

AY 2019-2020 // SSI ANNUAL REPORTING PLAN 2020

Veterans Success Center SSI Funding AY19-20

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Template:

SSI Annual Report

Dept./Program/Project Name: :

Veterans Success Center SSI Funding AY19-20

University Division:

Student Affairs

Name of person Responsible for overseeing SSI project/activities:

Agustin Ramirez

Email Address:

aramirez@csusb.edu

Title:

Director

Funding Type:

Recurring funding,

Extension:

x75196

Total SSI amount allocated this year:

\$269,438.25 (baseline) + \$45,000 (one-time) = \$314,438.25

Total SSI amount expended this year:

\$225,666.72 (spent) + \$21,455.28 (fixed costs through end of AY19-20) = \$247,122.00

Number of unique students served (July1-Winter Quarter):

Approximately 1,751

SSI Program/Project Overview :

The Veterans Success Center supports former, current, and future service members of the United States Armed Forces and their dependents with the transition from higher education to career, navigation through their academic experience, and celebration of their service and achievements by offering high-quality support services, resources, and events.

For academic year 2019-2020, the CSUSB Veterans Success Center has four SSI operational goals and four SSI student learning and development goals.

Operational Goals (OPG) and Outcomes (O)

Operational Goals (OPG) & Outcomes (O)			
OPG 1	Create a culture of trust and connectedness across the campus community to promote student veterans' well-being, retention and academic success.	(O)	<p>1.1: The VSC will improve coordination and collaboration among CSUSB veteran-dedicated staff members resulting in a higher quality of service.</p> <p>1.2: The VSC will more efficiently link students to resources and services based on their specific needs.</p>
OPG 2	Develop long lasting partnerships with veteran serving organizations and post-secondary institutions to garner community resources, learn best practices and better understand the specific needs of student veterans.	(O)	<p>2.1: The VSC will establish effective partnerships which include diverse memberships, vision statements and evidence processes.</p> <p>2.2: The VSC will develop a student veterans' profile to create programs and services that meet student needs.</p>

OPG 3	Build an environment that promotes understanding and nurtures the value of military service and the celebration of human difference.	(O)	<p>3.1: The VSC will increase faculty and staff awareness of student veteran issues.</p> <p>3.2: The VSC will improve the image of U.S. Military veterans and their dependents on the CSUSB campus.</p>
OPG 4	Provide a positive experience for student veterans.	(O)	<p>4.1: A majority of students surveyed will report that they are satisfied or very satisfied with the VSC.</p> <p>4.2: The VSC will determine attitudes of veterans leaving CSUSB.</p>

Student Learning Goals (SLG) and Outcomes (O)

Student Learning Goals (SLG) and Outcomes (O)			
SLG 1	Provide Academic Support	(O)	<p>1.1: Student veterans will understand their coursework.</p> <p>1.2: Students will be able to find and interpret relevant information from text, tables, graphs, maps, media, personal communication, observation and electronic databases.</p>
SLG 2	Connect students to campus resources, policies and procedures	(O)	<p>2.1: New student veterans will be able to locate campus policies, procedures, opportunities and individuals that can contribute to their academic and personal success.</p> <p>2.2: Students will engage as part of a larger campus community.</p>
SLG 3	Provide co-curricular activities	(O)	<p>3.1: Student veterans will demonstrate increased campus engagement by attending VSC-sponsored events.</p> <p>3.2: Students will participate in clubs and activities.</p> <p>3.3: Students will exchange experiences and successes.</p>
SLG 4	Provide students an opportunity to develop skills and knowledge that will form their basis for their life-long learning	(O)	<p>4.1: Students will sharpen their critical thinking and problem solving skills.</p> <p>4.2: Students develop the skills necessary be creative and self-expressive.</p>

SSI-Funded Activities :

Operational Activities (OPA)

