

Our Overnight Success took a Long Time: CPP's Veterans Resource Center Program

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Learning Outcomes

1. How assessment is an ongoing process for providing best practices.
2. The advantages and disadvantages of centralized versus collaborative service models.
3. What is really meant by “success for student veterans.”

Assessment Baseline

Who we are and what we value?

The Paradox of Success

1. Success depends on who you are and what you value.
2. To achieve success is to risk failure.
3. Success is inextricably linked to failure and like 2 sides of the same coin, they are inseparable.



Activity 1

- You will be put into discussion groups
- Identify a group notetaker and group leader that will notate and share group responses with the full session.
- You will have 4 minutes to address discussion questions.
- When sharing group responses, be sure to introduce yourself, campus affiliation in supporting military affiliated students.

Discussion Questions:

- As veteran services practitioners, how has your success been influenced by risks of failure?
 1. How have the contradictions of success and risk of failure influenced your programs and policies?
 2. How have they limited your ability to meet the needs of military affiliated students on your campus?

Group Debriefing



CPP's Experience



VRC Team
2015-2016



VRC Team
2016-2017

A Draft List of VRC Values

Veterans Resource Center Draft of Values

1. Integrity

- Take time to self-reflect before making a decision or taking an action.
- Be honest and encourage open communication.
- Take the hard right instead of the easy wrong.
- Honor your work hours.
- Consistently uphold the department's decisions fairly and impartially.

2. Respect

- Treat people with courtesy, politeness, and kindness.
- Be an attentive listener.
- Accept individual differences and beliefs without prejudice.
- Be the best person you can be in all situations.

3. Community

- Genuine concern for the welfare of others.
- Trust and reliability are the foundation for our team and our community's success.

4. Accountability

- Take charge of your choices.
- Pursuit of excellence. (diligence and continuous improvement)
- Lead by example

5. Teamwork

- Mission first, People always
- Divide and conquer
- Help is a measure of success
- Open communication is key to innovation.

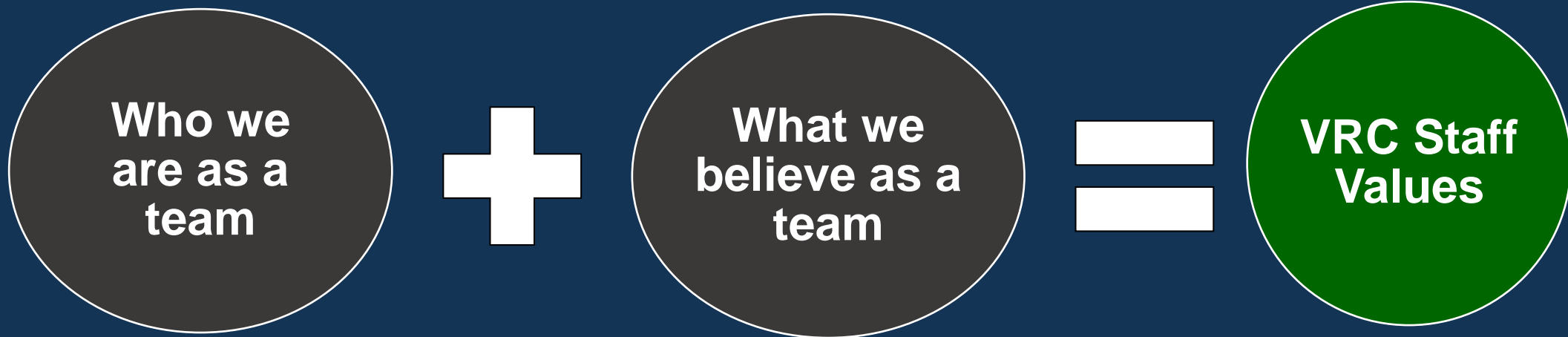
6. Perseverance

- Adapt and overcome
- Never give up.
- "If you don't have the time to do it right, when will you have time to do it over?"
John Wooden

7. Service

- Serve others without the expectation of reward or recognition.
- Put the needs of your department before your own.
- You are always a representative of your department.

VRC Values Process



Review Group Findings

Group 1		Group 2	
(+) Values	(-) Values	(+) Values	(-) Values
	Community	Excellence	Accountability
	Accountability		Teamwork/Community

Group 3		Group 4	
(+) Values	(-) Values	(+) Values	(-) Values
Duty	Accountability	Commitment	Service
Acceptance	Service	Excellence	

VRC Values Defined

VRC Values	Definition
Commitment	Dedication to the mission even in the face of adversity.
Excellence	Embracing high standards.
Integrity	Being principled and conscientious.
Teamwork	Communicate, Collaborate, and Appreciate
Respect	Equal concern and professionalism to all.

