



VSC ANNUAL REPORT 2018 / 2019



Message from the Director

"We stand at the precipice of change. Q2S, SP, GI2025, a proverbial smorgasbord of letters and acronyms. These are brilliant initiatives that are transforming the college experience at CSUSB.

Just as the University is transforming, the Veterans Success Center is transforming the experience of our military-affiliated students. Our attention over the past year has been concentrated on updating technology, providing more academic support, and emphasizing workforce preparation. To these ends, we updated all our computer stations and printers at San Bernardino and Palm Desert; we added a smart classroom equipped with five computer stations and an interactive TV that connects San Bernardino and Palm Desert; we hired an IT tutor who guides students with technology use and accessibility; we added supplemental programs that focus on academic tutoring, career readiness, and post-graduation success. Our commitment to academic success and graduation readiness will assist in meeting the ambitious goals of the University Strategic Plan and GI2025.

In the area of procurement, the Veterans Success Center was awarded a \$5,000 grant by Alaska USA Federal Credit Union to support student programming and financial literacy courses. Many of our campus and community partners stepped up to donate goods for our Thanksgiving baskets. And most exciting, this year the Veterans Success Center was honored to be selected as the focus of the Annual Faculty/Staff Campaign. The funds from this campaign will be used for emergency services and items for our students, including text books, food, and conference fees. As we quickly approach many University milestones, rest assured that the Veterans Success Center will continue to be a model of transformation, student success, and friendly knowledgeable service. Thank you for another successful year at the Veterans Success Center!"

Agustin Ramirez
Director
Veterans Success Center



VSC Team Message

"This past year has been amazing, and I feel so privileged to have the opportunity to serve CSUSB veterans and their dependents. The most fulfilling part of my position is being able to witness students achieve their academic goals and dreams. The VSC has stellar students, all of whom I love to work with, and they make each day on the job rewarding."

Deborah Buck
Events Coordinator
Veterans Success Center



Jamie Espinoza
School Certifying Official
Veterans Success Center

"I have been working with CSUSB since Spring 2013, and I have enjoyed every moment. The best part of my job is helping our student veterans understand their GI Bill® benefits and achieve their academic goals."

Table of Contents

02 Message from the Director	07 Women in the Military	16 Upcoming Events
03 VSC Team Message	08 Student Success	17 S.T.A.R.S. Seminars
04 VSC Goals	09 Student Achievement	18 VSC Analysis
05 To Our Donors	10 San Bernardino Campus	19 Funding
06 Palm Desert Campus	12 Events	



VSC Goals



To our Donors

Mission Statement

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.

Vision Statement

As part of the Division of Student Affairs, California State University, San Bernardino's VSC demonstrates the university's commitment to being one of the nation's top military friendly schools by providing high quality support services to military veterans, service members, dependents and stakeholders. Moreover, the VSC will become a center of excellence for the Inland Empire by offering leadership opportunities and innovative education programs to the target population.

Operation Goals

Create a culture of trust and community across the campus to promote student veterans' well-being, retention and academic success. 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. Build an environment that promotes understanding and nurtures the value of military service and the celebration of diversity. Provide a positive experience for all student veterans and those who are affiliated with the U.S. Armed Forces.

Thank you for your generosity during the annual Faculty/Staff Campaign. I truly hope you consider your donation to the Veterans Success Center gift fund an investment in our students, their future, and the community we belong to.

