1. Page One

Dept/Program/Project Name:
Agustin Ramirez

University Division:
Student Affairs

Person Responsible for Overseeing SSI Project/Activities:
Name: Agustin Ramirez
Title: Director, Veterans Success Center
Email Address: aramirez@csusb.edu
Extension: x75196

Person Preparing Report (if different than above):
Name: Agustin Ramirez
Title: Director, Veterans Success Center
Email Address: aramirez@csusb.edu
Extension: x75196

2. Total SSI amount allocated this year:
$295,851.00

Total SSI amount expended thus far:
$231,440.00

Number of unique students served (July 1 - Winter Quarter):
2091

3. (untitled)

SSI Program/Project Overview: In 750 words or less, describe the overarching purpose, goals and outcomes of your SSI-funded project(s), program(s), etc.

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 2018-2019, the CSUSB Veterans Success Center has four SSI operational goals and four SSI student learning and development goals.

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) 1.1: The VSC will improve coordination and collaboration among CSUSB veteran-dedicated staff members resulting in a higher quality of service.
(O) 1.2: The VSC will more efficiently link students to resources and services based on their specific needs.
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) 2.1: The VSC will establish effective partnerships which include diverse memberships, vision statements and evidence processes.

(O) 2.2: The VSC will develop a student veterans' profile to create programs and services that meet student needs.

OPG 3: Build an environment that promotes understanding and nurtures the value of military service and the celebration of human difference.

(O) 3.1: The VSC will increase faculty and staff awareness of student veteran issues.

(O) 3.2: The VSC will improve the image of U.S. Military veterans and their dependents on the CSUSB campus.

OPG 4: Provide a positive experience for student veterans.

(O) 4.1: A majority of students surveyed will report that they are satisfied or very satisfied with the VSC.

(O) 4.2: The VSC will determine attitudes of veterans leaving CSUSB.

Student Learning Goals (SLG) and Outcomes (O)

SLG 1: Provide Academic Support

(O) 1.1: Student veterans will understand their coursework.

(O) 1.2: Students will be able to find and interpret relevant information from text, tables, graphs, maps, media, personal communication, observation and electronic databases.

SLG 2: Connect students to campus resources, policies and procedures

(O) 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.

(O) 2.2: Students will engage as part of a larger campus community.

SLG 3: Provide co-curricular activities

(O) 3.1: Student veterans will demonstrate increased campus engagement by attending VSC-sponsored events.

(O) 3.2: Students will participate in clubs and activities.

(O) 3.3: Students will exchange experiences and successes.

SLG 4: Provide students an opportunity to develop skills and knowledge that will form their basis for their life-long learning

(O) 4.1: Students will sharpen their critical thinking and problem solving skills.

(O) 4.2: Students develop the skills necessary be creative and self-expressive.

**Alignment to ILOs:** To which of the following Institutional Learning Outcomes (ILOs) do you feel as though your SSI-funded project aligns? (Check all that apply.) Details regarding the ILOs can be found on Office of Academic Programs website.

- Breadth of Knowledge
- Depth of Knowledge
- Critical Literacies
- Ways of Reasoning and Inquiry
- Creativity and Innovation
- Integrative Learning
- Engagement in the Campus, Local, and Global Communities
- Diversity and Inclusion

**SSI-Funded Activities:** Please list and describe the activities undertaken through winter quarter with your SSI allocation.

This section should address only those activities occurring this fiscal year.

Operational Activities (OPA)

OPA 1.1 On 2/14/19, Dr. Marshall Thomas from the CSUCO conducted a campus visit. During Dr. Thomas's visit, the VSC held meetings with the Student Veterans Organization, Dr. Morales, IVP Le Grande, Dean Seal, the AVPs, MPPs, and military-
dedicated staff of Student Affairs and Academic Affairs offices, to discuss strategies to increase military retention and graduation rates, and discuss new legislation affecting campus veteran/military student policies.

OPA 1.2 Collaborated with UGS to promote Coyote Advising One Stop on 4/18/18, on 10/14/18, and on 5/7/19. VSC tabled and sponsored student snacks and promotional items.

OPA 1.3 The VA School Certifying Official (SCO) certified or facilitated the benefits quarterly for over 664 students, totaling over $4.6 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.

OPA 1.4 The SCO developed an 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. Workshop was offered through the Staff Development Center.

OPA 1.5 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.

OPA 1.6 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.

OPA 1.7 To assist students with competency in course subjects and technology, the VSC continues to provide academic support through English and Math tutoring and has added an IT tutor for technology.

OPA 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 18-19 include attendance/participation at CAPED (San Francisco), CCC Veterans Summit (Monterey Bay), Veterans Day Events (Ontario Kaiser, and Lincoln Elementary School in Colton), Region 9 Meeting (Los Angeles), Military NASPA (Las Vegas), CSU Veterans Affairs Summit (CSU Northridge), Women in the Military (CSU Fullerton), Military Symposium (UC Riverside).