Operational Activities (OPA)	
OPA 1.1	On 1/31/20, Congressman Mark Takano (CA-41) conducted a visit of the Veterans Success Center. During the Hon. Takano's visit, the VSC hosted Dr. Marshall Thomas (Director of Veteran and Military Affairs CSUCO), Dr. Christina Hassija (CSUSB Psychology), Mr. Andreas Kossak (Written By Veterans), and students, faculty and staff to discuss new legislation affecting campus veteran/military student policies. Students participated in open Q&A with Mr. Takano.
OPA 1.2	Collaborated with UGS to promote Coyote Advising One Stop on 10/17/19 and on 10/18/19. VSC tabled and sponsored student snacks and promotional items, promoted graduation and the Veteran Graduation Celebration, and met with a combined 132 students.
OPA 1.3	The VA School Certifying Official (SCO) certified or facilitated the benefits quarterly for over 487 students, totaling over \$4 million in VA/DoD money towards tuition, housing and books. Additionally, the SCO advises over 1000 students regularly as part of our dedication to GI2025.

<p>OPA 1.4</p>	<p>The SCO facilitated four VA/DoD Education Benefits Workshop for faculty and staff in order to inform these student-serving professionals on the types of education benefits offered by the DoD and VA and how enrollment in these benefits can affect options for student enrollment, schedule adjustments, time to degree completion, and financial aid. Workshops were offered through the Staff Development Center.</p>
<p>OPA 1.5</p>	<p>With the goal of improving customer service, reviewing and improving student services and programs, the VSC continued to cross-train its paraprofessional staff and commit to intentional professional development by enrolling paraprofessionals in the Coyote GROWS program. Additionally, VSC staff participated in professional development through campus resources and professional conferences.</p>
<p>OPA 1.6</p>	<p>The VSC continues to provide consolidated services for academic advising, recreation, and resources for our students. The VSC's most used services include advising with the SCO, computer access/printing, test-taking materials and school supplies, and recreational space for studying/relaxing.</p>
<p>OPA 1.7</p>	<p>The VSC launched its inaugural VET NET Ally program, a campus safe-zone program for student veterans and military-affiliated students. Facilitated by VET NET Ally founder, Dr. Marshall Thomas, the program trained 35 staff members to become veteran allies by reviewing the adjustment to civilian life experienced by members of the US Armed Forces. Staff members received a decal that they may display to indicate their VET NET Ally status.</p>
<p>OPA 1.8</p>	<p>To assist students with competency in course subjects and technology, the VSC continues to provide academic support through English, Math and IT tutoring.</p>
<p>OPA 2.1</p>	<p>The VSC continues to grow its visibility in the veteran-serving community through professional collaboration with our community and IHL peers. Highlights from 19-20 year include attendance/participation at Military NASPA (Seattle), CSU Veterans Affairs Summit (Long Beach), Student Veterans of America (Los Angeles).</p>
<p>OPA 2.2</p>	<p>The VSC continues campaigns addressing three critical needs: Financial Literacy, Career Readiness, and Career Mentorship. As part of the DSA Strategic Plan, and GI 2025, advising students of the time to degree completion as well as maximizing benefits to avoid debt is part of the campaign to improve retention and graduation rates; and building NACE core competencies is part of the campaign to improve post-graduation career placement. The VSC is offering career mentorship through American Corporate Partners, a non-profit that connects veterans with a career mentor. The VSC is ensuring that students are aware of costs of school, debt, and financial wellbeing. To this end, the VSC has partnered with WAREP, a community group of Realtors, Brokers, and Lenders who are dedicated to building financial literacy and homeownership in the veteran community. Using a grant from Wells Fargo, and a portion of a grant from AlaskaUSA Credit Union, the VSC funded a 4-part workshop and an all-day workshop on homeownership, and paid for a financial literacy tutor.</p>
<p>OPA 2.3</p>	<p>Partnered with several campus an off campus departments for advising, career and educational campaigns including VA Loma Linda for VA workstudy placement, Beaumont Veterans Town Hall, First Year Experience SOAR and Transfer Orientation, One-Stop Coyote Advising, the Student Affairs Roadshows, Student Affairs Guelaguetza Celebration, Student Affairs Black History Month Celebration, Q2S Workshops, Coyote GROWS program, and the annual Inland Empire NAMI Walk.</p>
<p>OPA 2.4</p>	<p>Continued our commitments to promote Alumni Mentorship and Professional Mentorship by using a student liaison to place veterans with an alumnus or professional to provide guidance and career counseling.</p>
<p>OPA 3.1</p>	<p>Hosted nineuniversity-wide events that highlighted military traditions and contributions: VSC Open House (SB and PDC), 9/11 Day of Service, Air Force Birthday, Marine Corps Birthday, Thanksgiving at the VSC, Fall Veterans Graduation Ceremony, Military Appreciation Night, Student Affairs Guelaguetza, and Black History Month. Due to COVID-19, the regularly scheduled programs for spring quarter, including Armed Forces Day events at the SB and PDC campuses and the Memorial Day events scheduled for May 21 and 23, as well as the Spring Veterans Graduation Celebration, have been cancelled or postponed.</p>
<p>OPA 3.2</p>	<p>The VSC facilitated a bi-weekly "Screenwriting for Military Veterans" course. Upon conclusion of the course, a monthly Military Veterans Writers Group was established and a website Written by Veterans was created (writtenbyveterans.com). In October 2020, the Veterans Writers Group will exhibit their thirty-nine published works at the Los Angeles Times Festival of Books Literary Fair at the University of Southern California.</p>