**RESPECT
EXCELLENCE
COMMITMENT
INTEGRITY
TEAMWORK**



Centralized vs Collaborative Service Models

Centralized Service Model

- Uniformity
- Economies of Scale
- Simplicity of Data Collection
- Inflexible
- Routinized & Bureaucratic

Collaborative Service Models

- Diversity of Stakeholders
- Flexible
- Allows innovation
- Time and Resource Consuming
- Greater need to communicate and share responsibility
- Data tracking is more challenging

Activity #2

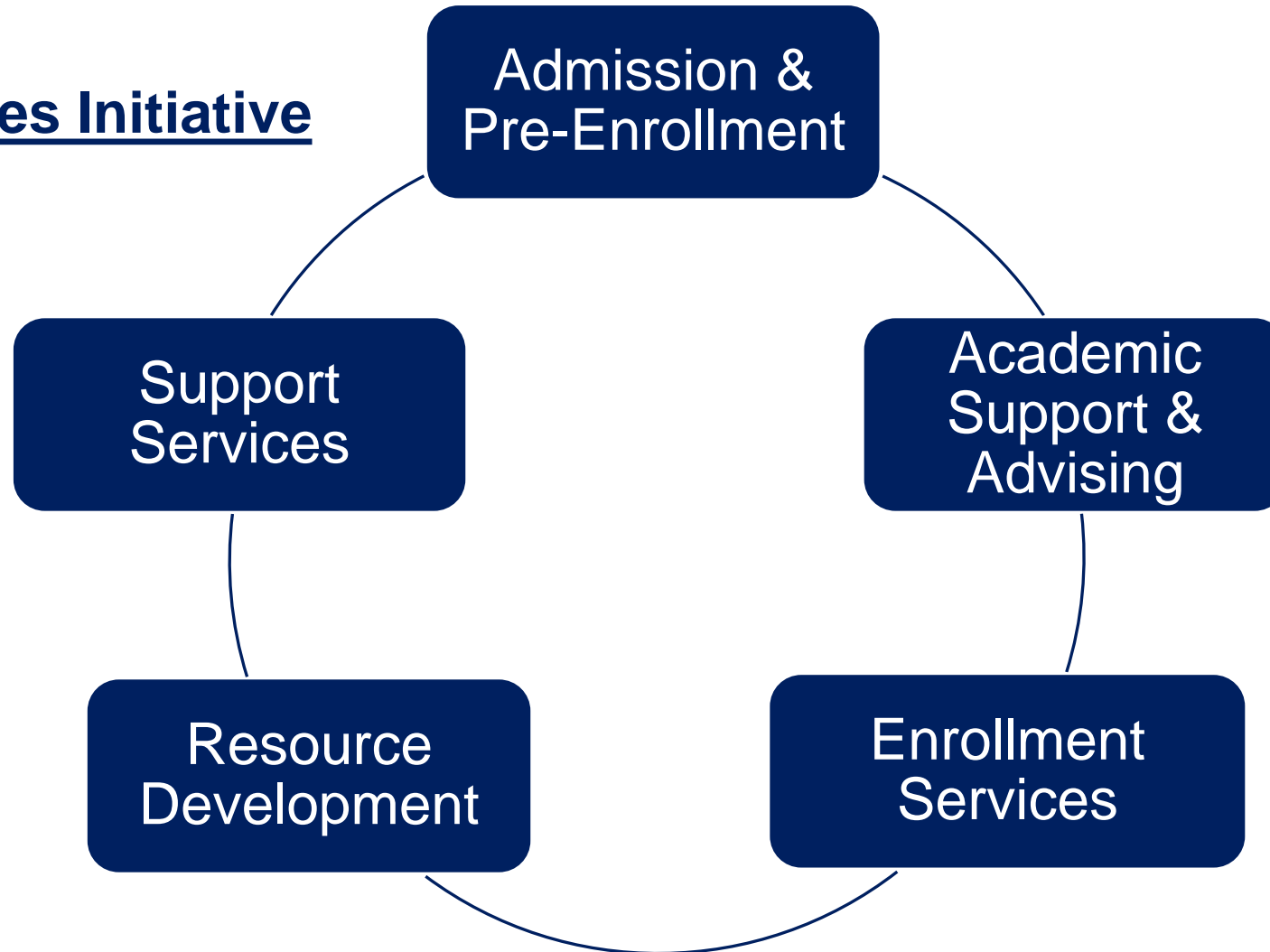
- You will be put back into your original discussion groups. Please consider the following question:
 1. Identify and reflect on the dominant service model that your campus' uses to serve military affiliated students.
 2. What are the advantages and disadvantages that you are facing with the current service model that your campus is using?

