

Santiago Canyon College
Student Services
Student Learning Outcomes Assessment Report
2012-2013

Department Name - Veterans Service Office (VSO)

Department Mission Statement - The Veterans Services Office was created to assist Veteran students, transition from soldiers to scholars. Veterans, Active Duty, Reservists, and their dependents/spouse are assisted with accessing their VA education benefits to succeed in their educational goals.

Student Learning Outcome - As a result of attending the SCC Veteran Orientation, student veterans will understand their G.I. Education benefits and academic policies, responsibilities and support services available to develop self-advocacy skills as they transition into the life of a civilian.

Methods - The VSO utilized the following tracking mechanisms to monitor a veteran students understanding of their G.I. Benefits and academic policies

- VSO Orientation Pre-test and Post-test

Those students who attended and completed the VSO Orientation were assessed for the learning outcome.

Implementation of Assessment Process - In order to accomplish our SLO, we conducted a staff meeting and established the following methods, tools and resources needed to implement our SLO:

1. Created a survey that would test their knowledge of the G.I. benefits, SCC's academic policies, student responsibilities, and support services available to veterans.
2. The VSO dispersed the survey to all students who attended and completed the VSO Orientation.
3. Submitted data to Research & Development for a calculated result report and proceeded to analyze the data.

Results - GENERALLY, THE VETERANS WERE SATISFIED WITH THE VSO ORIENTATION:

Generally, respondents were satisfied with the online process:

- All respondents completed their pre-test and post-test.
- All participants at the VSO Orientation found the orientation to be advantageous in increasing their knowledge of services that were available to them.
- Most respondents (96%) believe that their experience attending the VSO Orientation increased their development with self-advocacy skills.

Most respondents are likely to use these skills and knowledge in the future, which includes transferring to University.

Decisions and Future Recommendations - This was the first year to implement the VSO SLO. As a department we have decided to keep the same SLO for at least three years to accurately understand, improve, and monitor the effects of the SLO. After two years we may change the questions to better ascertain the learning of continuing students.

We will remain steadfast in our approach to veterans by demonstrating patience and understanding to our students. We realize that veteran services are not like any other process at the collegiate level. Completing the process is a learning process. To that end, staff will integrate training techniques to adapt

effective communication strategies to our current and prospective students for exceptional service and effectiveness.

We will utilize and expand technologies to prepare students for post-collegiate life by providing online filing, follow-up, and correspondence. We believe that our SLO is already preparing students for four-year institutions, e-commerce and other veteran's related processes requiring serious attention to detail, such as: loan applications, mortgage applications, tax filings, etc.

Conclusion - Our staff will offer levels of service designed to meet the specific needs of each individual veteran student and strive to exceed the expectations of our students, staff, and community. Our staff will set the bar for excellent organization and administration of veteran services in California Community colleges by attending year-round training and seminars sponsored by Veteran Administration (VA).

It is the responsibility of the Associate Dean of Financial Aid and staff to review the results of this study and attempt to implement any recommendations that they deem desirable and manageable.