OPA 3.3	Published two editions of the Reveille Newsletter (#43, 44) to highlight military-student issues and accomplishments and distributed to the campus listserv as well as on the VSC webpage.
OPA 3.3	The VSC continues to promote its events and highlight student stories using social media and other media platforms including Reach, Facebook and Instagram (@veterans_success_center).
OPA 4.1	Results of the 2019 VSC Customer Satisfaction Survey (N=107) indicate that an overwhelming majority of students use the VSC regularly and have a positive experience at the VSC: Sixty-eight percent indicate that they use the VSC at least 1-3 times per week; 78% of respondents reported that their VSC experience is Very Good to Excellent; and 79% of respondents reported that the VSC staff are Very Helpful to Extremely Helpful. A hydration station was the most requested services/items as a suggestion for improvements. Consequently, the VSC has installed a hydration station.
OPA 4.2	The SB and PDC VSC's were open 5 days a week throughout the traditional school year and four days a week during the summer. The Veterans Success Center at San Bernardino Campus is open for 2,600 hours every year. The Veterans Success Center at Palm Desert Campus is open for 2,080 hours every year. In order to have full coverage for both San Bernardino Campus and Palm Desert Campus, the Veterans Success Center must employ staff and paraprofessionals for 4,160 hours per year. Staff and paraprofessionals continuously helped identify and connect students to appropriate resources to meet their needs.
OPA 4.3	Tutors provided over 1,040 hours of tutoring, including English, Math, and IT tutoring. A satisfaction survey (N=62) found that overall 90% of students reported that their experience was excellent and helpful. Majority of students, 74%, reported that they walked away from their tutoring sessions with a better understanding of subject material that was reviewed.
OPA 4.4	Provide students with regular access to computers and printing for schoolwork, benefits, and personal use.
OPA 4.5	Provide students with free test-taking materials, including scantrons, bluebooks, pencils, and other equipment.
OPA 4.6	In response to COVID-19, and campus closure, the VSC is working to develop online and remote programs for our students, and to continue providing support, guidance, and referral services to our students, as well as technical support.

Student Learning and Development Activities (SA)

Student Learning and Development Activities (SA)	
SA 1.1	Provided 1,040 hours of tutoring.
SA 1.2	Provided an estimated 7,000 computer lab hours.
SA 2.1	Provided four orientation sessions specific to student veterans during SOAR. The PDC VSC provided session for transferring veterans.
SA 2.2	Provided over 200 internship hours to CSUSB students and alumni.
SA 2.3	Introduced students to services and programming offered through the VSC during SOAR and as part of our STARS seminars series Welcome and Introduction (9/19/19).
SA 3.1	See OPA 3.1
SA 3.2	Hosted STARS seminars on resilience: Destimation Success (11/7/19), and Train Your Brain (1/14/20), Catfishing (2/18/20), Financial Literacy (3/10/20) and Overcoming Test Anxiety (3/12/20). Due to COVID-19 the final three STARS seminars will be reformatted for remote learning and will focus on the COVID-19 response, online learning, and resiliency.
SA 3.3	VSC provided co-curricular opportunities to engage students in professional development through the Professional Mentorship and Alumni Mentorship programs.

