

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Veterans Services

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Academic Year: 2015-2016

I. Student Services Area Overview

1. Mission Statement

Veterans Services provides VA Educational Benefits to eligible Veterans and their dependents. We support academic success by coordinating college and community resources in an effort to provide a quality education and services to all members of the armed forces and their dependents (Reviewed 2/2016).

2. Philosophy Statement

We support Veterans and Dependents of Veterans in their pursuit towards academic success while also providing means to obtain financial support (Reviewed 2/2016).

3. Summary

- Provide Veterans and VA Dependents with services and information to access their VA Educational Benefits
- Facilitate admissions, course enrollment, and financial deferments for veterans and dependents; determine veterans eligibility for priority registration
- Implement guidelines and policies established by the Department of Veterans Affairs
- Provide referrals for veterans/dependents, to the Counseling Department in order to obtain a VA Student Education Plan (SEP)
- Report enrollment status regularly to the Department of Veterans Affairs (Certification, adjustment, amendments, terminations)
- Provide Norco College academic program amendments to the California State Approving Agency & Department of Veterans Affairs (WEAMS)
- Report, verify, and reconcile enrollment fees each term
- Report updates on each student's financial aid status and facilitate the reimbursement of funds to the VA
- Facilitate new student orientation for veterans/dependents every semester

4. Strengths

- Further increased email communication with the veterans/dependents population
- Utilized student employees and VA Work study employees dedicated to serve in the Veterans Services Office
- Increased attendance in regional workshops and training sessions
- Expanded hours of operation
- Coordinated Veterans' workshops for various contiguous groups
- Mandated new student orientation workshops for veterans/dependents
- Maintained monthly visits from the Mobile Vet Center (VA) offering readjustment, marriage, PTSD, and general counseling
- Increased the communication between the college and outside agencies that serve veterans/dependents
- Continued partnership with the Norco College Veterans' Club
- Enhanced functionality of the Norco College Veterans Services website to better serve veterans / dependents
- Provided additional training opportunities for counselors to assist veterans with their Student Educational Plans (SEP)
- Enacted a student appointment system to ensure that students can meet with a guidance/VA counselor
- Implemented the Tuition Assistance program, TA
- Implemented Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13
- Signed executive Order 13607, "The Principles of Excellence," aka 8 Keys to Veteran's Success

5. Students Served

Certifications 2015-2016:

Chapter	15 SUM	15 FALL	16 WIN	16 SPR
30	6	11	5	5
31	4	10	6	5
33	72	109	53	46
35	9	20	6	6
1606	5	8	7	4
Guest	14	35	10	5
Tuition Assistance	2	2		1
Total	112	195	87	72
Grand Total:	466			

Adjustments, Amendments, Terminations (2015 / 2016):

VA Cert. Changes	15 SUM	15 FALL	16 WIN	16 SPR
Adjustments	5	18	9	22
Terminations	8	3	2	7
Amendments	1	1	0	3
Total	14	22	11	32
Grand Total:	79			

Veterans New Student Orientations	
Term:	Number of Students
15 Summer	11
15 Fall	6
16 Winter	4
16 Spring	9
Total:	30

Over The Counter Add / Drops:

Adds and Drops:	
Summer 2015	15
Fall 2015	2
Winter 2016	11
Spring 2016	40
Grand Total:	68

Counseling Referrals: 2015-2016

2015-2016	New Student:	Change (S.E.P):	Total:
July	14	11	25
August	13	11	24
September	6	3	9
October	8	14	22
November	12	5	17
December	1	4	5
January	14	18	32
February	4	1	5
March	9	4	14
April	11	6	15
May	17	4	21
June	6	1	7
Grand Total:		196	

Student Inquiries Fiscal Year: (2015-2016)

Over the Counter Services	Number of Students served
New Student Intake	232
Submission of Veterans Intent & Statement of Responsibility (VISoR)	1109
Change of Program	82
Document Submission	223
Other (Course Enrollment, Certification Application Status,) Etc..	556
Total Number:	2,002

II. Assessing Outcomes

Objectives:

1. Report on 2014-2015 Assessment Plan and Objectives for Student Services Area: Veterans Services

Objectives:

