

# Veterans Success Center Data Report, 2021-24

## 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	2021-2022	2022-2023	2023-2024
Total Veterans on Campus	397	407	340
Total Veterans and Dependents Certified	580	669	633
Total Cal Vet Tuition Waivers Processed	1,287	1,396	1,308
Average processing time for benefit certification	3-5 days	3-4 days	3-4 days
Incoming calls	4,340	4,198	4,045
Incoming emails	3,254	2,804	3,276
Student Assistants (Peer to Peer Mentorship)	3	5	6
Outreach/Tabling Events	7	13	16
Zoom VA Education Benefits Info Sessions	17	12	20
In-Person Outreach	5	11	12
Email Response Time	< 48 hrs	< 48 hrs	< 48 hrs

\*Approximate numbers