



Student Services Program Review

Program: Veterans Resource Center

Manager: Juan C. Garcia

Participant Names: Esmeralda Martin, Nick Gutierrez, Professional Experts, and VA work-study.

Date: 6/11/2026

Previous Program Review Date: 2022/2023

Part 1. Program Mission Statement

College Mission Statement

Cypress College transforms lives through lifelong learning with educational opportunities including transfer to four-year institutions, associate degrees, certificates, and a baccalaureate degree. We are dedicated to forging academic and career pathways to support the achievement of our students, enhancing their economic mobility, fostering equity, and enriching society.

Department Mission Statement

The Cypress College Veterans Resource Center (VRC) provides comprehensive, student-centered support services to veterans, active-duty service members, National Guard and Reserve members, and military-connected dependents. Through counseling, educational planning, VA educational benefits support, case management, community partnerships, and targeted programming, the VRC empowers military-affiliated students to successfully transition to higher education, achieve their academic and career goals, and persist through graduation, transfer, and meaningful employment.

A. How does it align with Cypress College's mission?

The Veterans Resource Center directly supports Cypress College's mission of transforming lives through lifelong learning by providing military-affiliated students with equitable access to educational opportunities, academic support, career pathways, and holistic services. The VRC promotes student success through counseling, educational planning, benefits assistance, and resource navigation while fostering equity by addressing the unique barriers experienced by veterans, service members, and military-connected students. Through individualized support and comprehensive programming, the VRC contributes to student persistence, completion, transfer, economic mobility, and lifelong learning.

Part 2. Program Overview

A. Briefly describe your program, including program components, function, and purpose.

The Veterans Resource Center serves as the primary hub for military-affiliated students at Cypress College. The Center provides comprehensive support services designed to facilitate student success from application through graduation, transfer, and career placement.

Core services include:



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- Academic, career, and personal counseling
- Comprehensive educational planning
- Veteran educational benefits support
- VA certification processing
- Veteran Readiness and Employment (VR&E) support
- Case management services
- Referrals to on-campus and community resources
- Transfer assistance
- Scholarship and financial aid support
- Student leadership development
- Veterans Club advising
- Workshops, events, and community-building activities

Each year, the VRC facilitates dozens of workshops, events, and engagement opportunities and provided support to hundreds of military-affiliated students through individualized and group services.

- B. Describe how your program interacts or collaborates with other on and off campus programs.

The VRC maintains extensive collaborations across campus and within the veteran-serving community.

On-campus partnerships include:

- Counseling Division
- Financial Aid
- Admissions and Records
- Disability Support Services
- EOPS
- Career Planning Center
- Transfer Center
- Basic Needs



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- Student Life and Leadership
- Campus Communications
- Institutional Research and Planning

Off-campus partnerships include:

- Department of Veterans Affairs
- Veterans Readiness and Employment (VR&E)
- Orange County Veterans Service Office
- Vet Centers
- CalVet
- US VETS
- Tierney Center of Orange County
- Student Veterans of America
- Community-based veteran organizations

These collaborations allow students to access comprehensive support systems that address academic, financial, personal, and career-related needs.

- C. How is your program funded? Please include sources of funds such as categorical (e.g., SEA, EOPS, DSS), general, or grant and briefly describe how those funds are utilized.

The Veterans Resource Center utilizes multiple funding sources including:

- Veterans Resource Center categorical funding (continued)
- Student Equity and Achievement (SEA) funding (continued)
- Perkins funding (expired 6/30/2025)
- Grant funding (expired 5/30/2026)

Funding supports:

- Counseling services
- Professional Expert staffing
- Student programming
- Workshop and event implementation
- Outreach initiatives
- Student engagement activities
- Technology and operational needs
- Credit for Prior Learning implementation efforts
- Veteran-specific equity initiatives



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SEA funding has been particularly impactful in expanding direct student support services, outreach efforts, and targeted interventions for disproportionately impacted military-affiliated student populations.

Part 3. Student Satisfaction with Services

- A. Summarize the survey results for the SSPR Survey (Appendix A). Please focus on trends and address student feedback/comments.

The 2025-2026 Veterans Resource Center Student Support Services Survey demonstrated exceptionally high levels of student satisfaction and program effectiveness.