163rd Reconnaissance Wing★Academic Scheduling★Adam Powell (West Coast Curb-N-Sign)★AFJROTC Beaumont High School★AFJROTC La Quinta High School★AFJROTC Palm Springs High School★AFJROTC Redlands High School★AFJROTC San Bernardino High School★AFJROTC Yucaipa High School★Alaska USA Foundation★American Legion, Post 739, Indio★AMVETS, Post 2007, Department of CA★Andreas Kossak★Army JROTC Arroyo Valley High School★Army JROTC Kaiser High School★California Army National Guard★CalVet★Carolyn's Café★Chaplain CAPT Quinn Hawley & Candace Hawley★Colton Vet Center★Community Action Partnership (San Bernardino)★Crest Chevrolet★CSUSB Advising and Academic Services★CSUSB Air Force ROTC, Det. 002★CSUSB Alummi Affairs★CSUSB Army ROTC, Coyote Battalion★CSUSB Athletics★CSUSB Career Center★CSUSB CEL PACE - Criminal Justice Online Program★CSUSB Community Engagement★CSUSB Counseling and Psychological Services★CSUSB Coyote Bookstore★CSUSB Cyber Security Center★CSUSB Division of Information Technology Services★CSUSB Facilities Planning & Management★CSUSB Financial Aid★CSUSB General Accounting★CSUSB Graduate Studies★CSUSB Housing and Residential Education★CSUSB Information Center★CSUSB Information Security & Emerging Technologies★CSUSB Information Technology Services★CSUSB Information Technology Team★CSUSB Jack H. Brown College of Business and Public Administration★CSUSB John M. Pfau Library★CSUSB Music Department★CSUSB Obershaw DEN Food Pantry★CSUSB Office of Community Engagement★CSUSB Office of the President★CSUSB Office of the Registrar★CSUSB Office of Undergraduate Studies★CSUSB Orientation and First Year Experience★CSUSB Parking Services★CSUSB Printing Services★CSUSB Recreation and Wellness★CSUSB SAIL Program★CSUSB Services to Students with Disabilities★CSUSB Staff★CSUSB Strategic Communications★CSUSB Student Affairs, Office of the Vice President★CSUSB Student Health Center★CSUSB Student Veterans Organization★CSUSB Theater Arts Department★CSUSB Title IX and Gender Equity★CSUSB Transportation Services★CSUSB Undergraduate Studies★CSUSB University Advancement★CSUSB University Diversity Committee★CSUSB University Enterprises Corporation★CSUSB University Ombuds Services★CSUSB University Police Department★CSUSB WorkAbility IV★DJ's Coffee Shop★Golden Valley Medical and Oxygen Service★GySgt. Joel Daniel, USMC (ret.)★Harry & Valerie Holms★Jack MacFarlane, Dir. PDC Operations★Jensen's★Jim & Darcie Tossetti★Joe Mosely★Le Rendez-Vous Cafe★Marine Corps JROTC Desert Hot Springs High School★Marine Corps JROTC Fontana High School★Mentor Heritage Foundation★Mr. Neal Farber★Navy JROTC Chaffey High School★Navy JROTC Rialto High School★Office of Assemblymember Eloise Gómez Reyes★Office of Assembly member James Ramos★Office of Congressman Mark Takano★Office of Congressman Paul Cook★Office of Congressman Pete Aguilar★Office of Congressman Raul Ruiz★Office of the Vice President for Administration & Finance★Osher & College of Extended Learning★PDC Academic Affairs★PDC Administration Office★PDC Advancement★PDC Associate Dean's Office★PDC Information Technology Team★PDC Naval Aviation★PDC Parking Services★PDC Public Affairs★PDC Rancho Mirage Student Center★PDC Registrar★PDC Services to Students with Disabilities★PDC Student Fitness Center★PDC Veterans Success Center★Rancho Mirage High School Singing Rattlers★Robert Blackey★San Bernardino Rotary North★San Bernardino Valley College Veterans Resource Center★Santos Manuel Student Union★Sodexo★STEM Center★Student Veterans Organization★Tello's Tailors and Menswear★U.S. Army San Bernardino Recruiting Center★UEC★University Police Department★USMC RSS★VFW Post 6476★Volunteers for Veterans Foundation★

Palm Desert Campus

Veterans Success Center



Armed Forces Day (Yellow Ribbon Campaign)

On May 16, the Palm Desert Campus (PDC) Veterans Success Center celebrated the fifth annual Armed Forces Day and Yellow Ribbon Campaign. We were fortunate to have 10 sponsors, which included CSUSB departments, clubs, and off-campus organizations. Each tree decorated with ribbons represented 728 currently deployed California military members.



Memorial Day Ceremony

On May 21, the PDC Veterans Success Center hosted a ceremony to honor fallen service members. The ceremony featured remarks from Dr. Michael Salvador, PDC's Associate Dean, LtCol Brian Turner (USMC), and LT Holale Azondjagni (USN). The event closed with a flag-folding ceremony conducted by the Desert Hot Springs MCJROTC, and patriotic bagpipe music played by GySgt, (Ret.) Joel Daniel (USMC).



Women in the Military

Womens Appreciation month is held in March, so we decided to do something special for our female veterans. We highlighted some of our female veterans around the VSC to showcase our appreciation of them.