SA 3.4	The VSC hosted multiple programs that celebrate servicemembers and their contributions. During Thanksgiving, the VSC hosted a lunch for 64 students, faculty, staff and community members, and distributed 52 Thanksgiving Baskets to those in need. Military Appreciation Night was hosted in collaboration with Athletics on 1/25/2020, with over 1,000 community members in attendance. Guelagueta (10/15/19) and Black History Month (2/27/20) the VSC recognized the military/veteran contributions to Latin America and African American history, and included a month-long Instagram story on the intersectionality of the US Armed Forces and Civil Rights during the month of February.
SA 4.1	By meeting with the SCO, and other military-dedicated staff, students have been provided with tools to succeed in college , in career searching, and in financial security.
SA 4.2	By participating in the STARS seminars or the WBV group, students have been provided with opportunities to build skills necessary to express themselves creatively and assertively .

Progress Toward Outcomes/Cumulative Findings::

Operational Measurements	
1.1.1	The VSC has recently updated its website (csusb.edu/veterans) to improve the presentation and flow of information available online.
1.1.2	On 1/31/20, Congressman Mark Takano (CA-41) conducted a visit of the Veterans Success Center. During the Hon. Takano's visit, the VSC hosted Dr. Marshall Thomas (Director of Veteran and Military Affairs CSUCO), Dr. Christina Hassija (CSUSB Psychology), Mr. Andreas Kossak (Written By Veterans), and students, faculty and staff to discuss new legislation affecting campus veteran/military student policies. Students participated in open Q&A with Mr. Takano.
1.1.3	The SCO hosted four Education Benefits Workshops for faculty and staff in order to inform these student-serving professionals on the types of education benefits offered by the DoD and VA and how enrollment in these benefits can affect options for student enrollment, schedule adjustments, time to degree completion, and financial aid. Workshop was offered through the Staff Development Center.
1.1.4	As of 4/15/2020, the VSC has had 6,828 visitors to both the SBC and PDC centers. Due to the COVID-19 response, visits to the center have ceased, however the VSC continues to host an ongoing Zoom session to provide a virtual "front office" for students to ask questions and ask for guidance and resources.
1.1.5	The VSC continued to work with its two advisory boards : A student advisory board (lead by the SVO) and a veterans advisory board (lead by faculty) to review services, research, and provide a voice for both students and faculty on the operations of the VSC.
1.2.1	11 (100%) paraprofessionals completed the Coyote GROWS survey which highlights skills learned at work that can be transferred to the classroom, vice-versa, and lists learning goals for the year.
1.2.2	Paraprofessional have been trained during two semi-annual staff retreats that cover communication, etiquette, customer service, resources, advocacy services and cultural awareness.
1.2.3	All staff and paraprofessionals have undergone training on Education Benefits , and responding to Acts of Violence , and Title IX training.
1.3	The VSC has continued its Professional Mentorship program for veteran students, which pairs them with a career professional.
1.4	A bi-weekly Military Veterans Screenwriters Course was held from September 2019 to March 2020, with 15 recorded participants over the course of 8 lectures. Two outstanding lectures will be hosted online.
2.1	The VSC continues to grow its visibility in the veteran-serving community through professional collaboration with our community and IHL peers. Highlights from 19-20 year include attendance/participation at Military NASPA (Seattle), CSU Veterans Affairs Summit (Long Beach), Student Veterans of America (Los Angeles).

