Validation Review Recommendations & Responses

Commendations

No Commendations Have Been Made.

Recommendations

<table>
<thead>
<tr>
<th>Year</th>
<th>2010-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>a good report that is specific and relevant.</td>
</tr>
<tr>
<td></td>
<td>Program Review well written</td>
</tr>
</tbody>
</table>

Program review overview
No evening hours
No mention of ethnicity and how this might affect the program.
Student achievement and persistence were not addressed.

Program Accreditation
No mention of accreditation

SLOs
The SLOs are relevant, specific, quantifiable and measurable.

Survey
Is there a plan for a survey?
Professional Development
No response

Resources Planning
A specific plan is needed for anticipated funding trends, anticipated technological trends and for anticipated trends in student needs or demographics.

Final Summary
What areas of student support are affected by the weakness of current funding?

Final Comments
In the future, Program Reviews of all areas of Student Services need to take into consideration the economic climate and the new SS building.

Response
- Student Services Committee - Donna Ayers, Robert Crossley & Monica Moreno

Response Update
A survey was developed but was determined as not useful as there were not enough surveys completed and the program was understaffed with no one to distribute enough surveys to students.

Status
In Progress

Objectives

1. Create a Veterans Student Club
   - Period: 1/1/2014 - 1/1/2015
   - Priority: High
   - Status: In Progress
   - Year: 2013-14

2. To enhance online veteran services.
   - Period: 1/1/2014 - 1/1/2015
   - Priority: High
   - Status: In Progress
   - Year: 2014-15

Unit Review - Mission Statement

Program Mission

Describe the purpose of the program:

The California State Approving Agency, the Council for Private Postsecondary and Vocational Education, and the Veterans’ Administration approves Los Angeles Mission College as a degree-granting institution for veterans and to eligible dependents of veterans seeking educational and vocational training under Title 38, United States Code.

The Veterans Affairs Program at Los Angeles Mission College (LAMC VA Office) provides specialized customer service to members of the various branches of military service, veterans, and their eligible dependents. Specifically, the staff serves as Liaisons for students by providing information about Los Angeles Mission College, financial assistance and assisting with Veteran's Administration certification of their educational benefits. The VA Certifying Official for Los Angeles Mission College acts as liaison between the college and the regional VA offices to provide information on college procedures, and to resolve problems regarding eligibility and payment of VA benefits.

Respondent: Georgia Estrada
Program Services & Hours of Operation

<table>
<thead>
<tr>
<th>Service</th>
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<th>Date Deleted</th>
<th>Remove</th>
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</thead>
<tbody>
<tr>
<td>Admissions assistance</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counseling Services</td>
<td>On-going</td>
<td></td>
<td></td>
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<tr>
<td>Financial Aid Referral</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Obtaining VA Educational Benefits</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Veteran Website</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network with other VA Services Organizations</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One on one service to VA Students</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One on one service to VA Students</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enrollment</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Population Served

Describe the population served and the trends in student characteristics and/or outcomes that may impact your unit.

The LAMC Veteran Affairs Program assists veterans (Post 911, Chapter 33, reservists (Chapter 1606), Vocational Rehabilitation veterans (Chapter 31) and their dependents (Chapter 31) with obtaining their educational benefits. Currently this program is serving 90 students, male and female, most within ten (10) years of discharge from the armed forces.

Another program, VRAP, was initiated in July 2012. This is a one year retraining program for veterans between the ages of 35 and 60, and is geared towards training programs at community colleges. The fall 2012 semester at LAMC is the first semester veterans have been awarded these funds and VRAP constitutes a small percentage of the current veteran population at LAMC. A number that is expected to grow.

Unit Review - Staffing

Certificated Administrator, Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe S. Ramirez</td>
<td>Vice President, Student Services</td>
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</tbody>
</table>

Classified Staff

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Georgia Estrada</td>
<td>Director/Student Services Specialist</td>
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</table>

Student Workers

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<tr>
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<th>Type</th>
<th>Hours/Week</th>
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</thead>
<tbody>
<tr>
<td>Unstaffed</td>
<td>Program Assistant</td>
<td>24 hours per week</td>
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<tr>
<td>4 Veteran Liaisons</td>
<td>Veteran Work Study</td>
<td>25/week</td>
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</table>

Projections

Projected Retirements:

NA

Are available faculty and classified staff adequate to support the program?

