

Veterans Success Center Data Report, 2021-23

Who We Are:

The Veterans Success Center (VSC) aids students in accessing their VA Education benefits, the timely certifying of those benefits, and completing the admission application process. The VSC also helps students find veteran-related resources, provides leadership opportunities, peer-to-peer mentorship, and support in transitioning into a meaningful career.

Key Data Points*

Measure	2021-22	2022-23
Total Veterans on Campus	397	407
Total Veterans and Dependents Certified	580	669
Total Cal Vet Tuition Waivers Processed	1,287	1,396
Average processing time for benefit certification	3-5 days	3-4 days
Incoming calls	4,340	4,198
Incoming emails	3,254	2,804
Student Assistants (Peer to Peer Mentorship)	3	5
Outreach/Tabling Events	7	13
Zoom VA Education Benefits Info Sessions	17	12
In-Person Outreach	5	11
Email Response Time	<48 hrs	<48 hrs

**Approximate numbers*