ASSESSABLE OUTCOME
Students will be able to state ways that involvement in programs support their personal development.

OUTCOME SUPPORTS
☒ University: Goal 1
☒ Division: Goal 2
☐ Department: _______________________
☐ Other: ____________________________

ASSESSMENT APPROACH
☒ Direct assessment
☐ Indirect assessment
☐ Both direct and indirect assessment

DATA COLLECTION TIMEFRAME
July 1, 2014 – June 30, 2015

OUTCOME TYPE
☐ Performance Outcome
☒ Student Learning Outcome

DATA COLLECTION METHODS
Survey

METHODS AND MEASURES
Online survey will be distributed to student veterans who utilized the Veterans Resource Center (VRC) services three times or more within the 2014-2015 academic year.

CRITERIA OF SUCCESS
70% of student veterans interviewed will be able to identify specific ways that involvement in programs offered throughout the Veterans Resource Center support their personal development as students at California State University, Fullerton.

DATA COLLECTION AND ANALYSIS
A total of 198 students for fall 2014 and 225 students for spring 2015 utilized Veteran Student departmental services three times or more within the 2014-2015 academic year. Data collection in the form of a survey was collected between May 1 and June 25, 2015. A total of 19 surveys were completed (9% of qualified students). Of those surveyed, 79% (15 out of 19) successfully identified ways that involvement in programs offered by the VRC support their personal development. This was higher than our projected 70% goal.
IMPROVEMENT ACTIONS

Improvement actions include the following strategies:

1. A more aggressive outreach and marketing strategy to inform student veterans of the VRC's services, resources and programs. This will include both electronic and printed materials offered to students as new, incoming students and throughout the year. In addition, the VRC has developed a new, peer support program call Veteran Transition Leaders that will serve to provide direct engagement and regular contact with new student veterans.

2. The development of three new program initiatives that focus on three major areas of retention and engagement support:
   a. Veteran Ambassador Program that will conduct regular outreach efforts at our feeder community colleges and local military bases. Student Ambassadors will visit schools and bases regularly to assist prospect students with admission and transfer concerns, as well as provide improved strategies for maximizing their veterans’ educational benefits.
   b. Veterans Wellness Program will allow students veterans to participate in proactive learning and practical activities that engage 10 identified pillars of wellness.
   c. Veteran Scholar Career Readiness Program is designed to work collaboratively with both on campus partners and community agencies to prepare student veterans for best practices in seeking and retaining employment in their chosen career path.