Personnel Needs – An increase in faculty and/or staff could allow the program to monitor and intervene in support of students’ persistence and retention more intensively. Should this program receive funding, 1 FTE Veteran Certifying Official, 1 FTE Clerical support, 0.5 FTE Veteran Counselor, and 0.75 FTE psychological counselor could assist with both access to the program and the increased success of more veteran students at LAMC.
Unit Review - Program Outreach

Program Outreach

What standing committees does your program maintain? What are their charges and membership?

**Member of the nationwide National Association of Veteran Program Advisors. Institutional Fee for membership is $250 per year.**

What intra-college collaboration has your program been involved in during the past six years?

Currently, the VA Program works collaboratively with various other student services departments. The students in the VA Program are also part of Financial Aid, EOPS, DSPS, SSS, and Transfer Center programs.

The veterans’ affairs program supports a variety of student services and academic units in the college. The certifying officials are liaisons with the student services units, attending regular weekly/biweekly meetings.

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

The Veteran Affairs Program continues to work with Veteran services agencies throughout the San Fernando area to assist our returning veterans with local resources for assistance.

The program provides information from Federal, State and County programs offering assistance to veterans who are homeless, experiencing symptoms of PTSD, and/or financial difficulties.

Work with the Employment Development Department to assist Veterans seeking employment.

Assist veterans with finding and completing scholarship applications for university transfer.

Hosts an Annual Veterans Day Ceremony to promote the program as well as connects with the community with veteran students and the college.

Veterans office will support and benefit from the establishing of a CLEP testing center.

Respondent: Georgia Estrada

Unit Effectiveness - Quality & Accessibility of Services

To access Fall 2013 Student and Faculty/Staff survey data, click here.

**Student Satisfaction Survey**

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
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<tbody>
<tr>
<td>LAMC F-13 St Survey</td>
<td>Pending</td>
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</table>

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

A Student Satisfaction Survey was developed, but not successful due to not enough students completing the document and inadequate staffing to distribute the form.

Respondent: Georgia Estrada

**Faculty/Staff Program Assessment Survey**

No Survey(s) Added.

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

N/A

Unit Effectiveness - SLOs

**Student Service Area Outcomes**

<table>
<thead>
<tr>
<th>Year</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Outcome</td>
<td>Students will demonstrate a full understanding of the comprehensive selection of services provided by the Veteran Affairs Program for the processing, obtaining and maintaining of VA Educational Benefits.</td>
</tr>
<tr>
<td>2) Related ILO</td>
<td>Information Competency</td>
</tr>
</tbody>
</table>
### 4) Assessment Method

Current up-to-date reports issued by the Department of Veteran affairs to establish the number of veteran students benefits paid monthly based on semester attendance and successful completion of educational objective.

### 5) Results

Expected results pending results of online SAO survey, student satisfaction and student academic success.

### 6) Implementation Plan

Continue to serve VA students in-person as well as online by enhancing, updating and upgrading LAMC Veteran Affairs Website. Staff training to become knowledgeable of VA regulations and college policies.

### 7) Re-Evaluation

Improvement: The hiring of 2 additional Veteran work study staff to assist with the in-person process as well as the updating of the website. The hiring of a VA Counselor (currently pending approval/knowledgeable in VA regulations