A total of 44 military-affiliated students participated in the assessment. Survey respondents consisted primarily of veterans (81.8%), with additional participation from active-duty service members, dependents, spouses, and other military-connected populations. Assessment findings indicated that 84.1% of respondents reported needing support services to successfully navigate college and achieve their educational goals.

Results further demonstrated strong engagement with VRC services, as 84.1% of respondents reported utilizing three or more support services offered through the Center. Most notably, 90.9% of respondents strongly agreed that VRC services were accessible, responsive to their needs, and improved their ability to navigate college systems and educational requirements. The assessment exceeded the established benchmark requiring 80% of participants to demonstrate increased ability to utilize innovative academic planning and decision-making strategies.

Student feedback consistently highlighted:

- Personalized support from counselors
- Assistance navigating VA educational benefits
- Access to resources and referrals
- Community and belonging within the VRC
- Academic planning assistance
- Transfer and career guidance

Student comments reflected appreciation for individualized support, responsiveness, and the welcoming environment created by VRC staff.

- B. If applicable, compare these results with your previous Student Services Program Review survey results.

The 2025-2026 survey results demonstrate continued positive trends when compared to the previous Student Services Program Review survey conducted in 2022 and the annual Student Services Learning Outcome (SS-SLO) assessments conducted during the 2022-2023 and 2023-2024 academic years. Collectively, these assessments indicate that military-affiliated students



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continue to report high levels of satisfaction with Veterans Resource Center services and view the VRC as an essential component of their academic success and overall college experience.

The 2022 Program Review survey found that 100% of veteran respondents rated the overall quality of VRC services as either excellent or good, and 100% agreed that VRC services were helping them achieve their educational goals. Students consistently identified academic counseling, educational planning, resource referrals, book lending programs, and the sense of community within the VRC as the most valuable services offered. Students also expressed a desire for additional staffing, expanded services, tutoring, and extended hours.

The 2022-2023 SS-SLO assessment focused on the Women's Unit(y) program and found that participants overwhelmingly reported increased feelings of belonging, support, and personal growth. Nine of ten participants reported being very satisfied with the program, while all respondents identified networking opportunities, educational workshops, and the supportive environment as valuable components of their experience. Participants specifically noted the importance of having a dedicated space for women veterans and military-connected students to connect with peers who shared similar experiences.

Similarly, the 2023-2024 SS-SLO assessment examined the effectiveness of workshops, outreach events, and engagement activities. Across multiple events, including the Women's Gala, Veteran Transfer Fair, VA Healthcare workshops, Financial Wellness workshops, and Jump Start Training, more than 90% of participants reported that these activities helped them feel re-engaged with the college and provided valuable information that supported their educational goals. Students consistently highlighted the importance of VRC staff support, outreach efforts, and opportunities to connect with other military-affiliated students.

The current 2025-2026 assessment continues these positive trends. Results indicate that 90.9% of respondents strongly agreed that VRC services were accessible, responsive to their needs, and improved their ability to navigate college systems and educational requirements. Additionally, 84.1% of respondents reported utilizing three or more VRC services, while 84.1% indicated they initially needed additional support to successfully navigate college and achieve their academic goals. The assessment benchmark requiring at least 80% of students to demonstrate increased ability to utilize innovative academic planning and decision-making strategies was exceeded.

Taken together, the results suggest that the Veterans Resource Center has successfully expanded beyond its traditional counseling and educational benefits support functions to become a comprehensive student success center that promotes academic achievement, engagement, belonging, and personal development. While student satisfaction remains



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consistently high, recurring feedback across multiple assessment cycles continues to highlight the need for additional staffing, expanded programming, and increased operational capacity to sustain the level of support students have come to expect. As utilization of VRC services continues to grow, future efforts will focus on maintaining service quality while strengthening the organizational infrastructure necessary to support long-term student success.

Part 4. Program Analysis and Planning

- A. Describe the population you serve and analyze the trends in enrollment, success, retention, etc. Consider the following questions. How many students are enrolled in your program? How do your students compare to the overall student population at Cypress College? Include other qualitative or quantitative information about your population. If necessary, contact the Office of Institutional Research and Planning to obtain data.

The Veterans Resource Center serves a diverse population of military-affiliated students including veterans, active-duty service members, National Guard members, Reserve members, and military-connected dependents.

The military-affiliated student population often experiences unique barriers to educational success, including transition challenges, service-connected disabilities, family responsibilities, employment obligations, and complex educational benefit requirements. As a result, VRC students frequently require higher levels of individualized support than the general student population.

