### ACTIVE CYCLE (ACADEMIC YEAR): 2012 - 2013
### AREA (DEPARTMENT/PROGRAM): Student Affairs
### PERSON RESPONSIBLE: Sonya Joseph

#### PLAN

1. **Goal** - Principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)

   Offer a Veterans Institute for Valencia faculty and staff that will provide an opportunity for:
   - Provide opportunity for campus teams to learn together in regards to veterans on our campuses.
   - Develop deeper understanding of our veteran students.
   - Create opportunity for conversations among campus colleagues.
   - Raise awareness of veteran resources.
   - Raise awareness of issues related to veterans on college campuses.

2. **Objectives** - What will be accomplished and measured

   Develop and hold the Valencia College Veterans Institute in November 2012.

3. **Measures and Findings** – How specifically measures will be conducted. How will we know the objective has been achieved?

   Veterans Institute planned and executed. Evaluations from Institute indicate outcomes were met.

4. **Action Plan** – What is the implementation plan?

   1. Work with Veterans Coordinating Sub-committee to develop agenda for Institute.
   2. Recruit faculty and staff to participate in the 2-day Institute.
   3. Work with Conference Planning to plan the event.
   4. Collaborate with Campus Presidents to develop teams to attend the Institute.
   5. Develop a resource list as a take-away for teams attending the conference.

5. **Achievement Summary/Analysis** - What was learned from the assessment results? What changes will you make in your initiative for the year to come?

   In working with the subcommittee and in conversation with the campus presidents it was decided to hold campus-based Institutes instead of a college-wide Institute. We held a Veterans mini-Institute at the Osceola Campus on November 13, 2013. The assessment results are attached. The immediate result from the Institute was the creation of an Osceola/Lake Nona Campus Veterans Group. A leader was identified and he works to recruit members to join the campus-based group. From this a West Campus Veterans Coordinating Group was formed and is currently meeting. I met with both campus coordinating group leaders to provide a framework and strategy for our work. For now, the college-wide Veterans Committee is dismantled to focus on campus-based initiatives and student needs. I will continue to coordinate the campus-based group leaders to ensure all Valencia veterans are receiving services. In addition, I will work with East Campus to select a leader of the veterans group and assist in organizing the first campus meeting.

6. **General Education Learning Outcome**
Osceola Campus Veterans Briefing
November 13, 2012
Assessment

**What did you learn in today’s meeting?**

Veterans have early registration; we offer Skillshops about our veteran population.
What services Valencia is providing.
More awareness is needed with students in regard to vets; students should hear more about topics in this presentation; Valencia is positively taking steps to build more resources for vets.
Specific VA benefit information.
I learned that I was completely ignorant to veterans’ needs.
Resources to help start Osceola SVA organization.
That Valencia truly needs a veterans’ resource office on every campus; more than just a veterans’ lounge.
I learned just how in-depth Valencia is involved with helping our humble heroes. Makes me even prouder to be employed at and an alum of Valencia College.
Resources for veterans.
That there will be a veterans’ resource center at each campus.
That Valencia is very committed to its veterans – I did not know this.
Now understand why our veterans need a home base.
The additional mental health resources that are available and that Valencia is making an effort.
I did not realize all the opportunities to support vets on campus.

**Was it valuable to you to discuss veterans’ topics at the campus level and with campus colleagues?**

I am interested in veteran data; learning more about PTSD; connecting resources; learn more from local VA partners
It was valuable to know what vets need and who they are; that staff and faculty are trained to recognize behaviors and knowledgeable to direct vets to services.
Yes, I’m not a veteran so I gained awareness; you respect vets for their service and thank them, but you don’t really know how it is for them adjusting back to civilian life.
Yes, because it will help us serve our veteran students.
Yes (3)
It was, I would still like to find out what our students want.
Yes, because discussion is communicating, listening and growing! I feel more conflicted to be a part of keeping this topic an open focus collegewide!
Absolutely energized to be involved.
Veterans are sadly ignored at campus.
It did help me think about my students more – to help me think about the diversity of my classes.
Yes, as a small group, we were able to have open discussions and disclose personal experiences.
Absolutely!