OPA 2.2 The VSC developed campaigns addressing three critical needs: Professional Development, Career Readiness, and Financial Literacy. 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 professional development workshops as part of its monthly STARS seminars, including a resume workshop, mock interviews, and a job fair. The VSC is ensuring that students are aware of costs of school, debt, and financial wellbeing. To this end, the VSC has partnered with VAREP, a community group of Realtors, Brokers, and Lenders who are dedicated to building financial literacy and homeownership in the veteran community.

OPA 2.3 Partnered with several campus and off campus departments for advising, career and educational campaigns including VA Loma Linda for VA workstudy placement, First Year Experience SOAR and Transfer Orientation, Preview Night (SBC and PDC), Ability Awareness Fair, Inaugural Career Symposium, Q2S Workshops, Coyote GROWS program, NAMI silent auction; and the VSC hosted or tabled at College of the Desert, Mount San Jacinto, Norco College, San Joaquin Valley College, and UCR.

OPA 2.4 Established an Alumni Mentorship program and a Professional Mentorship program which places veterans with an alumnus or professional in their career who provides guidance and career counseling.

OPA 3.1 Hosted eleven university-wide events that highlighted military traditions and contributions: VSC Open House (SB and PDC), 9/11 Day of Service, Air Force Birthday, Navy Birthday, Marine Corps Ball, Fall Veterans Graduation Ceremony, Military Appreciation Night, and Women's Veterans Day. Armed Forces Day events at the SB and PDC campuses are scheduled for May 14 and 16 and the Memorial Day event is scheduled for May 21 and 23. The Spring Veterans Graduation Celebration is scheduled for June 5, 2019.

OPA 3.2 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). On April 13-14, 2019, the Veterans Writers Group will exhibit their thirty-three published works at the Los Angeles Times Festival of Books Literary Fair at the University of Southern California.

OPA 3.3 Published an edition of the Reveille Newsletter (#38) 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 began to promote its events and highlight student stories using social media and other media platforms including Reach, Facebook and Instagram (#CSUSBVSC).
OPA 4.1 Results of the 2018 VSC Customer Satisfaction Survey (N=140) indicate that an overwhelming majority of students use the VSC regularly and have a positive experience at the VSC: Seventy-one percent indicate that they use the VSC at least 1-3 times per week; 91% of respondents reported that their VSC experience is Very Good to Excellent; and 94% of respondents reported that the VSC staff are Very Helpful to Extremely Helpful. Computer replacements and a hydration station were among the most requested services/items as suggestions for improvements. Consequently, the VSC has replaced all 17 student and staff computer stations at the VSC, and expects a hydration station to be installed in the upcoming 19-20 year.

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. Staff and paraprofessionals continuously helped identify and connect students to appropriate resources to meet their needs.

OPA 4.3 Tutors provided over 1,650 hours of tutoring, including English, Math, and IT tutoring. A satisfaction survey (N=62) found that overall 100% of students reported that their experience was excellent and helpful. Majority of students, 99%, 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.

Student Learning and Development Activities (SA)
SA 1.1 Provided 1,650 hours of tutoring.
SA 1.2 Provided 7,995 computer lab hours.
SA 2.1 Provided four orientation sessions specific to student veterans during SOAR. The PDC VSC provided session for transferring veterans from College of the Desert and another session at the San Bernardino Campus where they toured the University and VSC.
SA 2.2 Provided over 300 internship hours to CSUSB students and alumni.
SA 2.3 Introduced students to services and programing offered through the VSC.
SA 3.1 See OPA 3.1
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. Thanksgiving Baskets were distributed to those in need. Military Appreciation Night was hosted in collaboration with Athletics on 1/26/2019. Women’s Veterans Day was celebrated from March 11-15, 2019.
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.

6. (untitled)

**Progress Towards Outcomes/Cumulative Findings:** Describe the progress you have made toward your original SSI goals and outcomes though winter quarter. Indicate clearly how student success was enhanced by your program or service/s. Be sure to include the measures you employed and evidence/data you collected for each outcome where appropriate.

**Operational Measurements**
1.1.1 With the assistance of the IT tutor, the VSC has recently updated its website (csusb.edu/veterans) to improve the presentation and flow of information available online.
1.1.2 On 2/14/2019, the VSC held meetings between Dr. Marshall Thomas from the CSUCO and the Student Veterans Organization, Dr. Morales, IVP Le Grande, Dean Seal, the AVPs, MPP, and military-dedicated staff of Student Affairs and Academic Affairs offices, to discuss strategies to increase military retention and graduation rates, and discuss new legislation affecting campus veteran/military student policies.
1.1.3 The SCO developed an 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. Workshop was offered through the Staff Development Center.
1.1.4 As of 4/10/2019, the VSC has had 8,673 visitors to both the SBC and PDC centers.

