STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Veterans Services

Prepared by: Eric Betancourt

Academic Year: 2016-2017

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 2/2017).

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 2/2017).

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

- Maintained 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
- 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
- Maintained the communication between the college and outside agencies that serve veterans/dependents
- Continued/enhanced partnership with the Norco College Veterans' Club
- Enhanced functionality of the Norco College Veterans Services website to better serve veterans / dependents
- Enacted a student appointment system to ensure that students can meet with a guidance/VA counselor at Veterans Services
- 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
- Received Military Times Best for Vets Award, 2017

5. Students Served

Certifications 2016-2017:

Chapter	16 SUM	16 FALL	17 WIN	17 SPR
30	4	11	4	7
31	2	10	6	5
33	58	109	60	86
35	7	20	8	10
1606	4	8	6	12
Guest	13	35	6	25
Total	88	149	76	145
Grand Total:	458			

Unduplicated Count: 248

Adjustments, Amendments, Terminations (2016 / 2017):

VA Cert. Changes	16 SUM	16 FALL	17 WIN	17 SPR
Adjustments	15	35	10	31
Terminations	5	13	0	16
Amendments	0	1	0	3
Total	20	49	10	50
Grand Total:	129			

Veterans New Student Orientations	
Term:	Number of Students
16 Summer	6
16 Fall	13
17 Winter	6
17 Spring	7
Total:	**32**

Over The Counter Add / Drops:

Adds and Drops:	
Summer 2016	19
Fall 2016	29
Winter 2017	10
Spring 2017	40
Grand Total:	**98**

Counseling Referrals: 2016-2017

2016-2017	New Student:	Change (S.E.P):	Total:
July	7	9	16
August	24	9	33
September	7	4	11
October	4	2	6
November	4	9	13
December	3	0	3
January	14	10	24
February	15	6	21
March	4	6	10
April	4	5	9
May	4	11	15
June	3	1	4
Grand Total:		**165**	

Student Inquiries Fiscal Year: (2016-2017)

Over the Counter Services	Number of Students served
New Student Intake	186
Submission of Veterans Intent & Statement of Responsibility (VISoR)	458
Change of Program	71
Document Submission	223
Other (Course Enrollment, Certification Application Status,) Etc..	556
Total Number:	**1,494**

Counseling Services at Veterans Services: (2016-2017)

Counseling Services	Number of Students Served
VA Counseling / Students Served	**112**
Student Educational Plans (SEP)	**97**

II. Assessing Outcomes

1. **Report on 2015-2016 Assessment Plan and Objectives for Student Services Area: <u>Veterans Services</u>**

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: 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 new; As a result, data collection needs to continue. Additional data from students being affected needs to be collected. - Students at risk of falling below academic standards will receive additional consultation. -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.	- Continue assessment as this regulation is important knowledge for all students who are using Financial Aid to comprehend. -SLO will continue because it is fairly new.
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 2014 and California Assembly Bill 13.	-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 Accountability Act of 2014 and California Assembly Bill 13	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% -Run a report via UI Web to determine if there are any veterans who are being charged out of state fees and let them know about this policy(*must be using CH:33 benefits to qualify*).	- Continue assessment as this regulation is important knowledge for veterans to understand -Continue SLO as the Department of Veterans Affairs (VA) has asked colleges to promote 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% 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. -SLO will also be continued because the utilization of priority registration is imperative to veterans who are using benefits as they must be enrolled into specific courses

	2	SLO: Veterans Services staff attending training workshops will have a better understanding of VA policies and procedures.	-1C -2A	80% of staff attending VA workshops will have a better understanding of VA policies and procedures	Utilize pre and post survey.	Completion: Spring 2016 (May) 100% on post-assessment; 65% increase from pre-assessment	-The goal was met and exceeded by 20% -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	-Assessment will continue. In is imperative that staff at Veterans Services are up to date with VA policies and procedures. -Veterans Services will continue to provide opportunities for student employees who work for Veterans Services to receive training in VA
4.								

