

**VALENCIA COLLEGE**  
**Student Affairs Department Action Plan**

**Active Cycle** (academic year): **2012 - 2013**

**Area** (Department/Program): **Student Affairs**

**Person Responsible:** **Sonya Joseph**

	<b>Plan</b>
<b>1. Goal</b> -principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)	<p><b>Offer a Veterans Institute for Valencia faculty and staff that will provide an opportunity for:</b></p> <ul style="list-style-type: none"> <li>• <b>Provide opportunity for campus teams to learn together in regards to veterans on our campuses.</b></li> <li>• <b>Develop deeper understanding of our veteran students.</b></li> <li>• <b>Create opportunity for conversations among campus colleagues.</b></li> <li>• <b>Raise awareness of veteran resources.</b></li> <li>• <b>Raise awareness of issues related to veterans on college campuses.</b></li> </ul>
<b>2. Objectives</b> -what will be accomplished and measured	<b>Develop and hold the Valencia College Veterans Institute in November 2012.</b>
<b>3. Measures and Findings</b> – How specifically measures will be conducted. How will we know the objective has been achieved?	<b>Veterans Institute planned and executed. Evaluations from Institute indicate outcomes were met.</b>
<b>4. Action Plan</b> – what is the implementation plan?	<ol style="list-style-type: none"> <li><b>1. Work with Veterans Coordinating Sub-committee to develop agenda for Institute.</b></li> <li><b>2. Recruit faculty and staff to participate in the 2-day Institute.</b></li> <li><b>3. Work with Conference Planning to plan the event.</b></li> <li><b>4. Collaborate with Campus Presidents to develop teams to attend the Institute.</b></li> <li><b>5. Develop a resource list as a take-away for teams attending the conference.</b></li> </ol>
<b>5. Achievement Summary/Analysis</b> -What was learned from the assessment results? What changes will you make in your initiative for the year to come?	<p><b>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 in 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.</b></p>
<b>6. General Education Learning Outcome</b>	

**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 this 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!*