1. Provide information regarding the process of obtaining VA Educational Benefits at Norco College
 - a. Keep students updated on VA polices with regards to education and/or services
 - b. Disseminate information pertaining to college application and registration process
 - c. Disseminate information pertaining to G.I. Bill program benefits and entitlement
2. Improve the quality of services in the Veterans Services Office
 - a. Provide accurate student information
 - b. Provide informational materials to students.
 - c. Provide staff training sessions on an ongoing basis
3. Educate Veterans and VA Dependents on specific enrollment responsibilities
 - a. Timely submission of prior college credits for VA evaluation

- b. The process of obtaining a Student Educational Plan (SEP)
 - c. Knowledge of Statement of Responsibility (VISoR)
 - d. Knowledge of VONAPP and Norco College application
4. Collaborate with Student Services Departments to enhance the academic experience of student Veterans at Norco College

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	1,2,3	SLO #1: As a result of a one-on-one consultation, Veterans whom are receiving priority registration will understand the new priority registration guidelines effective Fall 2014.	Civic Engagement -Student Success	As a result of a one-on-one consultation, 80% of Veterans utilizing priority registration will understand the new priority registration enrollment guidelines effective Fall 2014.	Utilize pre and post surveys	Completion: -Spring 2015 (May) -99% on post test; 54% increase from Pre test.	-The goal was met and exceeded by 19% -Assessment will continue as this policy is fairly new. As a result, additional data from students being affected needs to be collected. - Students at risk of falling below academic standards will receive additional consultation.	- Continue assessment as this regulation is important knowledge for all students who are using priority registration to comprehend. - 99% of students surveyed demonstrated that they understood the new priority registration policy.
2.	1,2,3	SLO# 2: As a result of a one-on-one consultation, Veterans and Dependents benefit users will demonstrate understanding about the "F" policies established by the Department of Veterans Affairs	-Civic Engagement	As a result of a one-on-one consultation, 80% of Veterans and Dependents will demonstrate understanding of the "F" policy established by the Department of Veterans Affairs.	Utilize pre and post surveys	Completion: Spring 2015 (May) Completion: Spring 2015 (May) 94% on post-test; 46% increase from pre-test	-The goal was met and exceeded by 14% -Assessment will continue as new students need to be aware of the VA's "F" policies. - Students at risk of falling below academic standards will receive additional consultation	-Assessment will continue as new students need to be aware of the VA's "F" policies. - Students at risk of falling below academic standards will receive additional consultation.

3.	1,2,3	SLO # 3: As a result of a one-on-one consultation, Veterans and Dependents benefit users will learn that the VA does not pay for online remedial courses.	-Civic Engagement	As a result of a one-on-one consultation, 90% of Veterans and Dependents of Veterans benefit users will understand that the VA will not pay for online remedial courses.	Utilize pre and post surveys & certification verifications	Completion: Spring 2015 (May) 100% on post-test; 46% increase from pre-test	-The goal was met and exceeded by 10% -Assessment will discontinue as this information has become standard protocol for office procedure. This information is also covered in our mandatory new student orientations. As a result, this SLO will be moved to the strengths section.	The goal was met and exceeded by 10% -Assessment will discontinue as this information has become standard protocol for office procedure. This information is also covered in our mandatory new student orientations. As a result, this SLO will be moved to the strengths section.
4.	2	SLO# 4: Veterans Services staff attending VA workshops will have a better understanding of VA policies and procedures.	-Civic Engagement	70% of staff attending VA workshops will have a better understanding of VA policies and procedures.	Utilize pre and post survey.	Completion: Spring 2015 (May) 100% on post-assessment; 50% increase from pre-assessment	The goal was met and exceeded by 30% -Continue to provide opportunities for student employees who work for Veterans Services to receive training in VA polices/procedures. The number of workshops should increase to continuously improve staff knowledge of VA policies and procedures	-The goal was met and exceeded by 30% -Continue to provide opportunities for student employees who work for Veterans Services to receive training in VA

***Please see appendix for description.**

II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)

Note: For 2014-2015 outcomes assessments you are continuing or modifying in your 2015-2016 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)

II.2.A. 2015-2016 Assessment Plan for Student Services Area:

Objectives:

1. Provide information regarding the process of obtaining VA Educational Benefits at Norco College
 - a. Keep students updates on VA polices with regards to education and/or services
 - b. Disseminate information pertaining to college application and registration process
 - c. Disseminate information pertaining to G.I. Bill program benefits and entitlement
2. Improve the quality of services in Veterans Services Office.
 - a. Provide accurate student information.
 - b. Provide informational materials to students.
 - c. Provide staff training sessions on an ongoing basis.
3. Educate Veterans and VA Dependents on specific enrollment responsibilities
4. Collaborate with Student Services Departments to enhance the academic experience of student Veterans at Norco College