Program utilization has experienced substantial growth in recent years. During the current review period:

- More than 6,154 student contacts were recorded.
- More than 350 VA certifications were processed.
- Approximately 85 students utilized VR&E benefits.
- Over 50 workshops, events, and engagement activities were offered.
- Nearly 1,000 student engagements were recorded through events and workshops.

Student completion data demonstrates positive recovery following enrollment declines associated with the COVID-19 pandemic. Degree and certificate attainment among military-affiliated students has increased steadily since 2022, reflecting the effectiveness of expanded counseling services, case management practices, and targeted programming.

The continued growth of VR&E participation, counseling utilization, and event attendance suggests increasing awareness of VRC services and demonstrates the value of a comprehensive support model.

Part 5. Program Accomplishments, Improvements, Challenges, and Obstacles

- A. Document accomplishments and/or improvements since your last program review.

Since the last program review, the Veterans Resource Center has achieved significant growth and programmatic expansion.



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Major accomplishments include:

- Expansion of workshops and student engagement programming.
- Delivery of more than 100 events and workshops.
- Growth of VR&E student participation to approximately 85 active students.
- Expansion of counseling and case management services.
- Increased utilization of educational benefits support.
- Implementation and expansion of Credit for Prior Learning initiatives.
- Development of new partnerships with veteran-serving organizations.
- Continued participation in Student Veterans of America initiatives.
- Increased student leadership development opportunities.
- Successful implementation of annual events including the Women's Empowerment Gala and veteran-focused educational programming.
- Increased student engagement and utilization of services.

Assessment data indicates these improvements have directly contributed to high student satisfaction and improved student learning outcomes.

B. Document program challenges and/or obstacles since your last program review.

Despite significant accomplishments, several challenges continue to impact service delivery.

The most significant challenge is staffing and operational capacity. Student utilization has increased substantially while administrative responsibilities continue to expand. Federal and state compliance requirements related to veteran educational benefits, reporting, and certification have become increasingly complex.

Currently, the Veterans Resource Center operates under a Counselor/Coordinator model that provides approximately 1,245 hours of annual supervision and administrative oversight. Due to faculty work-year limitations, approximately 800 hours each year remain without direct supervisory oversight of classified staff operations.

Additional challenges include:

- Increasing demand for counseling services
- Growth in VR&E participation

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- Compliance workload
- Limited permanent staffing
- Sustainability of grant-funded initiatives
- Growing operational complexity

Addressing these challenges will be essential to maintaining service quality and student outcomes.

Part 6. Ensuring Equity in Student Services

- A. Describe how your program addresses the needs of underrepresented student populations and delivers equitable student services.

The Veterans Resource Center addresses the needs of historically underserved and disproportionately impacted populations through targeted, student-centered support services. The VRC serves students from diverse racial, ethnic, socioeconomic, disability, gender, and educational backgrounds. Services are designed to address barriers commonly experienced by military-affiliated students, including first-generation status, service-connected disabilities, financial challenges, transition difficulties, and family responsibilities. The Center utilizes a case management approach that ensures students receive individualized support based on their unique needs.

- B. How do you serve students regardless of service location or delivery method? (i.e. distance education, after hours)

The VRC provides services through multiple modalities, including:

- In-person counseling
- Virtual counseling
- Telephone appointments
- Email communication
- Online workshops
- Remote educational planning
- Hybrid programming

These service delivery options ensure students can access support regardless of geographic location, work schedules, military obligations, or transportation limitations.

- C. Do you receive funding from Student Equity and Achievement (SEA)? If so, explain its usage and effects on your program/department. (SEA funding allocation should also be included in Part 2C)

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The VRC utilizes Student Equity and Achievement funding to support counseling services, professional expert staffing, outreach initiatives, programming, and targeted interventions for military-affiliated students.

SEA funding has allowed the VRC to expand student engagement opportunities, increase access to support services, improve outreach efforts, and address equity gaps among disproportionately impacted populations. These investments have contributed directly to increased utilization of services, stronger student engagement, and improved student outcomes.

Part 7. Student Services Learning Outcomes (SSSLOs) and Assessment

- A. Programs must assess SSSLOs annually. Provide your SSSLOs, assessment methods, results, and changes you will make based on your assessment results. (At least four SSSLOs should be listed.)

