff. Our Certification Coordinator is only half time. We have no permanent outreach staff person to adequately coordinate activities for students and faculty. A Long Tem improvement is to hire a half time professional Outreach Coordinator to additionally reach out to students and to the community and provide additional programs, workshops and services for faculty.

## Participants

**Q:** Please indicate the individuals that participated in the completion of this program review.

### Response:

## Validation & Feedback

### Validation Comments for Program

**Q:**

### Response:

Reviewed

### Comments for Review Committees

**Q:**

### Response:

