The Basics:

Column 1 indicates the information being requested for the **2015-16 APRU**.

Column 2 is where your program information should be recorded. The APRU is a Word document, so you will be able to copy and paste or type in your information into the center column. Word wrap is turned on so the box will expand with your typing.

Column 3 contains the instructions for responding to the requested information.

When completed, save this Word doc and name it: sspbt15apru_*insert your program name here*. E-mail the completed APRU and any supporting documents as attachments to < haynesjim@fhda.edu >. It is a good practice to upload a copy to the program's TracDat Documents Repository and keep a soft copy for your files to ensure that your work is not lost. Please contact: Jim Haynes < haynesjim@fhda.edu > or ext. 8954 if you have questions.

Getting Started: Review your 2015-16 Annual Program Review Update posted on the SSPBT website:

http://deanza.edu/gov/SSPBT

Column 1	Column 2	Column 3
Information Requested for the 2015-16 SSPBT - APRU	**Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses.** Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.	**Instructions:**
Program Name:	**Veteran Student Services**	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Bianca Lopez/Kathleen Marquez/Shari Pasquali /Tamica Ward	Enter the name or names of those who wrote this APRU.

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What is the program's Mission Statement?	The De Anza Veteran Student Services program mission is to provide student-Veterans with tools to obtain their academic goals and employment opportunities.	Enter (or cut and paste) your most current Mission Statement. Please highlight changes, if any, to the Mission Statement that was posted in your 2015-16 APRU
Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2015-16 APRU?		Include anything done in direct response to the SSPBT feedback on the 2015-16 APRU. NOTE: If no feedback was received move to the next question.
Have there been any other significant changes to your program since the 2015-16 APRU?	The VSO has streamlined the Veterans Administration (VA) certification process in order to help veteran student navigate through the new and continuing process more efficiently. A new Veterans Resource Specialist was hired in January 2016 by equity funds to serve the needs of student and ensure the completion of the certification process and assistance with receiving their benefits. The Veterans Student Services program is in the process of hiring a full-time Veteran student counselor in Summer 2016. The veterans student counselor will be hired by equity funds to serve the needs of students and ensure academic progress within the veteran student population.	Please explain any significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?
What Impact have these significant changes had on your	The process for certifying our veterans students has become easier and more efficient. Our auditing process has allowed us to identify inaccuracies in our probation and adjustment process. We also	Please explain how these significant changes have impacted your program. What is now different?

program?	discovered we need to address and inform students of the difference between punitive and non-punitive grades in the certification process which warrant adjustment in their benefit amount.	
What Impact have these significant changes had on your students?	The impact of these significant changes has shown increased traffic and positive verbal feedback from students about the improved access to the veteran services office faculty and staff. Implementing the veteransda@fhda.edu email address has helped in answering questions, certifying and providing assistance to our veterans students within 48 hours. The implementation of our Veterans newsletter that is sent out quarterly, which includes student highlights, events, changes within the VSO and services available to veteran students. This newsletter is a quick and efficient way to keep student aware and involved in activities each quarter.	Please explain how these significant changes have impacted your students, including any positive or negative consequences.

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Have you initiated anything new to your program since the 2015-16 APRU?	The new changes to the program have been making sure that the equity gap has been closed relating to academic success of our veteran students. This has been accomplished by teaming up with the Equity office and utilizing their services has afforded us the opportunity to receive additional funding and resources. This in turns helps us in providing statistical reports and collaborative with other programs.	This is similar to the above question about significant changes but is meant to single out any new initiatives.
Is there anything else the SSPBT should know about what has happened in your program since the 2015-16 APRU?	Our current and future concerns is the shared spaced with Psychological Services will not allow room for hangout/lounge for our veteran students who may feel uncomfortable it the crowded facility. Research has proven from forums, workshops and conferences that we have attended that Veteran students need their own dedicated space to be successful. The isolated space would allow for camaraderie for their transition from military to civilian life.	Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.
	Common and Unique Services	
Are there any **additions/deletions/edits** to the list of common or unique services identified in your 2013-14 APRU?	The use of community resources will offer a range of mental health and counseling services we plan to offer on campus. These services range from helping with stress and time management, to assessment and treatment of clinical conditions, such as PTSD, depression, or insomnia. Collaboration between the VA and De Anza represents a unique outreach opportunity for the benefit of the student Veteran which will not only meet our objectives, but will also serve to provide supported education services for all student veterans.	The 2015-16 APRU asked your program to, list any common or unique services provided to students. Please briefly explain any changes to that list?