Palm Desert Campus



LaVickie Patterson
U.S. Marine Corps
B.A. in Public Relations

"My name is LaVickie Patterson. I am a Marine veteran at CSUSB Palm Desert Campus. I am majoring in public relations and expect to graduate in spring of 2021. I served 11 years and nine months on active duty in the United States Marines from January 2002, to October 2013. I served two combat tours in Iraq. I have held leadership roles in my military occupation in food service and also in military police duties. I received the Humanitarian Assistance Medal for aiding in Hurricane Katrina relief. My hobbies include cooking, writing, and entertaining. Currently, I am working as a radio DJ at CSUSB for Palm Desert's Paws Radio. The values I have learned in the Marines of honor, courage, and commitment still carry me to this day and make me a strong leader. My favorite quote is by Arthur Fletcher: 'A mind is a terrible thing to waste.'"

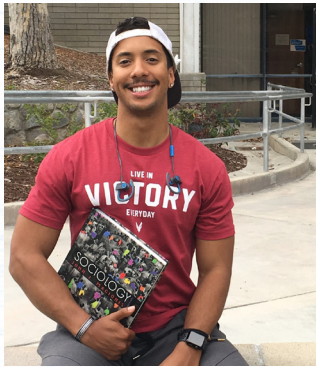
San Bernardino Campus



"My name is Lori Stone. I served in the Air National Guard for 27 years as an aerospace technician, and will be retiring in April 2019. I am currently a student here at CSUSB pursuing my bachelor's in psychology, and expect to graduate in 2020. I am preparing for a job with the Department of Veterans Affairs to work as a patient advocate for homeless veterans. My hobbies include rally racing, and arts and crafts. I emphasize integrity, and doing what you need to do even when no one is looking."

Lori Stone
Air National Guard
B.A. Psychology

Student Success



Tyrone Jones
U.S. Marine Corps
B.A. Sociology

"Attending California State University has been an amazing experience from my first day here and will until my last day. While the G.I. Bill and Veteran's Success Center (VSC) has benefited me greatly while at school, there are still hardships that every college student and Veteran experience. I am genuinely grateful for the G.I. Bill and what it has allowed me to accomplish. When I first attended college, I went to a community college. I would show up on campus, talk to absolutely no one and go home. I did not feel like I really belonged. That all changed when I came to CSUSB. My first day at the VSC, I felt like I was part of a family. I made friends there that have been with me throughout my time at CSUSB. The transition from military to civilian life is difficult, but the VSC has made that process smooth."



Edelmo Castro
U.S. Navy
B.A. Accounting & Finance

"My experience in meeting Dr. Abell was eye opening. She helped me realize that in a resume and interview this is quite the contrary, she also took time to help put my experience and skills into words. I recognize the importance the Veterans Success Center has placed in developing these communication skills. The key to getting the career we want is partly in education and significantly in understanding how to communicate one's skills and knowledge to those interviewing us. For us veterans it is crucial to understand that the process of obtaining a career does not start at the interview, it starts in asking people for help in developing a resume, dressing the part, and attending these mock interviews. Without preparation the competition will always succeed."

Student Achievement

Jeffery Reich has achieved the highest academic praise possible. He graduated "Summa Cum Laude", earning a 4.0+ G.P.A in his academics. The very definition of Summa Cum Laude means "With Highest Praise" or "With Highest Honors".

Jeffery Reich,
U.S. Air Force
B.A. in Administration



Joseph Erwin earned a "International Achievement" award from the College of Business at CSUSB. He earned this award through his marketing course where he participated in a group project which was to create a fake business then manage it through the quarter as if it were real. The College of Business noted his groups efforts in this activity and awarded them.

Joseph Erwin,
U.S. Army
M.B.A



San Bernardino Campus

Veterans Success Center



Written by Veterans



This year WBV sponsored two booths at the annual Los Angeles Times Festival of Books hosted at USC, the largest book festival in the country with over 100,000 people in attendance. WBV has published 33 books. Currently, WBV has 25 veterans and family members of veterans who are working on novels, short stories, and screenplays.



School Certifying Official (SCO)

Jaime Espinoza is the school certifying official, responsible for certifying students that are using VA education benefits. Aside from Jaime's certifying official duties, he also provides education, and referral services.

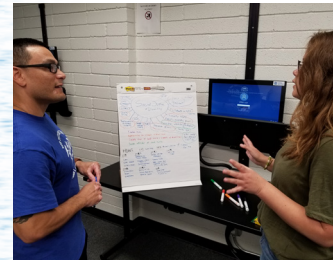
Tutoring

To assist students with their classes, the VSC provides tutoring services covering a range of subjects. This year, 72 students checked into the VSC for tutoring assistance with writing, technology, and math.