### Assessment Date

Spring 2013

### Next Assessment Date

Spring 2015

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome</th>
<th>Related ILO</th>
<th>Contribution of SAO to Student Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>Student registers for courses appropriate for program requirements and assessment scores.</td>
<td>2) Information Competency</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>To provide counseling, advisement and assistance.</td>
<td>3) Contribution of SAO to Student Learning</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Need for a Veteran Affairs Program counselor and counseling office space to provide capable and compassionate counseling services for accessibility for personal as well as academic counseling.</td>
<td>4) Assessment Method</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>To provide counseling, advisement and assistance.</td>
<td>5) Results</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Currently a Faculty Hiring Prioritization Application for a part time Veteran counselor is submitted for approval from the LACCD. Results are pending approval.</td>
<td>6) Implementation Plan</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>The Veteran Affairs Program needs a part time trained Classified staff person for clerical and technical support to provide accurate information and correct data input to process claims. Amend benefit information on VA-Once Website Adjust or terminate benefits effective the date of the withdrawal on VA-Once Website.</td>
<td>7) Re-Evaluation</td>
<td></td>
</tr>
</tbody>
</table>

### Unit Effectiveness - Human Resources

#### Professional Development

<table>
<thead>
<tr>
<th>Name/Status</th>
<th>Activities</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAVPA</td>
<td>Conferences, Off-Campus Presentations, Professional Organization (Specify), Publications</td>
<td>Remove</td>
</tr>
</tbody>
</table>

### Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

**VA Workshops/Conferences** occur various times during the year that is not always available in our area and resources may not be available. The Veteran Affairs Program is pro-active in obtaining the literature from those workshops/conferences in order to stay up-to-date.

**Respondent:** Georgia Estrada
## Facilities & Equipment

Is space and equipment currently assigned to your unit adequate to support the needs of the service area? Please explain?

Current location assigned is no longer adequate to support the needs of the program. The growth of the program at this time requires additional equipment and space to assist the veterans adequately. The Federal Department of Veteran Affairs has now become paperless for initial as well as changes to programs application and VA students are required to apply online. The Veteran Affairs Program assists students with this application process in the office. Current equipment (computers) are slow and out of date. The program requires additional and up-to-date computers for veteran staff and for students to apply online while in the office.

The evening counselor does not have access to a printer or the counseling forms necessary to support VA student appointments. Office space as well as equipment will allow the counselor to offer evening hours at a closer to the Veterans Office.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Program regularly utilizes available general campus facilities. Facilities are adequate.

Respondent: Georgia Estrada

---

## External Accountability - Advisory/Oversight Committee

### Advisory / College Oversight Committee

Members Names, Representation:

No Board Members Added.

Respondent: NA

### Meetings

List the Date and Membership of your Advisory Board:

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.

### Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

Currently, the LACCD Veteran Certifying Officials from all nine community colleges are working towards developing a monthly meeting and is recommending VA staff attend. LAMC Veteran Staff will attend these meetings.

---

## External Accountability - Compliance Status

### Accreditation or Compliance Status

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?

Respondent: Georgia Estrada

### Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

Following the review of the Institutional Self Evaluation Report and site evaluation team visit, in a letter dated July 3, 2013, the ACCJC placed Mission College on Warning, the first level of accreditation sanctions. A Follow-Up Report will be submitted by March 15, 2014 demonstrating resolution of the Recommendations.

Los Angeles Mission College maintains its accreditation and will undergo a review by the ACCJC site evaluation team in April 2014 to verify Mission College’s progress.
Planning Assumptions & Assessment

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your unit during the next 3 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

The future needs of the program/service area:
Financial Need -- a specifically designated funding: The immediate needs of the program revolve around insufficient resources and the consequent lack of funding for faculty, staff and program activities. The lack of funding available for this program is the main reason it is a part-time function of other full-time staff. In order to provide equitable access to veteran students, specially designated funds are urgently needed. There are no categorical or specific funds for veteran students and with the end of the war we anticipate enrollment to significantly increase. Our resources from the general fund are diminishing.

Personnel Needs -- 1 FTE Veteran Certifying Official, and 0.5 Veteran Counselor, and .25 psychological counselor: Should this program receive funding, both access to the program and increased success of more veteran students at LAMC could be achieved. For example, an increase in faculty and/or staff could allow the program to monitor and intervene in support of students’ persistence and retention more intensively.

