



Skyline College

Program Review Update Report 2025 - 2026

SKY SS - Veterans Resource Center Program

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SKY Student and Learning Support Services Program Review Update

Submitter Name:

Lauren Wagner

Submission Date:

11/14/2025

DIVISION:

Enrollment Services (ES)

PROGRAM NAME:

Veterans Resource Center

YEAR OF REVIEW

2025 - 2026

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

Over the past three years, the Veterans Resource Center assessed its Program Student Learning Outcomes once per academic year. The 2022–2023 and 2023–2024 cycles reflected a period of transition in which overall student engagement remained low due to the phased return to on-campus operations and the VRC's temporary building space. Despite these challenges, the VRC continued to assess student learning in core areas such as resource navigation, academic and benefits support, and campus engagement. Assessment efforts further strengthened in 2024–2025 as the center increased staffing capacity—particularly through the support of Veteran Student Workers—and experienced a return to more typical levels of student engagement.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

A review of the PSLO results highlights the ongoing importance of cultivating an inclusive and supportive environment that helps veteran students transition to the college, navigate academic and benefits-related processes, and feel connected to the campus community. The results indicate that students benefit most from proactive, easily accessible support that is available at key points in their academic journey. In response, the VRC has emphasized developing a front-loaded, in-person drop-in support model that provides academic advising, benefits guidance, and coordinated referrals to campus and community resources. Early outcomes from this approach suggest that structured, high-touch engagement opportunities strengthen students' confidence in navigating essential processes and improve their overall sense of belonging. These insights will continue to inform long-term planning, programming, and service delivery within the VRC.

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

The persistence PSLO remains highly relevant to the VRC. To support the Persistence PSLO, the VRC has adopted a hybrid model combining in-person and virtual services. Front-loaded strategies, such as drop-in sessions, academic advising, benefits guidance, and coordinated referrals, have been effective in helping students stay engaged, build confidence, and feel connected to the campus community, all of which contribute to their persistence from semester to semester.

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

Engaging and connecting with Veterans and Military-Connected Students continues to be a challenge in both physical and virtual contexts. The VRC has established a strong virtual presence through Zoom, phone, website, email, and Canvas. At the same time, the temporary building space has limited visibility and accessibility for in-person engagement, reducing opportunities for students to drop in and connect with services. Continuous collaboration with colleagues focuses on identifying and implementing best practices to improve access to VRC and campus resources across both virtual and face-to-face settings. These efforts directly support the overarching goal of fostering student persistence.

The VRC operates with limited resources, with only two permanent staff members: the Program Services Coordinator (PSC) and one Lead Veterans Academic Counselor. The PSC participates in multiple committees, meets regularly with internal and external partners, and organizes or attends various events, while the Lead Veterans Academic Counselor also serves on multiple initiatives, including the CPL, adding to their responsibilities. A permanent OA II position is essential to maintain consistent in-person services, support core operations, ensure federal compliance, and strengthen persistence-focused programming despite space limitations.

Goals & Resource Requests

Strengthen Faculty and Staff Training to Enhance Support for Veteran Students

Increasing avenues and opportunities for faculty and staff to access training and resources related to supporting Veterans and Military-Connected Students in the campus environment. By fostering a culture of knowledge sharing, we aim to create a comprehensive support network for students across the campus, resulting in a more inclusive and positive experience.

Year Initiated

2023 - 2024

Goal Status

Active

Implementation Step(s) and Timelines

Peer Learning and Knowledge Sharing - Email Updates and Workshops (ongoing / 2x - 3x a semester)

Mapping

- SKY College Values: (X - Selected)

- **Open Access:** undefined (X)
- **Student Success and Equity:** undefined (X)
- **Academic Excellence:** undefined (X)
- **Community Partnership:** undefined (X)
- **Sustainability:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)

UPDATE

Goal Update Date

11/14/2025

Academic Year Updated

2025 - 2026

Goal Update

On Schedule

Goal Update Narrative

Goals & Resource Requests

The Veterans Resource Center (VRC) has made meaningful progress toward strengthening campus stakeholders' knowledge and use of Veteran support resources. Over the review period, the VRC participated in and promoted several events and trainings—including the SFVA Student Veteran Health Program, the Health & Wellness Fair, the San Mateo County Job & Resource Fair, Strategic Partnerships & Workforce Development initiatives, and multiple CalVET/CalTAP educational webinars. These opportunities have provided faculty, staff, and students with direct access to valuable information, services, and support tools.

This work has already had a positive impact on Veterans and Military-Connected Students. Increased visibility of resources has resulted in more students connecting with the VRC for guidance, referrals, and wellness support. Additionally, campus partners who engaged in these trainings have reported greater confidence in assisting Veteran students and referring them to appropriate services.

Overall, the goal remains in active progress. The resources shared and training opportunities offered have strengthened awareness across campus and contributed to a more informed, connected support network. These efforts are helping create a campus environment where Veteran and Military-Connected Students feel recognized, supported, and better equipped to navigate their educational journey.

Increase Collaboration with Campus Programs to Strengthen Events and Services Supporting Veterans and Military-Connected Students

By expanding coordinated efforts across departments/programs, student veterans will experience more cohesive, accessible, and well-aligned support. This collaboration will help them more easily navigate resources, stay engaged, and achieve their academic and personal goals.