	SSSLO	Assessment Method	Assessment Result	Change
1	Female Veterans Support Services (2022-2023)	Post-survey administered to participants of the Women's Unit(y) Group.	9 of 10 participants reported being very satisfied with the group and 10 of 10 identified networking opportunities, educational workshops, and supportive environments as the most valuable aspects. Nine of ten participants reported the group was very effective in supporting personal and professional growth.	Continue Women's Unit(y) programming, expand off-campus engagement opportunities, increase guest speakers focused on empowerment and goal setting, and pursue additional resources to expand services for female veterans.
2	Student Re-engagement Through Events and Workshops (2023-2024)	Post-event surveys administered following workshops, outreach events, transfer fairs, Women's Gala, VA Healthcare workshops, Jump Start Training, and	More than 90% of participants reported that workshops and events increased their sense of connection, engagement, and awareness of resources. Students	Continue expanding on-campus and off-campus programming, strengthen community partnerships, and

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		other educational activities.	consistently identified VRC staff as instrumental in their success and re-engagement with campus.	enhance case management support through collaboration with community organizations such as US Vets.
3	Innovative Academic Planning and Decision-Making (2025-2026)	10-question Student Support Services Survey administered to military-affiliated students utilizing VRC counseling services. Assessment measured innovative academic planning, decision-making, use of technology, and reflective practices.	Assessment benchmark was exceeded. 90.9% of respondents strongly agreed VRC services improved their ability to navigate college systems and make informed academic decisions, exceeding the established 80% benchmark.	Expand technology-based resources, continue innovative counseling practices, increase educational workshops, and strengthen operational capacity to sustain growth in student utilization.
4	Comprehensive Student Support and Resource Navigation (2025-2026)	Survey data, service utilization data, workshop participation, and counseling outcomes.	84.1% of students reported utilizing three or more VRC services and 84.1% indicated they needed support services to navigate college and achieve academic goals. Results demonstrate students effectively access and utilize available resources.	Increase staffing support, improve outreach efforts, strengthen referral networks, and establish permanent managerial oversight to ensure sustainability of services and continuous improvement.

Over the last three assessment cycles, the Veterans Resource Center has demonstrated continuous improvement in student learning and engagement outcomes. Assessment findings show that students benefit from specialized support services that promote belonging, academic success, personal development, and informed decision-making. The progression from targeted interventions such as the Women's Unit(y) Group in 2022-2023, to campus re-engagement efforts in 2023-2024, to innovative counseling strategies in 2025-2026 demonstrates the VRC's

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commitment to continuous improvement and student-centered service delivery. Assessment benchmarks were consistently met or exceeded. Limitations include reliance on self-reported survey data and varying participation rates; however, reliability was strengthened through consistent administration procedures and repeated positive findings across multiple years of assessment.

Part 8. Evaluation of Previous Goals

- A. List your goals and objectives from your last program review. Did you meet your goals? If not, please explain.

	Goals	Objectives	Accomplish Goals? (Y/N)	If goal was not met, please explain
1	Implement support services to support Guided Pathways initiatives	Create clear pathways, help students choose and enter pathways, help students stay on path, and ensure intentional learning outcomes.	YES	The VRC expanded counseling, educational planning, workshops, case management services, and transfer support. Student satisfaction remained high, and assessment results demonstrate that students improved their ability to navigate educational systems and make informed decisions. More than 100 workshops and events were implemented during the review cycle, supporting

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				Guided Pathways objectives.
2	Improve equity and achievement for military-connected students	Identify causes of retention challenges, develop support services, and improve transfer-level English and math completion.	YES	The VRC expanded First Year Advantage support, Women's Unit(y), case management services, outreach programming, and counseling capacity. Completion outcomes increased from the pandemic-era low and reached 223 completions during 2023-2024 before summer graduates were added.
3	Commemorate the opening of the new Veterans Resource Center	Coordinate ribbon cutting, develop commemorative activities, and engage the campus community.	YES	The new Veterans Resource Center officially opened and became one of the largest and most comprehensive VRC facilities in the nation. The facility, memorial bridge, tribute garden, and campus-wide grand opening significantly increased visibility and engagement with

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				military-affiliated students.
4	Transition to the new Veterans Resource Center	Ensure accessibility, maximize utilization of space, and evaluate staffing needs.	YES	The transition was successfully completed. The new facility provides dedicated counseling offices, study space, meeting space, technology resources, and gathering areas. Utilization of the facility has increased significantly, confirming the need for additional staffing resources. Continued growth in student utilization, counseling demand, programming, and compliance requirements has reinforced the need for a permanent VRC Manager and Student Services Technician.