Writing Tutor

Emily McKellar is the writing tutor here at the VSC. She is able to assist students in all parts of the writing process, check for grammatical errors, and help students format their papers in APA, MLA, and even Chicago style.



What's NEW?!

S.T.A.R.S. Professional Development Series

Included a Resume workshop, Mock Interviews and a Resource Fair that included CSUSB MA Programs and local employers. Students reported that they learned effective tips and tools for developing a winning resume, gained confidence in communicating their skills and success during an interview, and appreciated the practice they received when meeting with employers and graduate program representatives.



Mentorship Program

Mario Rojas serves as an intern who assists Post 9/11 veterans by linking them to the American Corporate Partners (ACP). The ACP helps veterans find their next career by matching them to a corporate professional mentor of their choice. Veterans work one-on-one with mentors and receive guidance on how to achieve their career goals.

San Bernardino Campus Events



Veterans Graduation Celebration

Marine Corps Birthday Ball

This year we celebrated the Marine Corps Birthday with more of a twist. Annually we hold the VSC traditional ball and cake cutting event but, this year we added a DJ to our event to have our guest enjoy a night of dance.



This academic year, the VSC hosted the Veterans Graduation Celebration for fall and spring quarters. Seventy-two veterans attended and received a graduation stole embroidered with the seal of their military branch affiliation. Among our attending graduates, 53 earned admittance into the SALUTE National Honor Society for Veterans.



Memorial Day

The VSC hosted Memorial Day ceremonies to honor fallen service members. Forty-eight attendees at the San Bernardino main campus, and 67 attendees at the Palm Desert Campus had the opportunity to partake in the Memorial Day ceremony. At Riverside National Cemetery, ten students and community volunteers, along with VSC staff, placed over 1,000 flags on markers of veterans they wished to honor.



Military Appreciation

In January the VSC, in partnership with Associated Students Inc. and CSUSB Athletics, hosted a basketball game for an estimated 900 community members to honor those who have served or are still serving in the U.S. Armed forces.



Thanksgiving/ Alaska Sponsor

The VSC hosted a Thanksgiving luncheon for 55 veteran-affiliated students and their family members. Fifty student veterans and family members received turkeys with all of the trimmings, sponsored by AlaskaUSA, the Rotary North San Bernardino, AMVETS Post 2007, and CSUSB campus community.



Upcoming Events



S.T.A.R.S. Seminars

Join the Discussion.
Learn Something New.

Fall 2019

- Oct 3, 2019 Air Force Birthday 11:30 a.m.
- Oct 10, 2019 Navy Birthday 11:30 a.m.
- Nov. 2019 Marine Corps Birthday Ball 6 p.m. - 9 p.m.
- Nov 26, 2019 Thanksgiving Lunch & Basket Donations 11:30 a.m.
- Dec 5, 2019 Veterans Graduation Celebration 6 p.m.

Winter 2020

- Jan 25, 2020 Military Appreciation
- Women's Basketball 1:00 p.m.
- Men's Basketball 3:00 p.m.

Spring 2020

- May 12, 2020 SB Armed Forces Day 11:30 a.m.
- May 14, 2020 PDC Armed Forces Day 11:30 a.m.
- May 19, 2020 SB Memorial Day
- Ceremony 9:00 a.m.
- Community Service / Riverside National Cemetery 12:00 p.m.
- May 21, 2020 PDC Memorial Day 1:00 p.m.
- June 4, 2020 Veterans Graduation Celebration 6 p.m. - 8 p.m.
- June 23, 2020 VSC Open House Celebration 12:00 p.m.

Dates & times are subject to change

The VSC, in partnership with Counseling and Psychological Services, hosted nine seminars to assist students with a range of skills (e.g. social, time management, academic success, responsibility, self-discovery). Across all seminars, over 150 students learned about and discussed topics such as finances, dating, and improving personal well-being.

Located at the
Veterans Success Center

Noon - 1:00 p.m.

2019

9.19.2019
Career Strategies for Veterans

10.7.2019
Resilient Thinking

11.26.2019
Thanksgiving Luncheon

2020

1.14.2020
Train Your Brain

2.18.2020
Catfishing

3.10.2020
Test Anxiety
(Finals Week June 11-15)

4.16.2020
Resume Workshop

5.7.2020
Employer and MA Resource Fair

6.2.2020
Last S.T.A.R.S.

Dates, times, and topics are subject to change



VSC Analysis

Figure 1

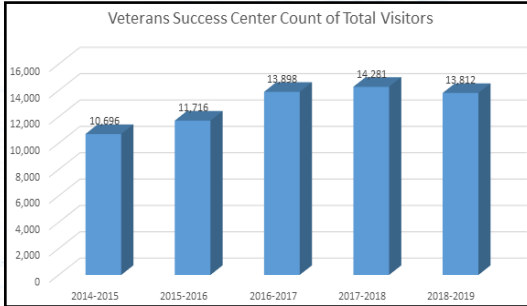


Figure above shows the total number of visitors from 2018-2019 and from the past 5 years.

