I. Does the Program Review provide in-depth information regarding the program?

Yes. The document provides an overview of the services provided to Veteran students, staffing levels and duties, current operations, and projections of departmental needs beyond the current year. Additional information in some areas of the document (additional demographic and characteristics information about our veteran student population in the Population Served section, information about veteran or military related campus clubs in the Program Outreach section, and information regarding space needs in the Facilities & Equipment section) would provide additional support for the program's stated mission, goals, and needs. Also, source documents (including the Veteran Affairs Student Survey listed in the Student Satisfaction Survey section) could be attached/included as additional support for summary of results from the survey. The document, otherwise, provides a concise picture of the Veterans' Affairs Office at LA Mission College.

II. Does the Program Review provide evidence of program effectiveness?

Yes. Through the provided information regarding the number of students served, the results of the Veteran Affairs Student Survey (summary), and the list of provided services, the document supports the statements that the office is providing the necessary services for its specific population. The document also supports the statements regarding the current and future needs of its served population, and how this specifically impacts the staffing level, office space, and material needs of the office in order to provide ongoing and expanded services for veteran students.

III. How was the evidence measured for effectiveness?

The information provided in the document explains the types of services provided, the number of students served, the current satisfaction with the office's services, and the current/future needs of the office. Based upon a noted and growing population (not counting the unexpected increase in veteran students that may occur as two major wars/deployments come to a close) of veteran students, there appears to be generally enough information provided to explain and support the statements and requests for additional resources. Additional information and documentation would be beneficial in supporting personnel and space requests (including information that charts out the growth in student population, services offered, changes in US Veterans Affairs office processes and procedures, and expanded need for diversified services to address military service-related medical and psychological issues), as these requests are weighed against other campus needs when determining new resource allocations.

IV. Recommendations

Overall, the document addresses the office's current services and future needs well. Questions about the status of some processes and services may be answerable in the in-person Comprehensive Review interview conducted in March 2012 to determine the status of website updating, form updating, outreach to universities (beyond the program with CSUN), the creation of an LACCD Veteran Certifying Officials committee, and how SSAO/SAOs have been assessed and revised based upon feedback and results.