The Veterans Resource Center successfully accomplished the major goals identified in the previous program review cycle. Guided Pathways implementation was strengthened through enhanced counseling, educational planning, workshops, and case management services. Equity-focused initiatives expanded significantly through programs such as Women's Unit(y), First Year Advantage, specialized outreach, and community partnerships. The

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opening and successful transition into the new Veterans Resource Center provided military-affiliated students with a dedicated space that promotes belonging, academic success, and engagement. While these goals were achieved, the significant growth in student utilization, programming, compliance requirements, and staffing responsibilities has created new operational demands that necessitate additional permanent staffing and managerial oversight to sustain future success.

Part 9. New Program Goals

	Goals	Objectives	Timeline	Campus Plans and Initiatives Highlight plan/initiative to which your goal relates.
1	Goal 1: Establish Permanent Year-Round Leadership and Operational Support for the Veterans Resource Center	• Secure approval and funding for a full-time Veterans Resource Center Manager position. • Secure approval and funding for a Student Services Technician position dedicated to veteran educational benefits, compliance, and student support services. • Develop a sustainable organizational structure that provides year-round supervision, operational continuity, and succession planning. • Improve staff development, assessment practices, and strategic planning efforts.	2026-2028	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
2	Goal 2: Increase Student Engagement,	Objectives: • Increase participation in	2026-2030	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan

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	Belonging, and Utilization of Veterans Resource Center Services	workshops, events, and support services by 10%. • Expand programming specifically designed for women veterans, military-connected dependents, and first-year military-affiliated students. • Increase participation in leadership development opportunities through the Cypress College Veterans Organization and Student Veterans of America initiatives. • Expand community-building activities that foster connection and belonging.		Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other
3	Goal 3: Improve Academic Success, Retention, Completion, and Transfer Outcomes for Military-Affiliated Students	• Increase degree, certificate, and transfer outcomes by 5%. • Expand proactive counseling, educational planning, and case management services. • Increase participation in Veteran Readiness and Employment (VR&E) services. • Continue implementation of	2026-2030	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCCD Pledge Strong Workforce/Perkins Other

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		innovative practices that support student success, including Credit for Prior Learning, transfer pathway development, and technology-assisted counseling.		
4	Goal 4: Expand Veteran Resource Center Capacity Through Strategic Partnerships, Technology, and Sustainable Funding	• Strengthen partnerships with the Department of Veterans Affairs, Vet Centers, CalVet, community organizations, and local employers. • Expand grant development and fundraising efforts to support student services and emergency assistance programs. • Improve technology systems supporting student engagement, educational benefits processing, and program assessment. • Develop sustainable funding strategies that reduce reliance on temporary funding sources.	2026-2030	Educational Master Plan SEA Plan Strategic Plan Distance Education Plan Technology Plan Guided Pathways Promise/NOCCTD Pledge Strong Workforce/Perkins Other

Part 10. Resources/Needs Assessment

- A. Please link all requests to the goals above. Include the goal reference number in the “Justification” section below. Prioritize your requested resources within each category.

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(Example: If you have three resources listed under Personnel, then you will prioritize #1, #2, and #3, with #1 being the most important.)

Personnel			
Position	Justification and Impact on Goals	Cost	Priority #
VRC Manager	Supports Goals 1–4. Provides year-round supervision, strategic planning, compliance oversight, staff development, and operational continuity.	Range 12: \$107,837 – \$135,865/year	1
Student Services Technician	Supports Goals 2–4. Assists with VA certifications, compliance, benefits education, outreach, and operational support.	Range 33: \$61,440 - \$73,848/year	2
Professional Experts	Supports outreach, programming, social media, accessibility initiatives, and student engagement.	\$18,870 - \$46,800	3
Professional Development			
Activity	Justification and Impact on Goals	Cost	Priority #
NAVPA	NAVPA is the leading national organization focused on veterans' services administration in higher education. Attendance provides access to national best practices, federal policy updates, innovative program models, strategic planning resources, and networking opportunities with veteran-serving professionals from across the country. Participation supports Goals 1 through 4 by strengthening leadership capacity, informing program development, identifying	\$4,000/employee	1