Year Initiated

2023 - 2024

Goal Status

Active

Implementation Step(s) and Timelines

Needs Assessment and Planning (on-going), Integration into Admission and Academics (Start of Term, Mid-Term, Close of Term), Student Organizations and Co-Curricular Activities (Start of Term, Mid-Term, Close of Term), Campus-Wide Partnerships (on-going)

Mapping

- SKY College Values: (X - Selected)

- **Campus Climate:** undefined (X)
- **Open Access:** undefined (X)
- **Student Success and Equity:** undefined (X)
- **Academic Excellence:** undefined (X)
- **Sustainability:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)

UPDATE

Goal Update Date

11/14/2025

Academic Year Updated

Goals & Resource Requests

2025 - 2026

Goal Update

On Schedule

Goal Update Narrative

As of Fall 2023, the Veterans Resource Center (VRC) has made significant progress in enhancing campus collaboration, awareness, and use of Veteran support resources. One major accomplishment is the launch of a district-wide Canvas Shell for Veteran and Military-Connected Students, which serves as a centralized hub for key information, including event calendars, important documents, announcements, and a variety of student resources. These resources include strategies for academic success, mental health support, guidance on navigating VA education benefits, job fairs, and scholarship opportunities. The interactive features of the Canvas Shell allow students and campus partners to ask questions and share knowledge, ensuring a broad and accessible pool of information.

In addition to this centralized platform, the VRC has actively collaborated with campus signature programs, such as the Promise Scholars Program (PSP) and Extended Opportunity Programs and Services (EOPS), which often have student populations overlapping with Veteran and Military-Connected Students. Through these partnerships, the VRC has shared information about events, workshops, and resources, increasing visibility and engagement among students who might benefit from multiple support networks.

These efforts have had a direct impact on students, improving their access to timely information, expanding their support network, and promoting engagement with both academic and community resources. Faculty, staff, and program partners have also benefited from increased awareness of available services, which strengthens the overall campus support system.

Increase Access and Visibility to the Veterans Resource Center and Partner Resources/Services

Improve student veterans' and military-connected students' ability to easily find and use the resources and services they need. By promoting awareness of available programs and ensuring clear access to support, we help students navigate campus resources effectively and achieve their academic and personal goals.

Year Initiated

2023 - 2024

Goal Status

Active

Implementation Step(s) and Timelines

Needs Assessment and Planning (on-going), Integration into Admission and Academics (Start of Term, Mid-Term, Close of Term), Student Organizations and Co-Curricular Activities (Start of Term, Mid-Term, Close of Term), Campus-Wide Partnerships (on-going)

Mapping

- SKY College Values: (X - Selected)

- **Open Access:** undefined (X)
- **Student Success and Equity:** undefined (X)
- **Academic Excellence:** undefined (X)
- **Community Partnership:** undefined (X)
- **Sustainability:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)

Goals & Resource Requests

UPDATE

Goal Update Date

11/25/2025

Academic Year Updated

2025 - 2026

Goal Update

On Schedule

Goal Update Narrative

The Veterans Resource Center (VRC) has made significant strides in enhancing access, support, and awareness of resources for Veterans and Military-Connected Students. A major achievement is the expanded district-wide Canvas Shell, which serves as a centralized hub for academic success strategies, mental health supports, career preparation tools, and guidance on navigating VA education benefits, providing a convenient self-service tool for students.

The VRC has also strengthened collaborations with campus programs, including the Promise Scholars Program (PSP), Health & Wellness, and Career Services, as well as local veteran services such as the San Francisco VA Health Care System and its Student Veteran Health Program. These partnerships have increased the visibility of events, workshops, and support programs, providing students with multiple avenues to connect with resources.

These initiatives have enhanced student engagement, fostered a more inclusive environment, and empowered Veterans and Military-Connected Students to achieve academic and personal goals. Faculty, staff, and program partners benefit from increased awareness, creating a more coordinated campus support system.

Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2025 - 2026

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

OA II

Resource Description

Requesting full time permanent OA II position

Funds Type – Mark all that apply.

Recurring Cost, Categorical

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

A permanent Office Assistant II is essential to advance the VRC's mission of increasing access, support, and awareness of Veteran resources and partner services. In response to new regulations and VA procedural requirements from the Isakson-Roe legislation, consistent administrative support is critical to maintain federal compliance, ensure smooth daily operations, and provide reliable in-person services for Veterans and Military-Connected Students.

This position strengthens the VRC's capacity to manage resources, facilitate campus and community partnerships, and communicate events and services effectively. By supporting these core functions, the OA II helps foster an inclusive and welcoming environment, assist with a successfully transition into college, engage with academic and campus resources, persist toward graduation, and remain connected as alumni.

At the college, district, and state levels, this role aligns with priorities to increase equity, access, and student success, ensuring that underrepresented student populations are fully supported throughout their educational journey.

Cost

84,207.73

Level of need, with 1 being the most pressing

Goals & Resource Requests

1

Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2025 - 2026

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

OA II

Resource Description

Requesting Part Time Position at 75%

A part-time Office Assistant II is essential to advance the VRC's mission of increasing access, support, and awareness of Veteran resources and partner services. In response to new regulations and VA procedural requirements from the Isakson-Roe legislation, consistent administrative support is critical to maintain federal compliance, ensure smooth daily operations, and provide reliable in-person services for Veterans and Military-Connected Students.

This position strengthens the VRC's capacity to manage resources, facilitate campus and community partnerships, and communicate events and services effectively. By supporting these core functions, the OA II helps foster an inclusive and welcoming environment, assist with a successfully transition into college, engage with academic and campus resources, persist toward graduation, and remain connected as alumni. At the college, district, and state levels, this role aligns with priorities to increase equity, access, and student success, ensuring that underrepresented student populations are fully supported throughout their educational journey.

Funds Type – Mark all that apply.

Recurring Cost, Categorical

Cost

63,155.8

Level of need, with 1 being the most pressing

2