Action plans which are needed to be initiated to provide increased support to student success:
Training for coordinators and counselors related to new veteran programs, including Post/911 and VRAP.
Intervention Programs: Intervention programs need to be intensified to increase the monitoring and support of veteran students. We also need to retain the services of a psychological counselor with PTSD experience. Currently, our veterans are receiving .075 FTE career counseling by the DSFS program Director and we rely on that counselor for support and referrals of veteran students out to the city/county mental health services.

Respondent: Georgia Estrada

Self-Assessment: Challenges, Opportunities & Strategies

A. Please present the unit’s analysis of the challenges it will face over the next 3 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The Veteran Services program has never had specific resources dedicated to the department. Funding is allocated from general fund.

Due to the end of the war, an increased headcount is expected over the next two years. Resources will be required to keep up with the increase demand.

Service Area Outcomes The veterans’ affairs department has developed student learning outcomes that reflect the goals of the department and Los Angeles Mission College institutional goals. Findings will be analyzed, reported and shared widely. Recommendations will be developed based upon SAO assessment findings for future program improvement and assist with identification of the future needs of the program/service area.

B. Identify unit strengths and recommendations to strengthen existing unit programs.

LAMC is committed to the Veterans in assisting them with achieving their educational goal, maintain program requirements and keeping them informed of changes and updates. Confidential and competent one-on-one academic and personal counseling are available to all enrolled and prospective veteran/dependent students provided by an experienced, multicultural and multilingual counseling staff.

Support from the student services units and LAMC administrators and faculty will provide continued effective services for Veterans and their dependents.

Supplemental Material

Supplemental Files

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<tr>
<th>Supplemental Materials:</th>
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</table>
### Objectives & Resources

#### Objective 1

**Objective:** Apply government disbursed funds to Veteran Affairs dept. budget. (2014-2015) (Priority: Critical)

**Previous Set Goal:**


**Individual(s) Responsible:** Georgia Estrada

**Period:** 1/1/2015 - 1/1/2016

**Activity:** Supplement the current fiscal budget of the Veteran Affairs Program by applying the funds distributed by the VA State Agency to colleges that provide services for the various veteran student chapters.

**Expected Outcome and Measure:** Increase in office productivity through the purchase of adequate supplies, printing materials and office equipment. Increase of effectiveness in providing services to Veteran Students.

**Priority:** Critical (Important to meet the budget needs of this program.)

**Assessment:**

- Status: InProgress

### Objective 2

**Objective:** Increase faculty knowledge of veteran student issues on campus. (2014-2015) (Priority: Critical)

**Previous Set Goal:**

- New Related Goal Areas: 3. Improve Quality of Educational Programs and Services to Increase Student Success

**Individual(s) Responsible:** Georgia Estrada

**Period:** 8/1/2014 - 8/1/2015

**Activity:** Collaborate with the Los Angeles Community College District, Veterans Student Success Coordinator to create workshops for faculty and staff training on veteran students issues on campus.

**Expected Outcome and Measure:** Increase awareness of the atypical issues veterans deal with as returning college students.

**Priority:** Critical (Imperative for veteran students' sucesses)

**Assessment:**

- Status: InProgress

### Objective 3

**Objective:** Create a Veterans Student Club (2013-2014) (Priority: High)

**Previous Set Goal:**

- New Related Goal Areas: 2. Strengthen Institutional Effectiveness

**Individual(s) Responsible:** Georgia Estrada

**Period:** 1/1/2014 - 1/1/2015

**Activity:** Expand Veteran student club activity and group services at LAMC.

**Expected Outcome and Measure:** Club meeting minutes and/or event records.

**Priority:** High

**Assessment:**

- Status: InProgress

### Objective 4

**Objective:** To enhance online veteran services. (2014-2015) (Priority: High)

**Previous Set Goal:**

- New Related Goal Areas: 3. Improve Quality of Educational Programs and Services to Increase Student Success