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	innovative service delivery models, improving assessment practices, and advancing strategic planning efforts. NAVPA provides insight into successful staffing structures, organizational models, and funding strategies that can help the Veterans Resource Center sustain growth and continue serving an increasingly complex military-affiliated student population.		
WAVES	WAVES is the premier professional development conference dedicated to veteran educational services within community colleges and universities. Attendance provides Veterans Resource Center staff with critical training related to VA educational benefits, state and federal compliance requirements, student support best practices, legislative updates, and emerging trends affecting military-affiliated students. Participation directly supports Goals 1, 2, and 3 by improving staff knowledge, ensuring compliance with Department of Veterans Affairs and California State Approving Agency regulations, strengthening counseling and support services, and enhancing the VRC's ability to improve student success, retention, completion, and transfer outcomes. Information obtained through WAVES is immediately applied to educational benefits processing, student outreach,	\$4000/employee	2

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	program development, and compliance oversight.		
CCC Vet Summit	The California Community Colleges Veterans Summit serves as the primary statewide conference focused on improving outcomes for military-affiliated students within California's community college system. The conference provides training on statewide initiatives, Student Equity and Achievement priorities, Guided Pathways implementation, Credit for Prior Learning, Veteran Readiness and Employment (VR&E), transfer pathways, and emerging policies impacting veterans' education. Participation supports Goals 2, 3, and 4 by providing current information on statewide initiatives, increasing collaboration with other California Veterans Resource Centers, identifying promising practices, and improving student engagement strategies. Attendance allows VRC staff to bring back innovative approaches that directly support military-affiliated students while ensuring the Cypress College VRC remains a statewide leader in veteran student services.	\$1000/employee	3
Professional development opportunities specific to veteran student services are essential because military-affiliated students are governed by unique federal and state regulations, educational benefit requirements, and support needs that are not typically addressed through general student services training. Attendance at these conferences ensures the Veterans			

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Resource Center remains compliant, innovative, and responsive to the evolving needs of military-affiliated students while supporting institutional goals related to equity, retention, completion, transfer, and student success.			
Facilities			
Repair or Modification	Justification and Impact on Goals	Cost	Priority #
Modification	VRC needs more storage. An idea, is to use hollowed space behind the granite to create more storage space.	\$30,000	1
Technology/Equipment/Supplies			
Item	Justification and Impact on Goals	Cost	Priority #
Laptops	VRC staff need updated equipment to be effective while working remotely.	\$8,000	1

Part 11. Program Review Involvement

A. List the names of faculty and staff who participated in the program review process.

Dr. Juan C. Garcia
 Esmeralda Martin
 Nick Gutierrez
 Veterans Resource Center staff
 Professional Experts
 Student workers and VA Work-Study representatives

B. Describe the involvement of faculty and staff in the program review process.

Faculty and staff participated in reviewing assessment results, survey findings, program utilization data, event participation data, operational metrics, staffing needs, and future planning



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priorities. Input was incorporated into program goals, resource requests, assessment planning, and continuous improvement efforts.

Part 12. Publication Review

As part of the program review process, please conduct a review of your department webpage and other publications to ensure all information is accurate. Please note any inaccuracies identified as a result of the review, and provide an action plan for implementing the corrections. To request changes to your webpage, contact the Office of Campus Communications, Cari Jorgensen, Web Content Specialist at cjorgensen@cypresscollege.edu

A review of the Veterans Resource Center website, printed materials, outreach publications, and student-facing resources was conducted. Minor updates related to staffing and educational benefit information were identified and will be updated in collaboration with Campus Communications. Regular annual reviews will be implemented to ensure information remains current, accurate, and accessible to students.

Part 13. Evaluation and Approval from Immediate Management Supervisor

Comments

approved

Immediate Management Supervisor Signature: ^{Celinda Phelan} Dean's Signature

Date Approved: Jun 15, 2026

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RESULTS

Chart 1 – Military Affiliation

Military Affiliation of Survey Respondents

Distribution of survey participants by military affiliation.