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	1,2,3	SLO: As a result of a one-on-one consultation, veterans and dependents will understand the new Financial Aid BOG Fee Waiver changes effective Fall 2016.	-1 & 1C -1A, 2A	As a result of a one-on-one consultation, 80% of veterans who were surveyed will understand the new BOG Fee Waiver changes effective Fall 2016	-Utilize pre and post surveys	Completion: Spring 2016 (May) 98% on post-test; 52% increase from pre-test	-The goal was met and exceeded by 18% -Assessment will continue as this policy is fairly new. Additional data from students being affected needs to be collected. - Students at risk of falling below academic standards will receive additional consultation.
2.	1,2,3	SLO: As a result of a one-on-one consultation, veterans will understand the Veterans Access, Choice and Accountability Act of	-3 -1A,2A	As a result of a one-on-one consultation, 80% of veterans who were surveyed will understand the new Veterans Access, Choice and	-Utilize pre and post surveys	Completion: Spring 2016 (May) 92% on post-test; 72% increase from pre-test	-The goal was met and exceeded by 12% -Assessment will continue as this policy is also a new policy that the Department of Veterans

		2014 and California Assembly Bill 13.		Accountability Act of 2014 and California Assembly Bill 13			Affairs (VA) is trying to promote. Additionally, students also need to be informed about this policy.
3.	1,2,3	SLO: As a result of a one-on-one consultation, Veterans whom are receiving priority registration will understand the new priority registration guidelines effective Fall 2014.	-1A & 1C -3	As a result of a one-on-one consultation, 90% of Veterans utilizing priority registration will understand the new priority registration enrollment guidelines effective Fall 2014.	-Utilize pre and post surveys	Completion: Spring 2016 (May) 100% on post-assessment; 42% increase from pre-assessment	-The goal was met and exceeded by 10% -Assessment will continue as this policy is fairly new. As a result, additional data from students being affected needs to be collected. - Students at risk of falling below academic standards will receive additional consultation.
4.	2	SLO: Veterans Services staff attending training workshops will have a better understanding of VA policies and procedures.	-1C -2A	70% of staff attending VA workshops will have a better understanding of VA policies and procedures	-Utilize pre and post surveys	Completion: Spring 2016 (May) 100% on post-assessment; 50% increase from pre-assessment	-The goal was met and exceeded by 30% -Continue to provide opportunities for student employees who work for Veterans Services to receive training in VA polices/procedures. The number of workshops should increase to continuously improve staff knowledge of VA policies and procedures

***Please see appendix for description.**

****More detailed description on the following page.**

II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis

SLO/SAO #1: SLO: As a result of a one-on-one consultation, veterans and dependents will understand the new Financial Aid BOG Fee Waiver changes effective Fall 2016.

Findings/Data Analysis: Pre and Post survey completed during intake and after meeting with the VA Certifying Official. Veterans utilizing priority registration received the survey.

	Pre-Test	% Correct	Post-Test	% Correct	Total # of Students
I am aware that starting Fall 2016, if my GPA falls below a 2.0 or if my completion rate is not satisfactory, I will no longer be eligible for Board of Governors Waiver (BOGW)	184	45%	184	98%	184

-Goal is met and exceeded by 18%. Post-test revealed 98% of students learned about the new priority Board of Governors Waiver (BOGW) guidelines that will take effect Fall 2016; there was a 52% increase from pre-test.

Improvement Recommendations

- Assessment will continue as this is a new policy that will take affect Fall 2016. As a result, additional data from students being affected needs to be collected to determine if they were aware of this policy. If the students are unaware, the reasons will have to be investigated to ensure that we target those students so they are included in SLO.
- Students at risk of falling below academic standards will receive additional consultation.

SLO/SAO #2: As a result of a one-on-one consultation, veterans will understand the Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13.

Findings/Data Analysis Pre and Post surveys completed during intake and after meeting with the VA Certifying Official. Veterans utilizing priority registration received the survey.

	Pre-Test	% Correct	Post-Test	% Correct	Total # of Students
I am aware of the Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13.	184	48%	184	92%	184

-Goal is met and exceeded by 14%. Post-test revealed 94% of students who participated in the survey demonstrated knowledge of the “F” policy established by the Department of Veterans Affairs (VA).