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Are there any changes to the common or unique service designations listed in your 2013-14 APRU?	The Veteran Services Office plans on moving in the direction of paperless files. Our goal is to begin with scanning all the inactive files and move towards all files being scanned. All current files will be kept a minimum of three years for retention compliance and then shredded.	The 2015-16 APRU asked your program to designate the direction you believe each of your common or unique services need to move towards. As you recall the choices were to: **Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue**. Are there any changes to these designations for a specific service?
SERVICES:	**Student Services Learning Outcomes Assessment Cycle**	
List all of your current and active **Student Services Learning Outcome Statements** as they are numbered and recorded in your TracDat account.	1. Veteran students will be able to adhere to deadlines and other certification requirements for receiving benefits. (Active) 2. Students will be able to identify and access additional on-campus and Vet-related resources. (Active) 3. To determine if the Vets' handbook and intake checklist result in higher numbers of certification without error. (Active) 4. Degree Works Knowledge from Intake - This survey assesses how much new Vets students know about Degree Works. (Active)	You may cut and paste your **SLO** statements here or attach a document to this APRU and be sure to indicate the name of the document.

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What is or has been your **SSLOAC** activity for 2015-16?	1. Students were required to meet with a veterans resource specialist to sign their class schedule with an accurate referenced Ed plan to be certified for benefits. 2. The VRAP (Ch. 31) students have been referred to Disability Student Services Program services when appropriate. 3. This Vets student handbook was revised, but certifications cannot be tracked appropriately. 4. Veterans students currently see general counseling for orientation, which addresses the use of degree works. This activity will change as degree works is evolving.	Please summarize all **Student Services Learning Outcomes Assessment Cycle** activities since the 2015-16 APRU, including any work in progress.
Have you completed a **SSLOAC** in 2015-16?	The VSO created a student-tracking database to track certification process and new student processes which included forms, transcripts, etc. Our future assessment plan is to work with ETS to create weekly, monthly and quarterly reports to track our student success. The VSO plans to utilize SARS in tracking, staff, students and faculty progress and completion of workload and certification processes.	If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement. If no, please give an update of your progress or future assessment plans.
Have you identified any enhancement plans for which additional resources will be needed in order to achieve a desired or improved outcome?	The VSO will need the assistance and collaboration of ETS to help create the adhoc reports to help track all veteran students we serve and the certification processes that relate to grades, probation and academic progress in order to ensure student success.	If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.

	RESOURCE REQUESTS	
Are there any **deletions/edits** to the resource requests listed in your 2015-16 APRU?	The Veterans Services office hired another Veterans Resource Specialist to assist in serving the veterans students. The unsupervised space for veterans students is still located in learning center west but, needs clarification if this is a service that is supported by the VSO. We are still working towards a common goal to opening a Veterans Resources Center that solely houses veteran support services. The VRS received new supplies and dual monitors in order to work more efficiently and the revamping of the certification process to better serve students.	Review your resource requests form your last APRU in 2015-16. NOTE: Resources include: Staffing, equipment, facilities, staff development, operational costs, other.
Are there any **additions** to the resource requests listed in your 2015-16 APRU? of many services		If adding new resource requests, please provide a brief explanations to the following criteria for each new request (see attached "ICC_SI_SSPBT_Values information sheet"): 1. Is the request linked to any of the Institutional Core Competencies?

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		2. Is the request linked to any of the Strategic Initiatives? 3. Is the request linked to any of the Core Values? 4. Is the request linked to any SSLO Assessment Cycle findings? 5. Is the request linked to your CPR 5-year plan? 6. How many times has this request appeared on an APRU? 7. Is the request linked to any of the SSPBT priorities? 8. What are the plans to assessment the effectiveness of this request if granted? 9. Is there anything innovative, unique, or cutting edge about this request? 10. Other information in support the resource request. OR For each new request, attach a detailed document that addresses the 10 criteria listed above – be sure to indicate the name of the document.