**Individual(s) Responsible:** Georgia Estrada

**Period:** 1/1/2014 - 1/1/2015

**Activity:** The website will continue to be updated to meet the needs of the increased veteran student population

**Expected Outcome and Measure:** Completion of the updates and ensuring the updates at least twice a semester.

**Priority:** High (To improve the use of web access)

**Assessment:** Improve and streamline web access for students.

- Status: InProgress

### Objective 5

**Objective:** Improve access to VA-knowledgeable advisor. (2014-2015) (Priority: Critical)

**Previous Set Goal:**

- New Related Goal Areas: 1. Expand Access and Prepare Students for Success

**Individual(s) Responsible:** Georgia Estrada

**Period:** 8/1/2014 - 6/1/2015

**Activity:** Need for a Veteran Affairs Program counselor, knowledgeable of VA regulations and policy to improve accessibility by advising on both academic and personal issues of veterans.

**Expected Outcome and Measure:** Increased student satisfaction with VA services. Tool: District survey. Students will also identify an educational objective, follow their student education plans, and successfully complete their major.

**Priority:** Critical (Impenrative for veteran students' success)
Objective 6: Increase VA staff to provide adequate support for students. (2010-2011) (Priority: Critical)

- Previous Set Goal: Expand Access
- New Related Goal Areas:
- Individual(s) Responsible: Joe Ramirez
- Period: 10/1/2010 - 6/1/2012
- Activity: Part time classified clerical support to provide VA trained qualified staff will assist Veteran transition to campus experience.
- Expected Outcome and Measure: Uses information to become a successful student.
- Priority: Critical
- Assessment: InProgress

Resource

- Anticipated Total Cost: $49,238
- Contact Person: Georgia Estrada
- Description of Item: Classified clerical and technical support to over see VA work study staff in Federal documentation, tracking and monitoring of veteran students.
- Type: Ongoing
- Resource Priority: Critical
- Status: PendingFunding

Resource

- Anticipated Total Cost: $1,000
- Contact Person: Georgia Estrada
- Description of Item: Request for funding to pay for the costs of the Annual Veteran's Day Ceremony.
- Type: Ongoing
- Resource Priority: Low
- Status: PendingFunding

2013-2014 Veteran's Affairs Office Funding Resources

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<td>0</td>
</tr>
<tr>
<td>Personnel (Misc E-E Bnfts/Classified/Unclassified)</td>
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<td>0</td>
</tr>
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<td>Personnel (Certificated)</td>
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2014-2015 Active Resource Summary

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<tr>
<th>Category</th>
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<th>On-Going Requests</th>
<th>One-Time Requests</th>
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<tbody>
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<td>1.5</td>
<td>2</td>
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<td>$87,738</td>
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</table>

Final Summary

Based on your program review, summarize:
LAMC is committed to the Veterans in assisting them with achieving their educational goal, maintain program requirements and keeping them informed of changes and updates. Confidential and competent one-on-one academic and personal counseling are available to all enrolled and prospective veteran/dependent students provided by an experienced, multicultural and multilingual counseling staff.

Program Weaknesses - What areas can your program improve?

This program has no designated funding to support services. Veteran’s services are currently supported under the general fund. Other areas of student services have been affected by the increase of veteran student services due to a lack of funding available. The need to increase staffing in both classified and counseling faculty in veteran affairs has taken away from other areas that require resources to provide services.

Discuss anything else you would like to share about your program that has not been addressed.

The emotional state of veteran students is a subject currently not addressed on campus. The training of faculty and staff of all disciplines and departments to recognize the development of psycho-social issues related to a veteran, along the referring of this student to the appropriate department for assistance is crucial to veteran student success. Intervention Programs: Intervention programs need to be intensified to increase the monitoring and support of veteran students. We also need to retain the services of a psychological counselor not only for the veteran population, but for all students of LAMC.

Respondent: Georgia Estrada

Recommendations

Validation Review

Submit Program Review

Thank you for your participation in the Unit Assessment process.

Unit Assessment Completed by: Georgia Estrada 11/21/2013 12:12:00 AM

Save & Continue Later

Save & Submit Assessment