

# Assessment: Assessment Unit Four Column

## Student Services - Veterans Services

**Mission Statement:** Veterans Services mission at Moreno Valley College is to serve veterans with dignity, respect and honor. Committed to provide effective and timely services in a safe, challenging and supportive learning environment that will prepare them to pursue their future academic and career endeavors.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p><b>SLO 1</b> - Students who submit a Veterans Statement of Responsibility each semester will be able to identify their responsibilities in order to receive their GI Bill benefits.</p> <p><b>Goal Status:</b> Active</p> <p><b>Program Assessment Cycle:</b> 2014 - 2015, 2015 - 2016</p> <p><b>Start Date:</b> 08/25/2014</p> <p><b>Activity_v4:</b> -Submit MVC Veterans Statement of Responsibility: Students will submit their Veterans Statement of Responsibility a week before the non payment drop deadline and understand and agree to the requirements outlined in order to receive their GI BILL benefits.</p>	<p><b>Direct: Institutional Research or Other Data</b> - Count the number of forms received by the deadline.</p> <p><b>Performance Target (Required)*:</b> Increase 10% from the previous year.</p> <p><b>Notes:</b> Deadline will vary semester by semester depending on the non payment deadline.</p>	<p><b>Semester Assessed:</b> 2014-2015</p> <p><b>Expected Goal Met:</b> Yes</p> <p>For Fall 2014 46% of students submitted a statement of responsibility (SOR) by the deadline. Winter 2015 69.7% of students submitted SOR's by the deadline. Spring 2015 29% of students submitted SOR's by the deadline. (07/06/2015)</p> <p><b>Name and Contact Information :</b> Lizette Tenorio - Veterans Services Specialist (951) 571-6157 lizette.tenorio@mvc.edu</p> <p><b>Total # of Students Assessed:</b> 548</p> <p><b>Notes/Reflections:</b> Email reminders were sent immediately to all students that participated priority registration except for the Spring 2015 semester. Deadlines for each term were as follows: Fall 2014 deadline to submit SOR's January 31st, Winter 2015 deadline to submit SOR December 10th and Spring 2015 deadline to submit SOR January 23rd.</p>	<p><b>Action Plan:</b> Additional staffing to provide follow up services. (07/06/2015)</p> <p><b>Action Plan Number:</b> 1</p>
<p><b>SAO-1</b> - Veterans Services will identify a contact person in each of the following departments to provide additional support to veteran students:</p> <p>Student Financial Services, Disabled Student Services, Tutorial Services, Counseling, EOPS and Student Activities.</p> <p><b>Goal Status:</b> Active</p>	<p><b>Direct: Institutional Research or Other Data</b> - Identify one person per department.</p> <p><b>Performance Target (Required)*:</b> Six</p>	<p><b>Semester Assessed:</b> 2014-2015</p> <p><b>Expected Goal Met:</b> Yes</p> <p>Identified a contact person for all student services departments noted to provide support for new and returning veterans students. (07/06/2015)</p> <p><b>Name and Contact Information :</b> Lizette Tenorio Veterans Services Specialist (951) 571-6157 lizette.tenorio@mvc.edu</p> <p><b>Total # of Students Assessed:</b> 6</p> <p><b>Notes/Reflections:</b> Student Financial Services - Mrs. Debbie Engel, Disabled Student Services - Mr. Alex Ygloria, Tutorial</p>	

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p><b>Program Assessment Cycle:</b> 2014 - 2015</p> <p><b>Start Date:</b> 08/25/2014</p> <p><b>Inactive Date:</b> 06/11/2015</p> <p><b>Activity_v4:</b> -Student services collaboration: Establish a contact person for Student Financial Services, Disabled Student Services, Counseling, Tutorial and EOP&amp;S to provide them with additional support.</p> <p>-Student Activities Collaboration: Provide students with veteran specific events on campus.</p>		<p>Services- Mrs. Donna Plunk, Counseling - Ms. Janelle Negrete (Brekke), EOPS - Bonnie Montes and Student Activities - Ms. Johanna Vargas.</p>	