1.1.5 The VSC establishes 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 10 (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 Paraprofessionals 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.

1.3 The VSC has continued its Professional Mentorship program for veteran students, which pairs them with a career professional. Currently, 13 veterans are matched with a professional, or are on track to be matched with a professional, in their career.

1.4 A bi-weekly Military Veterans Screenwriters Course was held from September 2018 to March 2019. 15 recorded participants over the course of 10 lectures.

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 18-19 include attendance/participation at CAPED (San Francisco), CCC Veterans Summit (Monterey Bay), Veterans Day Events (Ontario Kaiser, and Lincoln Elementary School in Colton), Region 9 Meeting (Los Angeles), Military NASPA (Las Vegas), CSU Veterans Affairs Summit (CSU Northridge), Women in the Military (CSU Fullerton), Military Symposium (UC Riverside).

2.2 The VSC developed campaigns addressing three critical needs: Professional Development, Career Readiness, and Financial Literacy. 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 professional development workshops as part of its monthly STARS seminars, including a resume workshop, mock interviews, and a job fair. The VSC is ensuring that students are aware of costs of school, debt, and financial wellbeing. To this end, the VSC has partnered with VAREP, a community group of Realtors, Brokers, and Lenders who are dedicated to building financial literacy and homeownership in the veteran community.

2.2.1 Partnered with several campus and off-campus departments for advising, career and educational campaigns including VA Loma Linda for VA work study placement, First Year Experience SOAR and Transfer Orientation, Preview Night (SBC and PDC), Ability Awareness Fair, Inaugural Career Symposium, Q2S Workshops, Coyote GROWS program, NAMI silent auction; and the VSC hosted or tabled at College of the Desert, Mount San Jacinto, Norco College, San Joaquin Valley College, and UCR.

3.1.1 The VSC sponsored nine campus-wide events that highlighted military traditions attended by 1,686 individuals.

3.1.2 The VSC sponsored community engagement opportunities on 9-11 Day of Service, and Memorial Day.

3.2 The VSC has facilitated several workshops for students to build NACE core competencies, and to develop team-building skills and critical-thinking-skills.

4.1 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.

4.2 School Certifying Official role has greatly increased the foot traffic to the VSC and reduced the need to refer many students to other offices.

4.3 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.

Student Learning and Development Measurements

1.1.1 An audit of Tutoring Satisfactory Surveys revealed that 1,650 hours of tutoring were provided. 62 students completed tutoring session evaluations. 99% of post-satisfaction survey respondents reported a better understanding of their coursework. Access to computer/printing is still the most utilized service at the VSC.

1.1.3 Provided 1,650 hours of peer tutoring.

1.4, 1.2.1 A review of computer data revealed the VSC provided 7,995 computer lab hours.

1.5, 1.2.2 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.

2.1 The VSC provided seven sessions specific to student veterans and military-affiliated students during SOAR. 79 new student veterans and military-affiliated students attended the sessions. As part of our student outreach, the VSC hosted
Preview Day and Homecoming. Participated in ASR's preview day, and tabled at Athletic's Homecoming. Over 200 students visited for Preview Day.

2.1 All 79 participate completed Kahoot quizzes, which revealed that students averaged scored of 77% on VSC programs and services.

2.2 Collaborated twice with UGS to co-sponsor the Academic Fair to provide one-stop shop Graduation Advising.

2.3 Over 500 students attended the two Academic Fairs combined.

3.1 Sponsored twelve campus-wide events that highlighted the VSC and military, with 2,397 attendees.

3.2 Hosted two STARS seminars on relationship building and self-reflection: Resilient Thinking (11/1/2018), and How to Find a Good Match (2/12/2019). Hosted three STARS seminars on professional development: Career Strategies for Veterans (10/9/2018), Conflict in the Workplace (1/29/2019), Resume Workshop For Veterans (3/14/2019). The following are scheduled to be completed by the Spring 2019 academic quarter: Mock Interviews (4/30/2019) and Job Fair (5/07/2019) and Overcoming Test Anxiety (6/4/2019).

3.2.1 The sign-in sheets revealed that there were 14 attendees at the skill building seminars.

3.2.2 The sign-in sheets revealed that there were 45 attendees at the professional development seminars. Conflict in the Workplace seminar targeted specific NACE core competencies such as critical thinking, communication, collaboration, and professionalism.

3.3 Produced and distributed 1 Reveille newsletters with 6 articles about campus events, services and student stories. Began to use social media campaigns to feature services, student stories and events.