*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)
SLO#1:The goal was met and exceeded by 18%	*Assessment will continue as this policy is new; As a result, data collection needs to continue. Additional data from students being affected needs to be collected.* *- Students at risk of falling below academic standards will receive additional consultation.* *-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#2:The goal was met and exceeded by 12% *policy.*	*-Assessment will continue as this policy is also a new policy that the Department of Veterans Affairs (VA) wants institutions to promote and adhere to.*
SLO#3: 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*
SAO#4:The goal was met and exceeded by 20%	*-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*

II.2.A. 2016-2017 Assessment Plan for Student Services Area: _Veterans Services_

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-Provide information regarding the process of obtaining VA Educational Benefits at Norco College 2- Improve the quality of services in Veterans Services Office. 3- Educate Veterans and VA Dependents on specific enrollment responsibilities	SLO: Veterans and dependents will understand the new Financial Aid BOG Fee Waiver changes effective Fall 2016.	1A-Service to students, community, and workforce. By: a. providing educational opportunities as well as c. promoting collaboration within the work space.	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 2017 (May) 99% on post-test; 51% increase from pre-test	-The goal was met and exceeded by 19% -Assessment will continue as this policy is new; data needs to be collected. Additional data from students being affected needs to be collected. - Students at risk of falling below academic standards will receive additional consultation. -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.

2.	1-Provide information regarding the process of obtaining VA Educational Benefits at Norco College 2- Improve the quality of services in Veterans Services Office. 3-Educate Veterans and VA Dependents on specific enrollment responsibilities	SLO: Veterans will understand the Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13.	1A-Service to students, community, and workforce. By: a. providing educational opportunities 3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	As a result of a one-on-one consultation, 80% of veterans who were surveyed will understand the new Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13	- Utilize pre and post surveys	Completion: Spring 2017 (May) 91% on post-test; 49% increase from pre-test	-The goal was met and exceeded by 11% -Assessment will continue as this is new policy that the Department of Veterans Affairs (VA) is promoting. Additionally, students also need to be informed about this policy. -Continue to run reports via UI Web to determine if there are any veterans who are being charged out of state fees and let them know about this policy(*must be using CH:33 benefits to qualify*).
3.	1-Provide information regarding the process of obtaining VA Educational Benefits at Norco College 2- Improve the quality of services in Veterans Services Office. 3-Educate Veterans and VA Dependents on specific enrollment responsibilities	SAO : Veterans will succeed 2% higher that the Norco College population	1B-Service to students, community, and workforce by celebrating diversity 1C By promoting collaboration 2A Provides support and encouragement through Innovative approach to learning	As a result of being part of the program, veterans will succeed at 2% higher than the Norco College population.	-Statistical data via UI Web	Completion: N/A	-Data was not available for the 16/17fiscal year. Latest Data available was for the 16 Spring semester, which demonstrate that veterans outperform the general population by 1.4%. -Work with institutional research to acquire this data.
4.	1-Provide information regarding the process of obtaining VA Educational Benefits at Norco College 2- Improve the quality of services in Veterans	SLO:, Veterans whom are receiving priority registration will understand the priority registration guidelines	1A Service to students, community, and workforce By providing educational opportunities 2B Provides support and encouragement through application	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 2017 (May) 100% on post-assessment; 52% increase from pre-assessment	-The goal was met and exceeded by 10% -Assessment will continue as this policy is fairly new; continue to collect data. -Students at risk will be referred to student services for support (Tutoring, Counseling, etc.)

	Services Office. 3- Educate Veterans and VA Dependents on specific enrollment responsibilities		of emerging technologies				
5	2- Improve the quality of services in Veterans Services Office. 4-Collaborate with Student Services Departments to enhance the academic experience of student Veterans at Norco College	SAO: As a result of collaboration with DRC & tutorial services, the number veterans and dependents utilizing their services will increase	1A Service to students, community, and workforce By providing educational opportunities 1C By promoting collaboration 2A Provides support and encouragement through Innovative approach to learning 3 Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	As a result of collaboration with DRC, the number of veterans and dependents utilizing their services will increase by 60%	-Utilize referral cards & Statistical data from UI Web	Completion: Spring 2017 (July) 5 additional students utilized DRC services due to the collaboration 38% increase for the Spring 2017 semester	-Goal was not met, there was a 38/ increase, goal was a 60% increase. -Continue to collaborate with DRC -Comprehensive data was not available for the 16/17 fiscal year as the project was established until the middle of the Spring 2017 semester.
6	1-Provide information regarding the process of obtaining VA Educational Benefits at Norco College 2- Improve the quality of services in Veterans Services Office. 3- Educate Veterans and VA Dependents on specific enrollment responsibilities	SLO: Veterans will receive an SEP by utilizing services at Veterans Services	1A Service to students, community, and workforce By providing educational opportunities 1c By promoting collaboration 3 Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees	As a result of the utilization of Veterans Services, 90% of veterans/dependents will have a comprehensive SEP.	-UI Web and date gathered via Veterans Service's records.	Completion: Spring 2017 (June) 100% of students using benefits had a comprehensive Student Educational Plan (SEP).	-The goal was met and exceeded by 10% -Establish a process that will require veterans and dependents to update their Student Educational Plan on a term basis or at least once per year.
7	1-Provide information regarding the process of	SAO: Veterans Services staff attending training workshops will have a better understanding of	1A Service to students, community, and workforce	70% of staff attending VA workshops will have a better understanding of VA	Utilize post surveys	Completion: Spring 2017 (April) 100% on post-test	-The goal was met and exceeded by 30% -Continue to provide