2.2	<p>The VSC continues campaigns addressing three critical needs: Financial Literacy, Career Readiness, and Career Mentorship. As part of the DSA Strategic Plan, and GI 2025, advising students of the time to degree completion as well as maximizing benefits to avoid debt is part of the campaign to improve retention and graduation rates; and building NACE core competencies is part of the campaign to improve post-graduation career placement. The VSC is offering career mentorship through American Corporate Partners, a non-profit that connects veterans with a career mentor. The VSC is ensuring that students are aware of costs of school, debt, and financial wellbeing. To this end, the VSC has partnered with WAREP, a community group of Realtors, Brokers, and Lenders who are dedicated to building financial literacy and homeownership in the veteran community. To date, 14 students, faculty and staff have completed the homebuying workshop and have earned certificates of completion that qualify them for down payment assistance programs.</p> <p>Using a grant from Wells Fargo, and a portion of a grant from AlaskaUSA Credit Union, the VSC funded a 4-part workshop and an all-day workshop on homeownership, and paid for a financial literacy tutor.</p>
2.2.1	<p>Partnered with several campus an off campus departments for advising, career and educational campaigns including VA Loma Linda for VA workstudy placement, Beaumont Veterans Town Hall, First Year Experience SOAR and Transfer Orientation, One-Stop Coyote Advising, the Student Affairs Roadshows, Student Affairs Guelaguetza Celebration, Student Affairs Black History Month Celebration, Q2S Workshops, Coyote GROWS program, and the annual Inland Empire NAMI Walk.</p>
3.1.1	<p>The VSC sponsored nine campus-wide events that highlighted military traditions attended by 1,967 individuals.</p>
3.1.2	<p>The VSC sponsored community engagement opportunities on 9-11 Day of Service and the annual Inland Empire NAMI Walk.</p>
3.2	<p>The VSC has facilitated several workshops for students to build NACE core competencies, and to develop team-building skills and critical-thinking-skills.</p>
4.1	<p>Seven veterans were placed in VA work study with the VA Loma Linda, in various administrative, health care, and support roles that will utilize the skills learned in the classroom while being provided OJT and real world experience.</p>
4.2	<p>School Certifying Official role has greatly increased the foot traffic to the VSC and reduced the need to refer many students to other offices.</p>
4.3	<p>As the mission of the Screenwriting Course, and the ongoing Veterans Writers Group, the VSC has provided opportunities for students to work creatively using writing and journal entry, which assist students with redirecting thoughts and creativity towards self-expression and project completion.</p>

Student Learning and Development Measurements

Student Learning and Development Measurements	1.1.3	Provided 1,040 hours of peer tutoring.
<p>1.1.1</p> <p>An audit of Tutoring Satisfactory Surveys revealed that 1,040 hours of tutoring were provided. 62 students completed tutoring session evaluations. 74% of post-satisfaction survey respondents reported a better understanding of their coursework.</p> <p>During the 2018-2019 Academic Year, of the 13,812 visits received, 45% (6,254) of visits were primarily for the use of computer labs and printing services. Access to computer/printing is still the most utilized service at the VSC.</p>	<p>1.1.4, 1.2.1</p> <p>1.1.5, 1.2.2</p>	<p>A review of computer data revealed the VSC provided 7,000 computer lab hours.</p> <p>The annual Customer Satisfaction Survey will be administered Spring Quarter 2019. Last year's survey revealed that 91% of respondents reported a positive experience receiving assistance through the center.</p>
<p>2.1</p> <p>The VSC provided nine sessions specific to student veterans and military-affiliated students during SOAR. 119 new student veterans and military-affiliated students</p>	<p>2.1</p>	<p>All 119 participates completed Kahoot quizzes, which revealed that students averaged scored of 89% on VSC programs and services.</p>

