Department: Veterans Affairs
Manager: Regina Ford

Names of those participating in the report: Regina Ford (Registrar) and Luu Tran (Veterans Commissioner)

Date: November 2007
Date of previous quality review: No previous review

Student Satisfaction with Support Services Provided:

Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>College Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>“Excellent”</td>
<td>“Good”</td>
<td></td>
</tr>
<tr>
<td>Hours of operation</td>
<td>10.0</td>
<td>30.0</td>
<td>40.0</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>31.6</td>
<td>52.6</td>
<td>84.2</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>30.0</td>
<td>55.0</td>
<td>85.0</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>25.0</td>
<td>65.0</td>
<td>90.0</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>42.1</td>
<td>36.8</td>
<td>78.9</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>42.1</td>
<td>42.1</td>
<td>84.2</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>30.0</td>
<td>60.0</td>
<td>90.0</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

Change since last quality review

Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle.

This is the first review ever performed for Veterans Affairs.
Narrative

Reflect on standards met and any standards not met.

Standards Met  – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

Veterans Priority Registration

The State of California approved SB272 (Runner), which grants priority registration to members and former members of the military within two years of separating from active duty. For the Spring 2008 semester, Cypress College implemented this bill by giving priority registration to those active military and veteran students who submitted proper paperwork to the Veteran Affairs Office in Admissions and Records. These veteran students received registration appointments the same day as the other special programs (DSPS and EOPS).

Per the terms of SB272, Cypress College will grant priority registration to veterans that have been discharged within two years of their separation date. These veteran students will be entitled to two years of priority registration.

Veterans Application Process

The traditional process required the filling out of a paper application, registering for courses approved by a counselor and being certified by the veterans commissioner. Consequently, all of these documents had to be mailed to the Department of Veterans Affairs Regional Processing Office (RPO) for verification and the granting of the entitlement benefit. The turnaround time after mailing took up to nine weeks.

Currently, Cypress College Veterans Affairs Office assists potential veteran applicants in using the VONAPP (Veterans Online Application Process) system to apply for veterans education benefits. This service ensures speedier claim dispensation since the veterans commissioner is no longer required to mail any paperwork or documentation to the RPO.
Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

Hours of Operation

The office hours had been reviewed prior to the survey. In order to provide better consistency and availability, the hours were extended in September 2007 from 11 hours to 28 hours Monday through Thursday. Additionally, the veterans commissioner sees walk-ins, if she’s available at other time periods. On a trial basis, beginning January 2, 2008, Friday hours will be made available from 9am to 1pm.

Veteran Work Study Student

The veterans commissioner not only serves veteran students, but she still has her required assignments that must be completed as an admissions and records technician. In an attempt to provide her assistance and increase worthy customer service, a perspective veteran work study student has been interviewed and should be formally hired and trained during the Spring 2008 semester. This hourly will be paid by the federal Veterans Administration and will provide general information to veteran students. This will enable the veterans commissioner/admissions and records technician sufficient time to complete her various desk assignments. The presence of the hourly will also increase the number of hours veteran students can receive one-on-one assistance. If student demand continues to increase, a second hourly may be considered.
**Long-range Plan and Objectives**

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that requires fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. **Goal: To provide an area wherein the veteran student can meet confidentially with the veterans commissioner.**

   Direction Two – Student Support Services/Goal 4: evaluate customer service in all student service areas and restructure business practices to address areas of needed improvement.
   Direction Four – Campus Climate/Goal 2: create and maintain a welcoming, caring and respectful campus climate.

   1. Objective: The student will feel more at ease to discuss issues that address their needs since these students may have post-traumatic stress syndrome and other related issues.
      1.1. Person(s) responsible: registrar, dean of admissions and records, veterans commissioner
      1.2. Timeframe: 2008 or when Admissions and Records occupies the new student center
      1.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

II. **Goal: To hire veteran work study student(s)**

   Direction Two – Student Support Services/Goal 4: evaluate customer service in all student service areas and restructure business practices to address areas of needed improvement.

   1. Objective: To provide more personnel to assist the veteran students.
      1.1. Person(s) responsible: registrar, veterans commissioner
      1.2. Timeframe: 2008
      1.3. Fiscal resources needed (if applicable, indicates “NA”): funds are already available through the federal Veterans Administration

III. **Goal: To designate a current Cypress College counselor for veteran students**

   Direction Two – Student Support Services/Goal 4: evaluate customer service in all student service areas and restructure business practices to address areas of needed improvement.
   Direction Four – Campus Climate/Goal 2: create and maintain a welcoming, caring and respectful campus climate.

   1. Objective: To establish academic and personal guidance including vocational counseling and special rehabilitation for transitional and psychological needs.
      1.1. Person(s) responsible: registrar, deans of counseling and admissions and records
      1.2. Timeframe: Fall 2008
      1.3. Fiscal resources needed (if applicable, indicates “NA”): possible staff development funds for the counselor to attend veteran-sponsored workshops and conferences

*Use the above outline format to add additional goals or objectives as necessary.*

**Reminder:** If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.