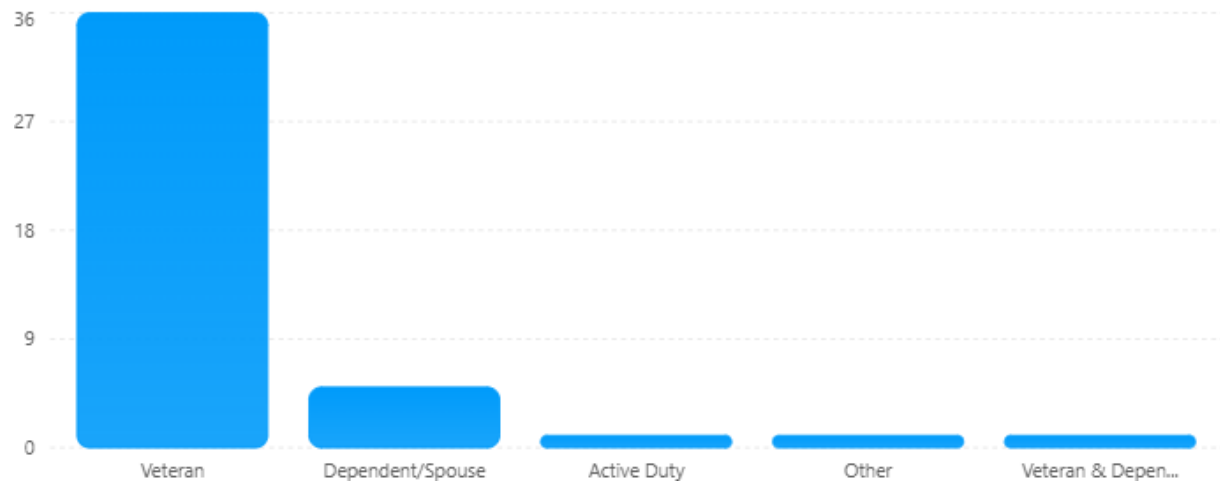
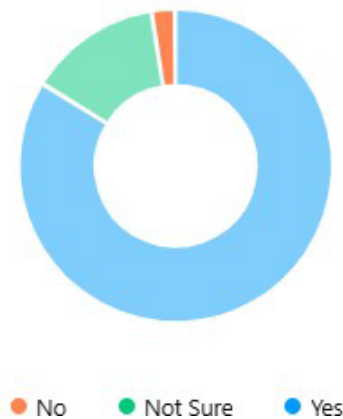


Chart 2 – Need for Additional Support Services

Need for Additional Support Services Before Using the VRC

Student responses regarding whether they needed additional support before connecting with the Veterans Resource Center.



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Chart 3 – Number of VRC Services Utilized

Number of VRC Services Utilized

Total number of services received by survey participants.

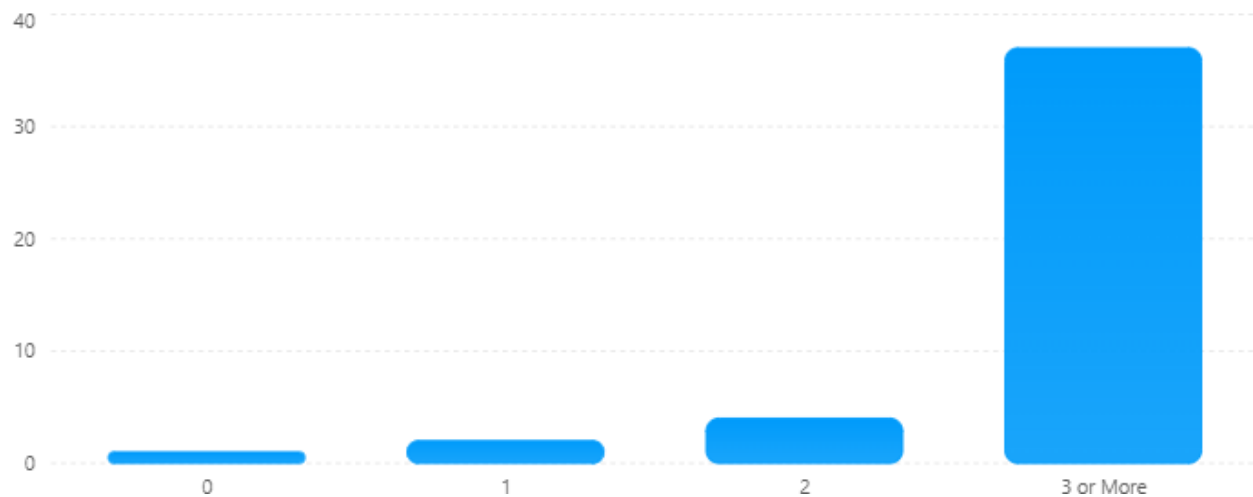


Chart 4 – Ease of Accessing Services

Ease of Accessing VRC Services

Student perception of accessibility of Veterans Resource Center services.