	attended the sessions.	2.2	Collaborated twice with UGS to co-sponsor Coyote One Stop Advising.
		2.3.1	132 students attended the two Academic Fairs combined.
3.1	Sponsored nine campus-wide events that highlighted the VSC and military, with 1,967 attendees.	3.1	As measured through compiled data from sign-in sheets and Qualtrics, this represents an 18% decrease in participation over the prior year. This is due in part to two campus closures that impacted our US Navy and USMC birthday celebrations, and to the campus COVID-19 response.
3.2	<p>Hosted STARS seminars on resilience: Destination Success (11/7/19), and Train Your Brain (1/14/20), Catfishing (2/18/20), Financial Literacy (3/10/20) and Overcoming Test Anxiety (3/12/20). Due to COVID-19 the final three STARS seminars will be reformatted for remote learning and will focus on the COVID-19 response, online learning, and resiliency.</p> <p>Hosted Stop the Bleed, a US Army training on trauma-bleeding response for emergency response team members (11/13/19).</p>	3.2.1	The sign-in sheets revealed that there were 116 attendees at these skill building seminars.
		3.2.2	<p>The sign-in sheets revealed that there were 19 attendees at the US Army training seminar.</p> <p>Stop the Bleed training seminar targeted specific majors such as health care, kinesiology, nursing, social work, and criminal justice, but was open to all students, faculty and staff who would benefit from emergency response training.</p>
3.3	<p>Produced and distributed two Reveille newsletters with 9 articles about campus events, services and student stories, and 5 student, faculty and staff profiles.</p> <p>Began to use social media campaigns to feature services, student stories and events.</p>	3.3	<p>Reveille sent out to campus list serve with over 2000 recipients.</p> <p>Established a large Instagram (@veterans_success_center) footprint over the past year with 352 followers, an increase of 137 followers.</p>
4.1	<p>The VSC has hosted four Zoom workshops to connect students to a professional mentor using the ACP Mentorship Service.</p> <p>The VSC has promoted the Alumni Mentor Program at CSUSB to many undergraduates, and an outreach coordinator has encouraged students to enroll.</p> <p>The VSC has referred 15 students to interview with the VA Lorna Linda for VA work study positions within various administrative, health care, and support roles. The students will utilize the skills learned in the classroom while being provided OJT and real world experience.</p>	4.1	<p>Out of 13 participants, 5 completed an application to ACP, while reporting that program content is relevant and important.</p> <p>At least 40 first year students enrolled in COMM 120 have agreed to explore and enroll in the Alumni Mentor program thanks to the VSC outreach coordinator.</p> <p>Mentorship programs focused on NACE core competencies such as career- pathways, professionalism, and leadership.</p> <p>As of 4/10/2019, at least seven of the fifteen veterans have received placement at the VA.</p>

4.2	The VSC and Andreas Kossak, Adjunct Professor Communication Studies Department, provided a Military Veterans Screenwriters Course. Six additional volumes will be added to the Written By Veterans label, totaling 39 books published since 2015.	4.2	As of 4/10/20, thirty-nine books are published under Written By Veterans logo. All published authors are members of the Veterans Writers Group. The group has showcased at the High Desert Book Festival (10/12/19) and will showcase their books at the LA Times Festival of Books in October 2020.
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Linked Documents
There are no attachments.

Attached Files
There are no attachments.

~~Recommendations for Continuous Improvement Efforts: :~~
~~Evaluation data for the period shows the following areas for improvement.~~

STARS SEMINARS

- ~~P~~rogram content relevant to their interests
- ~~A~~udience participation

Evaluation forms indicated that topics presented were relevant to the interests of the participants. The evaluation forms include a question “*What topics would you like in the future?*” The evaluation forms have been analyzed and the most popular topics have been identified, which include more topics about relationships and interpersonal communication, and professional development. During the summer, subject matter experts will be identified for the 2020-2021 academic year.

With more focus on topics that are of interest to our students, we anticipate an increase in student participation.

OUTREACH AND PARTICIPATION

- ~~I~~ncrease social media

The VSC has already worked on improving our social media campaigns, especially on IG. The VSC is committed to better marketing strategies including distribution of information, social media, and promotional materials. Specifically, social media strategies are being developed during the COVID-19 closure to increase participation in programming.

SPACE

- ~~M~~aximize space
- ~~R~~eassess floorplans

The acquisition of floor space has challenged the VSC to revisit floorplans to maximize the usage of space.