Improvement Recommendations

- Assessment will continue as new students need to be aware of the VA’s “F” policies.
- Students at risk of falling below academic standards will receive additional consultation.
- Additional data from students being affected needs to be collected to determine if they were aware of this policy. If the students are unaware, the reasons will have to be investigated to ensure that we target those students so they are included in SLO.

SLO/SAO #3: SLO : As a result of a one-on-one consultation, Veterans whom are receiving priority registration will understand the new priority registration guidelines effective Fall 2014.

Findings/Data Analysis: Pre and Post surveys completed during intake and after meeting with the VA Certifying Official. Veterans and Dependents of Veterans received the survey.

	Pre-Test	% Correct	Post-Test	% Correct	Total # of Students
I am aware that as of Fall 2014, if my GPA fall below a 2.0 or if I surpass 100 units, I will no longer be eligible for priority registration.	184	54%	184	100%	184

Goal is met and exceeded by 10%. Post-test revealed 100% of Veterans and Dependents who participated in the survey learned that the VA will not pay for online remedial courses; there was a 46% increase from pre-test.

Improvement Recommendations

- Assessment will continue as this policy is fairly new. As a result, additional data from students being affected needs to be collected.
- - Students at risk of falling below academic standards will receive additional consultation

SLO/SAO #4: SLO: As a result of a one-on-one consultation, Veterans whom are receiving priority registration will understand the new priority registration guidelines effective Fall 2014.

Findings/Data Analysis: Pre and Post survey completed during intake and after meeting with the VA Certifying Official. Veterans utilizing priority registration received the survey.

	Pre-Test	% Correct	Post-Test	% Correct	Total # of Students
As a result of the VA workshop at Norco College, I have a better understanding of VA policies and procedures	184	45%	184	99%	184

-Goal is met and exceeded by 19%. Post-test revealed 99% of students learned about the new priority registration guidelines that took effect Fall 2014; there was a 54% increase from pre-test.

Improvement Recommendations

- Assessment will continue as the new priority registration guidelines are fairly new, Fall 2014. As a result, additional data from students being affected needs to be collected to determine if they were aware of this policy. If the students are unaware, the reasons will have to be investigated to ensure that we target those students so they are included in SLO.
- Students at risk of falling below academic standards will receive additional consultation.

SLO #5: Veterans Services staff attending VA workshops will have a better understanding of VA policies and procedures.

Findings/Data Analysis:

	% Correct	Total # of Students
As a result of the VA workshop at Norco College, I have a better understanding of VA policies and procedures	100%	6

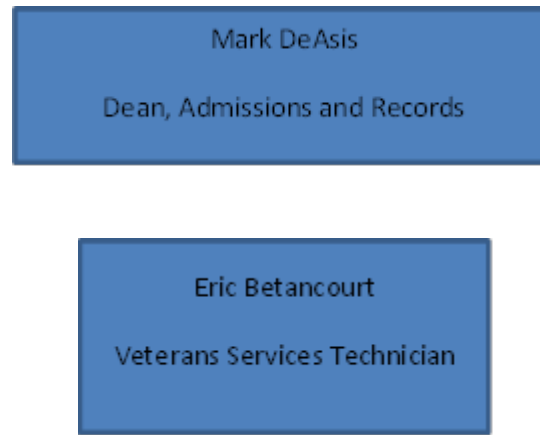
Goal is met and exceeded by 30%. Post- survey revealed 100% of staff members who attended the VA Workshop at Norco College have improved knowledge of VA policies and procedures.

Improvement Recommendations

- The number of workshops should increase to continuously improve staff knowledge of VA policies and procedures. Continue to assess by conducting surveys to ensure continuously improve staff knowledge of VA policies.