Figure 2

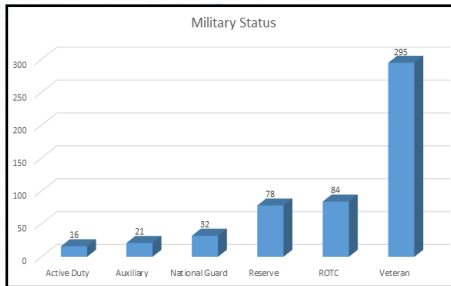


Figure above shows the military status of visitors to the center.

Figure 3

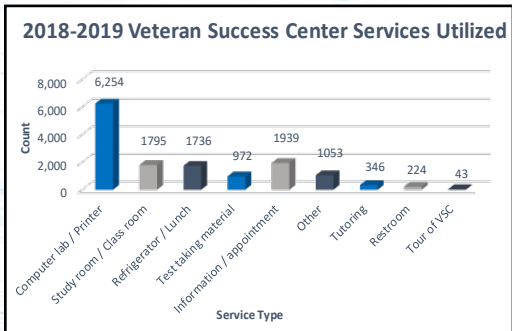


Figure above shows what utilities are being used at the center.

Our target population consists of veterans, active duty, reserve and National Guard service members, dependents (i.e., children or spouse), and ROTC cadets who are attending or wish to attend California State University, San Bernardino.

This year, an estimated 1,213 people visited the main campus and Palm Desert Campus VSCs over 10,603 times. VSC has hosted 24 events with an estimated 3,209 guests. Altogether, the VSC hosted 13,812 guests, a near record number of attendees since opening in 2012, see figure 1. We have provided services to an estimated 577 current and former military service members, 81 ROTC cadets, 23 Auxiliary members, and 380 dependents – 299 child dependents and 81 spouse dependents, see figure 2. The VSC also provides services to an estimated 288 community members. Computer lab access and printing was the most utilized service offered at the VSC, followed by information/appointments with the SCO/Advisor, and use of the classroom, see figure 3.

Every year we conduct an annual VSC Customer Satisfaction survey to identify whether the VSC rendered quality services for the year. For the 2018-2019 academic year, the majority of respondents found their experience with the VSC pleasant (see figure 4).

Figure 4



Figure above shows how visitors liked the experience of the center.

Funding



Academic Year 2018 - 2019

One time Student Success Initiative (SSI)
\$2,250.00

To support the S.T.A.R.S. Seminar series (see page 17).

VETI (Co-sponsored) Pitch Vantage
\$27,050

This project will provide a personal public speaking virtual studio that allows students to practice their public speaking from anywhere, anytime.

Scholarships
\$10,000

20 military-affiliated students will each be awarded a \$500 scholarship.

Academic Year 2019 - 2020

Alaska Credit Union Foundation
\$5,000.00

Will be used to promote events that encourage Veteran and family involvement, such as Military Appreciation Night, Memorial Day Ceremony, and Family Thanksgiving Celebration.

CSUSB President's Office
\$5,000

These funds will be used to host the Fall 2019 and Spring 2020 Graduation Stole Ceremonies.

CSUSB President's Office
\$5,000

These funds will be used to host the Fall 2018 and Spring 2019 Graduation Stole Ceremonies.

VETI Operation UP-GRADE
\$42,834.25

This grant will upgrade information technology (IT) equipment, increase academic productivity, and hire an IT student assistant.

Alaska Credit Union Foundation
\$5,000.00

Will be used to promote events that encourage Veteran and family involvement, such as Military Appreciation Night, Memorial Day Ceremony, and Family Thanksgiving Celebration.

ASI Scholarship
\$5,000

These funds will be used to award 10 military-affiliated students a \$500 scholarship.

Norton Air Force Base Memorial Scholarship
\$750

These funds will be used to award 3 students with a \$250 scholarship.

Scholarships
\$10,000

These funds will be used to award 20 military-affiliated students with a \$500 scholarship.