Group Debriefing 2



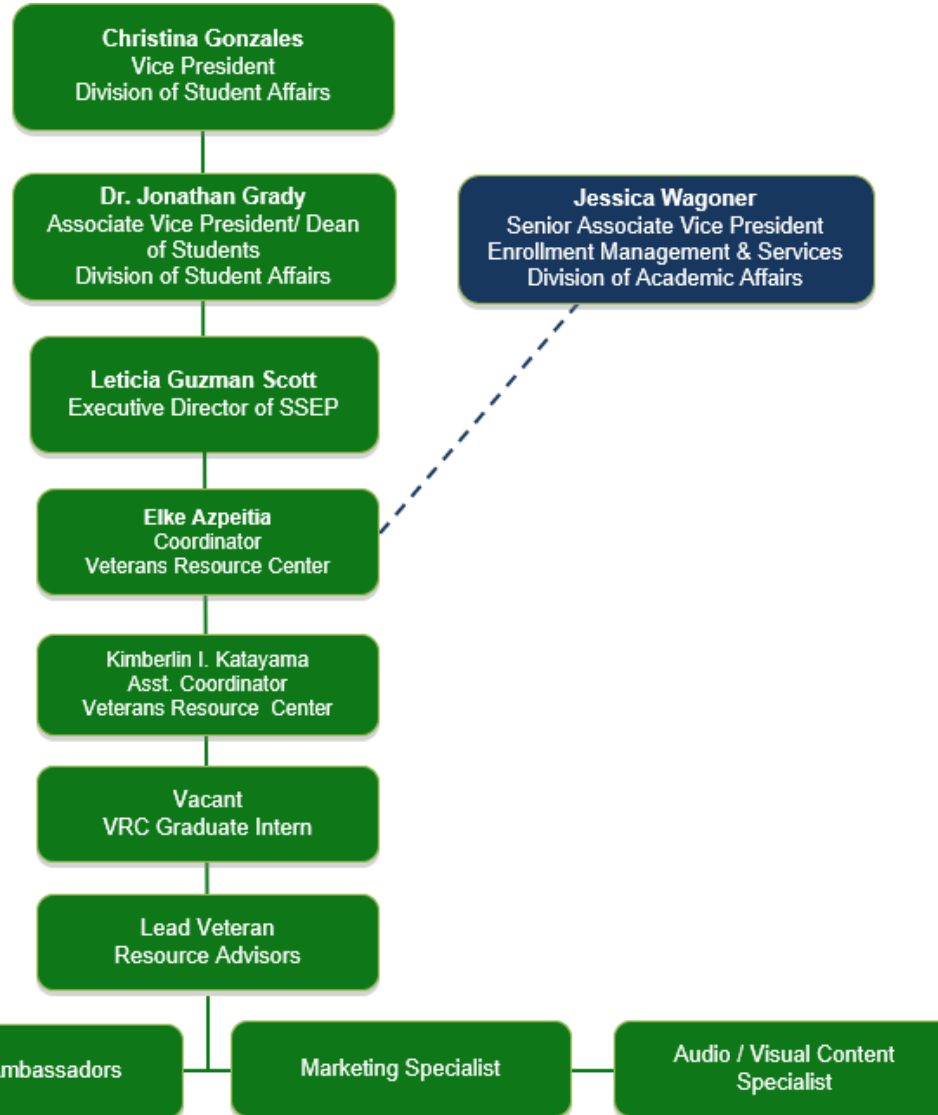
CPP Experience 2009-2012

Veterans Services Initiative



CPP Experience 2012-Present

Veterans Resource Center
Student Support & Equity Programs
Division of Student Affairs
February 11, 2022



CPP Experience 2012-Present

Veterans Resource Center Liaisons

Faculty and staff from various offices across the campus community who serve as points of contact and actively work to support veterans include the following.