~~Resources for Continuous Improvement Efforts:~~

~~The VSC may need to request additional one-time funding for key renovations, and infrastructure updates. The technological demand at the VSC is critical, and data and electricity are not placed uniformly throughout the center. Nor are all the data outlets reliable. Please see Challenges below for a partial update.~~

~~Challenges:~~

COVID-19 Response:

- ~~S~~uspension of all in-person services, and the move to remote services
- ~~S~~uspension of non-critical equipment and supplies purchases
- ~~D~~evelopment/Improvement of remote services
- ~~S~~tudent engagement during remote learning

Although the VSC has made some significant progress in establishing remote services during COVID-19, there is no doubt that engagement has decreased significantly. Based on daily tracking from our Zoom sessions and tutoring sessions, preliminary data suggests only a dozen students are engaged with the VSC during the week. It is more difficult now more than ever to reach out to our students and to encourage engagement as messages from campus are competing.

Furthermore, the suspension of in-person services impacts the VSC financially.

As part of an end-of-the-year proposal, the VSC had asked for and was awarded \$45,000 in supplemental one-time SSI funds to purchase new furniture for our student group room, to renovate the front office space, to supplement our student employment fund, and to assist with the cost of paper and printing materials. As a result of COVID-19, we have yet to move forward on many of these initiatives, and have not utilized these one-time funds. We were notified that due to the campus closure, these funds will roll over and we will receive an extended deadline to utilize the funds to complete these projects next year.

The VSC is postponing the Veterans Graduation Celebration which was to be held on June 4, 2020. A temporary online celebration will be explored, but the hope is to host the celebration in-person once we reopen. The \$6,000 earmarked for this event will be used to celebrate at a later date.

The VSC was in the process of purchasing professional polo shirts for our staff, VSC logo items, and swag for our events and orientation, just as the COVID-19 response was rolled out. We have halted these purchases until we are able to return to campus. These purchases, totaling \$10,000, will be earmarked to roll over to next fiscal year.

Additionally, the VSC is exploring a tutoring software program called WCONLINE, utilized by the Writing Center, to coordinate appointments and online tutoring. IT

reports that an annual license is \$1,000.

Once we return to campus, the VSC will need to work diligently to maintain those initiatives which were in progress and ensure that we meet the projects by the requisite deadlines.

The VSC has faced several challenges in the 2019-2020 academic year:

The VSC is in dire need of a permanent budget solution to the perennial shortage in personnel benefits. Annually, the VSC has to request supplemental funds to cover the cost of benefits for staff, which would otherwise cut significantly into our operational budget.

The VSC continues to rely heavily on volunteer and student employment to power its operations and complete daily office management at both SBC and PDC. The VSC is hopeful that a staff member can be hired to oversee PDC operations, and that a staff member can be recruited to assist with SBC operations.

Budget Summary:

Student Success Initiative Annual Report

Budget Summary with Alignment to Outcomes and Activities

Please save your completed summary using the following format: SSI_Budget_Year_Unit/Dept Name. You will be asked to upload this completed form as part of the online submission process.

Project Name: Veterans Success Center

Year: 2019/20

University Division: Student Affairs "Other" Project Name:

Name and Title of Person Responsible for SSI/VTI Project: Agustin Ramirez, Director

Expenditure Description	Outcome(s) Supported	Supported Activities	EO 1060 Category (All VTI projects should be coded Amount Expanded Technologies.)	
Salary & Benefits			Advising & Retention	\$ 152,500.00
Student Employment		Tutoring & VSC Operations		\$ 35,000.00
Ink / paper		Student Success		\$ 11,000.00
Events		Student engagement		\$ 17,513.00
Utilities		Operation		\$ 3,960.00
Custodial		Operation		\$ 2,100.00
Tents		Student engagement		\$ 8,465.00
Maintenance		Operation		\$ 800.00
Supplies & Services		Student engagement		\$ 12,384.00
Other operating Travel, post, comm.		Prof. Develop and Operations		\$ 3,400.00
GRAND TOTAL				\$ 247,122.00

Linked Documents
There are no attachments.

Attached Files

[SSJ Budget 2019-2020 Veterans Success Center.xlsx](#)

Check-in/Utilization Data:

Linked Documents
There are no attachments.

Attached Files

There are no attachments.

Feedback on Reporting:

Start:
7/1/2019

End:

6/30/2020

Progress:

completed

Responsible Users:

Providing Department:

Veterans Success Center

Related Items

No connections made