III. Needs Assessment

1. Staffing Level



2. Staffing Profile

Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration	.25	.25	.25	.25	.25	.25	.25
Classified Staff FT	.75	1	1	1	1	1	1
Classified Staff PT							

Confidential Staff FT								
Faculty FTE Full time								
Faculty FTE Part time								
Total Full Time Equivalent Permanent Staff	1.25	1.25	1.25	1.25	1.25		1.25	2.25
Short Term Staff								
Student Workers	1	3	6	8	8		10	10

3. Improvement Areas

- Continue to enhance communication with the Counseling Department, VA, and other agencies to better serve Veterans and VA Dependents.
- Increase utilization of Express Counseling sessions for Veterans and VA Dependents with quick questions or concerns
- Continue to revamp Veterans Service’s Website with imperative resources and information
- Continue to offer and improve new student orientation workshops
- Ensure a welcoming environment for veterans / dependents

Unit Name: _____

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center">List Staff Positions Needed for Academic Year 2016-2017 Please be as specific and as brief as possible when offering a reason. Place titles on list in order (rank) or importance.</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1. Veterans Services Coordinator <u>Reason:</u> Veterans Services has expanded and is currently certifying 282 + (unduplicated) students per fiscal year and the number continues to escalate. As the department grows, the services provided by the department have also escalated to better serve the Veteran/Dependent population. A Veterans Services Coordinator is needed due to the fact that the role of the only full-time employee (Veterans Services Technician) has changed to a Coordinator role as the department has drastically expanded; for example, Veterans Services currently offers new student orientations, invites guest speakers to inform Veterans in regards to services that cater to them, creates various forms, coordinates the monthly VA visits from the Mobile Vet Center, and began to implement the Veterans' Social, oversee the veteran's lounge, etc. As a result, the need for a Veterans Services Coordinator is needed to manage the daily operations of the department and coordinate the events</p>	<p align="center">N</p>	<p align="center">\$95,582</p>
<p>2. College Receptionist (48.5) <u>Reason:</u> Veterans Services has expanded and is currently certifying 282+ (unduplicated) students per fiscal year. The number of Veterans and VA Dependents inquiring about services has also escalated drastically due to the implementation new programs, such as, Veterans Retraining Assistance Program (VRAP) and the increasing number of Veterans utilizing their benefits. Moreover, as the department grows, the services provided by the department have also escalated to better serve the Veterans and Dependents, for example, orientations, guest speakers, creation of various forms, monthly VA visits from the Mobile Vet Center, Veteran's Social, etc. As a result, the need for part-time College Receptionist to provide accurate detailed information to the students and to assist with the daily operations of the department is needed. <u>Reason:</u></p>	<p align="center">N</p>	<p align="center">\$16,848</p>

3. <u>Reason:</u>		
4. <u>Reason:</u>		
5. <u>Reason:</u>		
6. <u>Reason:</u>		

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

Unit Name: _____

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. Secondary Monitors and Articulating Arms <u>Reason:</u> To provide an efficient means of processing VA certifications as I currently have to switch from Norco College's UIWEB software to the Department of Veterans Affairs VAONCE software. <u>Reason:</u>	\$1,500	1	\$1,500
2. IPAD <u>Reason:</u> The use of a mobile device is needed for taking notes while attending VA workshops/meetings. To assisting veterans/dependents. <u>Reason:</u>	\$ 700	1	\$700
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name: _____

6. Technology++ Needs Not Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure ?	How many users served ?	Has it been repaired frequently ?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	N/A									
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

Unit Name: _____

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. <u>Reason:</u> N/A	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name: _____

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p align="center">List Professional Development Needs for Academic Year 2016-2017</p> <p>Reasons might include in response to assessment findings or the need to update skills. Please be as specific and as brief as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Western Association of Veterans Education Specialist (WAVES) Reason: Obtain VA updated information and learn best practices to better assist Veterans and VA Dependents.</p>	\$1,000	2	\$2,000
<p>2. National Association of Veterans Program Administrators (NAVPA) Reason: Obtain VA updated information and how to partner with local agencies to better serve the Veteran population</p>	\$1,000	2	\$2,000
<p>3. California Association of Community College Registrars and Admissions Officers (CACCRAO) Reason: Obtain Veterans Affairs updates, VA Priority Registration updates, Residency, and Admissions information.</p>	\$1,000	1	\$1,000
<p>4. Reason:</p>			
<p>5. Reason:</p>			
<p>6. Reason:</p>			

***It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.**

Unit Name: _____

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

Unit Name: _____

9. OTHER NEEDS *not* covered by current budget

<p>List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. Honor Cords <u>Reason:</u> Traditionally, Norco College provides Honor Cords / Stoles to those Veterans who are receiving an Associate or Certificate as a symbol of their achievements and to thank them for their service to our country.</p>			
<p>2. <u>Reason:</u></p>			
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration
2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies
3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement:
 - ***2b – Provides support and encouragement through application of emerging technologies.***