3.3 Reveille sent out to campus list serve with over 2000 recipients. Established a large Instagram (#CSUSBVSC) footprint over the past year with 215 followers.

4.1 The VSC was able to connect 13 veterans with professional mentors using the ACP Mentorship Service. The VSC arranged 10 students to interview with the VA Loma 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.

4.1 Out of 13 participants, 7 completed a post-satisfaction survey. 86% agreed that the program content met objectives. 72% of post-satisfaction survey respondents reported an increase in knowledge and/or skills. As of 4/10/2019, seven of the ten veterans have received placement at the VA, and will be asked to participate in the Coyote GROWS assessment to build on transferable skills, and create expectations for learning outcomes. Mentorship programs focused on NACE core competencies such as career-pathways, professionalism, and leadership.

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 33 books published since 2015.

4.2 As of 4/10/19, thirty-three 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 (11/3/2018) and will showcase their books at the LA Times Festival of Books on 4/13/2019 - 4/14/2019.

7. (untitled)

Recommendations for Continual Improvement/Action Plan: Based on the analysis of your assessment results, what actionable steps can be taken to make improvements? How can you improve students’ achievement of the SLO or your office’s performance in terms of operations? What is your expected timeline?

STARS SEMINARS
- Program content relevant to their interests
- Audience 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 2019-2020 academic year. With more focus on topics that are of interest to our students, we anticipate an increase in student participation.
OUTREACH AND PARTICIPATION

- Reformat the newsletter
- Increase social media

Last year, a team of MBA students reviewed programs and services at the VSC and made several recommendations for outreach and participation, two of which address outreach and participation: Change the format of the Reveille newsletter, and increase our social media presence. The VSC has already worked on improving our social media campaigns, especially on IG. The VSC will work with our IT tech to develop a new newsletter format, using Mail Chimp to distribute the newsletter. The VSC is committed to better marketing strategies including distribution of information, social media, and promotional material. Strategies are being developed during the summer to increase participation in the seminars.

SPACE

- Maximize space
- Reassess floorplans

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

Resources for Continual Improvement/Action Plan: What additional resources, if any, are needed to bring the above continual improvements to fruition?

The VSC may need to request 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.

8. (untitled)

Challenges: If applicable, please list any significant challenges encountered that have affected your ability to fully implement your intended activities or to reach your articulated outcomes. Please also indicate if you need assistance in addressing these challenges.

Veterans Advisory Board:
- Recruit and retain an advisory board of students, faculty and staff
- Host regular advisory board meetings

Although the VSC has made some significant progress in establishing both a student advisory board and a faculty-lead advisory board, we are still challenged with developing mutual levels of oversight and how each board can partner to guide the mission and vision, without operating individually.

Additionally, the VSC will need to work diligently to maintain an advisory board of veteran students, military-affiliated students, and other stakeholders.

The VSC has faced several challenges in the 2018-2019 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.
- The VSC has been charged with recreating its mission and vision. As part of ongoing assessment of department programs, the VSC has developed an assessment plan with the DSA Assessment Coordinator, and will work to meet the goals and outcomes laid out in the assessment plan.
- As a long term goal, the VSC is dedicated to establishing two awareness programs: Vet Net Ally, and a cultural sensitivity workshop for faculty/staff. The goal of these programs is to "train" faculty and staff on how to work with service members, and be sensitive to the unique needs of this population, and to establish a network of safe zones around campus that students may use to seek support, report bias or discrimination, and to voice concerns.
9. Budget Summary with Alignment to Outcomes and Activities

Budget Summary: Please account for all expenditures of SSI funds for this project using the SSI Annual Report Budget Summary Template. (The template can be found at http://ssi.csusb.edu/assessment.) Upload your completed summary here.

SSI_Budget_2018-2019_Veterans_Success_Center.xlsx

10. (untitled)

Check-in/Usage Report: Please upload any check-in or usage data you have for students who have engaged with your project/program since July 1 through the end of winter quarter. Uploads should be in Excel and include, at minimum, students’ CoyoteIDs; password-protected SPSS files may be submitted via email to Institutional_Research@csusb.edu. Additional information such as date(s) of visit(s)/interaction(s) and students’ names would also be helpful. (The Office of Institutional Research is working to establish an overall assessment of SSI; to do this, we need your help in collecting and sharing students’ engagement with and usage of SSI-funded projects and programs.)

11. Thank You!

New Send Email

Apr 12, 2019 12:45:06 Success: Email Sent to: aramirez@csusb.edu,aramirez@csusb.edu
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<th>Supported Activities</th>
<th>EO 1060 Category (All VT projects should be coded Expanded Technologies.)</th>
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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
University Division: Student Affairs
Name and Title of Person Responsible for SSI/VTI Project: Agustin Ramirez, Director

2018-2019