Are you leaving with a deeper understanding of veteran students?
Yes; one suggestion – VA friendly faculty and staff who have a placard to indicate they are a vet who they can talk to – similar to allies–ally program.
Yes, they are committed to their education, sometimes more so than regular civilian students. As vets, they value the opportunity to learn.
Yes, especially on the sensitivity aspects.

Yes (3)

Yes, and the similarities we have.

Most definitely.

Yes, greater understanding of concerns when returning.

Yes, I don’t always think about the problems that affect my students; this session helped me realize I need to be more aware.

Yes, my concern has always been in finding resources in the community for our vets; it was nice to be reminded that Valencia’s already doing a lot.

Yes, there was a lot of good.

Did you have the opportunity to discuss veteran students with your colleagues? If so, was this valuable?

Yes, keep the presentations focused on a conversation; encourage comments and questions; perhaps invite a veteran student to join the group for their perspective.

There was an opportunity to discuss and as always discussions spark other valuable topics to discuss or other ideas.

I got an understanding of how vets sometimes survey a room and think about safety in a way we really don’t. While we’re focusing on a pending test, they worry about that and their surroundings as well; I never really had thought about their hardships before this briefing.

Not yet, but I plan to bring what I learned in this presentation to my colleagues.

Yes, they provided a great insight into their areas and how they interact with veterans.

Yes I did and yes it helped me to understand more.

Yes.

Yes, several discussions were helpful to hear personalized accounts.

I heard a lot which was helpful.

Yes and yes. The personal stories were very engaging; now know it’s not just my husband who won’t go to VA for medical care.

I felt this was an excellent meeting to meet other employees who are veterans and discuss ideas.

I could not attend the entire time but just listening to the experts in the room was very informative.
Do you know the resources available to you in regard to working with veteran students?
Yes, better after the presentation.
Yes but not as much as Valencia has.
There’s BayCare and Veterans Association; department for working with vets with disabilities.
Now I have a better understanding.
Yes (3)
No, I learned some today including the site on Atlas and individuals at each campus who can specifically assist our humble heroes.
I do now – thanks! (2)
Yes, our Osceola veterans team in Student Services works very closely with every step of a vets’ educational experience.
Some, but I learned about more resources available.
No, I am glad I came.

Do you know where to refer veteran students who may approach you with questions or issues?
I think I do – depends on the issue.
Yes, I do now. (3)
The Learning Center can be a tool, a group of vets that meet to talk about their issues.
The VA website, VA rep in Financial Aid.
Answer Center for the most part.
Yes (2)
Thanks to this meeting – yes.
I believe so.
Yes, and at Osceola, they go to the front of the line.
Yes, I grabbed many pamphlets.
For most issues; it is hard to predict what may come up.

What else would you like to know?
After hearing more from Professor Wiese about veteran students’ characteristics, which describe veteran students as committed, mature and resilient, all characteristics that we hope our general population adopted, I wonder about their retention rate; if higher than general population how could this benefit the college?
New possible programs part of Osceola campus for vets, any new classes for them.
Getting involved with the vet ally program.
More.
More about SVA conference.
More about how to assist the wives and children of veterans.
More about ally program.
What community resources are available to veterans.
Would like a follow-up of new VA hospital to see if services get better.

What suggestions do you have regarding the format of today’s briefing?
Invite a veteran student.
Maybe have a guest speaker who’s actually going through some of these issues – perhaps just a vet student that can join in the conversation.
Let us know what to expect.
I would like to hear directly from our students – what is their vision, wants, needs.
No suggestions for improvement – very informative and nice flow.
I enjoyed the format, maybe next time have more brainstorming for ideas.
Do a Valencia veterans survey on their needs and issues and report back.

Other comments:
Great job – I hope we can organize a VA conference, in partnership with VA hospital next year.
Awareness is the first step; students should know about issues that aren’t well known. If this could become a larger event in the future, more students would be exposed to it.
$500 student to SVA – Jan 3-5 Orlando
I would love to be part of a campus-based group at Lake Nona – thank you.
I loved being a guinea pig!