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Chart 5 – Services Addressed Academic or Personal Needs

Services Addressed Student Needs

Student perception that VRC services met academic or personal needs.



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Chart 6 – Improved Ability to Navigate College Systems

This is your primary SSSLO chart.

Improved Ability to Navigate College Systems and Resources

Student Services Learning Outcome assessment results.

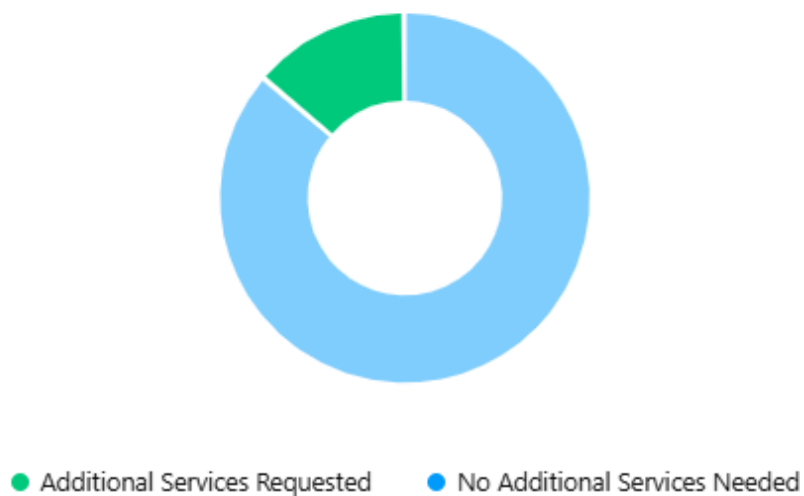


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Chart 7 – Additional Services Requested

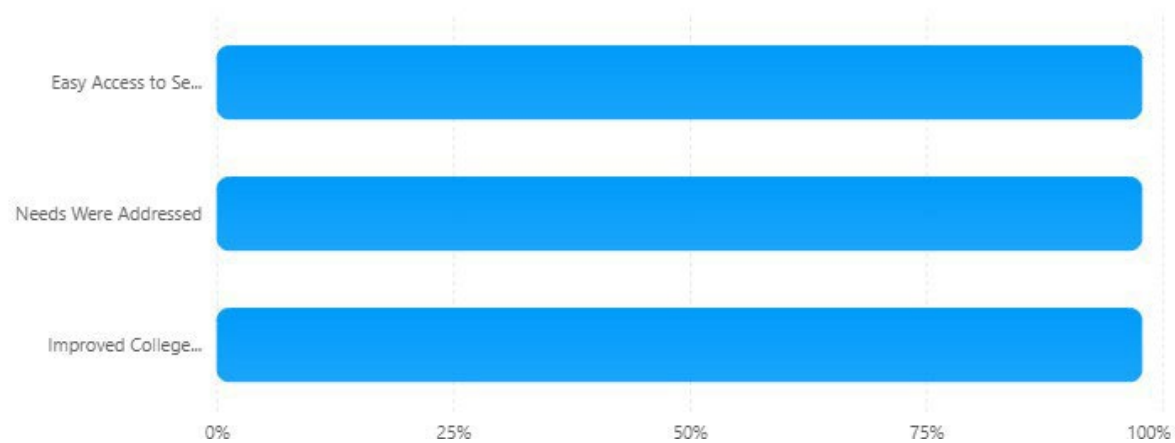
Need for Additional VRC Services

Student responses regarding whether additional services should be offered.



Overall Student Satisfaction and Learning Outcomes

Percentage of students who agreed or strongly agreed with key outcome measures.





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Theme	Number of Mentions
Counseling/Academic Advising	Highest
Educational Planning	High
Resource Referrals	High
Mentorship/Peer Support	Moderate
VA Representative on Campus	3
Mental Health Support	1
Academic Supplies	1

Student Services Program Review - VRC

Final Audit Report

2026-06-15

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