Office	Representative	Phone	Email
Veterans Resource Center	Elke Azpeitia	909-869-2782	emazpeitia@cpp.edu
Veterans Resource Center	Kimberlin Katayama	909-869-2784	kikatayama@cpp.edu
Office of Outreach, Recruitment & Educational Partnerships	Matilda Obaseki	909-869-2978	mmobaseki@cpp.edu
Career Center	Ed Venegas	909-869-2339	evenegas@cpp.edu
Counseling Services	Dr. Lideth Ortega Villalobos	909-869-3220	lidetho@cpp.edu
Disability Resource Center	Patricia Duran	909-869-4407	paduran@cpp.edu
Disability Resource Center	Ann Loomis	909-869-4109	aloomis@cpp.edu

Applying Assessment Tools

- If you have a definition of who you are and what you value
- If you have a clear service model
- Then you can apply research strategies

CPP Program Evaluation Practices & Findings

1. Sampling

- Invited all CPP student veterans

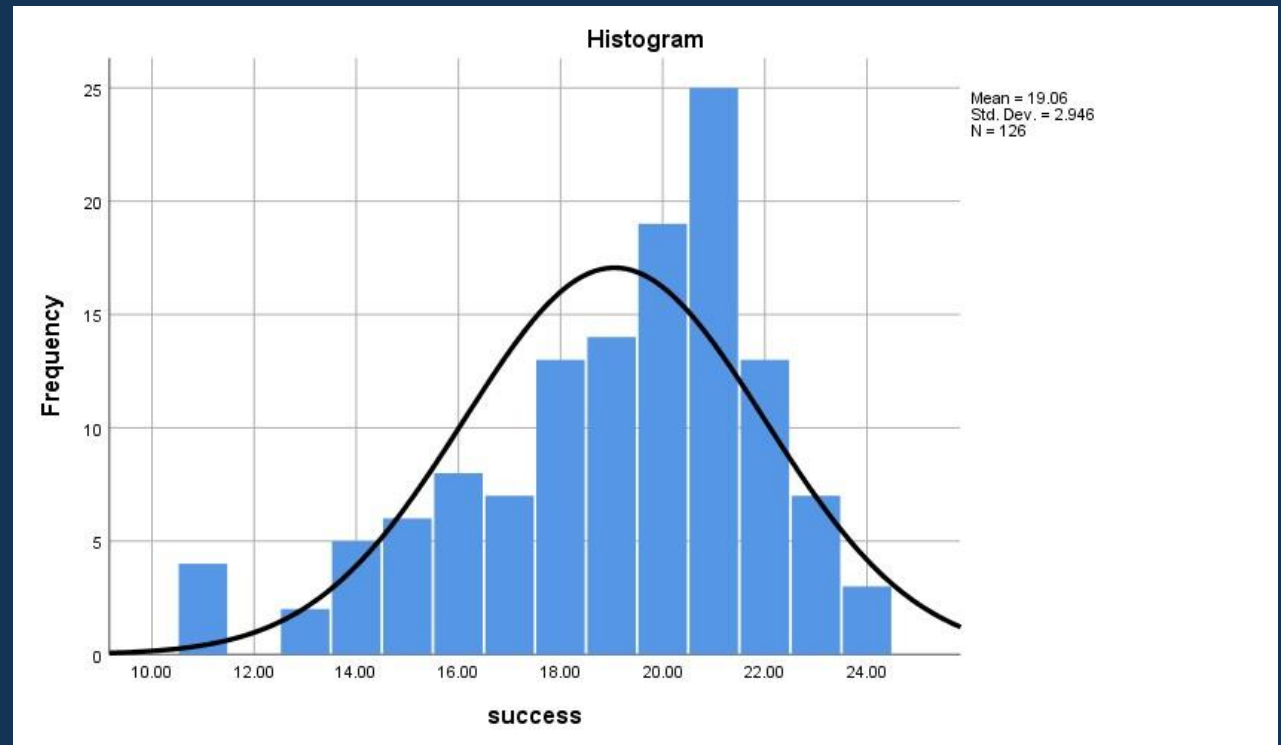
2. Developed survey instrument which was consistent with the Center's values and service model.

3. Assessment findings were the foundation for defining veteran success.

Veteran Success

Success was defined as:

- GPA
- Graduation
- Years to complete program
- Career readiness and civilian responsibilities



Correlations with Veteran Success

1. Veterans Resource Center
2. Library
3. Career Counseling
4. Counseling Services



References

Azpeitia, E. (2011). *A policy evaluation of California State Polytechnic University, Pomona's Veterans Services Initiative*. [Master Thesis, California State Polytechnic University, Pomona]. Cal Poly Pomona University Library

Azpeitia, E. & Emerson, S. (2022). Assessing Veteran Services and Success in Higher Education: Cal Poly Pomona's Veterans Resource Center Case Study. *Journal of Veterans Studies*, 8(1), pp. 29–40. DOI: <https://doi.org/10.21061/jvs.v8i1.238>

Questions?

Thank you for attending!