obtaining VA Educational Benefits at Norco College 2-Improve the quality of services in Veterans Services Office. 3-. Educate Veterans and VA Dependents on specific enrollment responsibilities	VA policies and procedures.	By providing educational opportunities 2A, 2B Provides support and encouragement through Innovative approach to learning Application of emerging technologies	policies and procedures.			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

II.2.B. 2016-2017 Assessment Plan Findings/Data Analysis

SLO/SAO #1: SLO: 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 / Dependents 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)	192	48%	192	99%	192

-Goal is met and exceeded by 19%. Post-test revealed 99% of students learned about the new priority Board of Governors Waiver (BOGW) guidelines that will take effect Fall 2016; there was a 51% increase from pre-test.

Improvement Recommendations

- Assessment will continue as this is a new policy that took 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:SLO: 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 / dependents 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 (California Assembly Bill 13).	192	42%	192	91%	192

-Goal is met and exceeded by 11%. Post-test revealed 91% of students who participated in the survey demonstrated knowledge of the Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13.

Improvement Recommendations

- Assessment will continue as new policy
- A report via UI Web to determine if there are any veterans who are being charged out of state fees and let them know about this policy(*must be using CH:33 benefits to qualify*).

SLO/SAO #3: SAO: As a result of being part of the program, veterans will succeed at 2% higher than the Norco College population

Findings/Data Analysis: Statistical data available through Norco College's Institutional Research Department

Improvement Recommendations:

- Data was not available for the 16/17fiscal year. Last Data available for review was for the 16 Spring semester, which demonstrate that veterans outperform the general population by 1.4%.
- Continue to work with Institutional Research department at Norco College

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 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.	192	48%	192	100%	192

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 52% 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 #5:SAO: As a result of collaboration with DRC, the number of veterans and dependents utilizing their services will increase by 60%

Findings/Data Analysis: Utilize referral cards & Statistical data from UI Web

Veterans utilizing DRC / Pre Collaboration	Veterans Utilizing DRC / Post Collaboration
13	18
38% Increase	

Improvement Recommendations:

- Continue to work with Disability Recourse Center to improve collaboration

SLO / SAO #6:SLO: As a result of the utilization of Veterans Services, 90% of veterans/dependents using benefits will have a comprehensive Student Educational Plan.

    Findings/Data Analysis:

Veterans Utilizing VA Benefits:	Veterans with Student Educational Plan:
248	248

    Goal is met and exceeded by 10%. Institutional Data demonstrated that 100% of students utilizing benefits at Norco College have a Student Educational Plan (SEP).

    Improvement Recommendations:
- Continue to assess
- Establish a process that will require Veterans and Dependents to update their Student Educational Plan on a term basis or at least once per year.

SLO / SAO #7: 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/training at Norco College, I have a better understanding of VA policies and procedures	100%	10

    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**

Mark DeAsis Dean, Admissions & Records

↓

Eric Betancourt Veterans Services Specialist
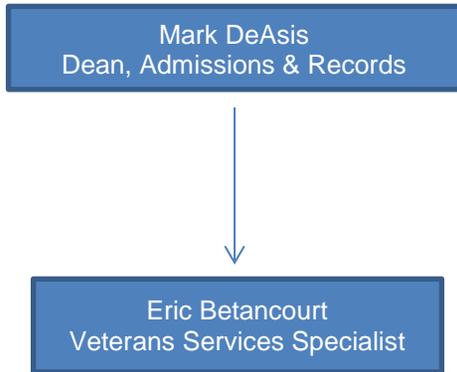
2. **Staffing Profile**

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017		2017 -2018	2018-2019
Administration	.25	.25	.25	.25	.25		.25	1.25
Classified Staff FT	1	1	1	1	1		7	7
Classified Staff PT	n/a	n/a	n/a	n/a	n/a			n/a
Confidential Staff FT	n/a	n/a	n/a	n/a	n/a		n/a	n/a
Faculty FTE Full time	n/a	n/a	n/a	n/a	n/a		2	2
Faculty FTE Part time	n/a	n/a	n/a	n/a	n/a		n/a	n/a
Total Full Time Equivalent Permanent Staff	n/a	n/a	n/a	n/a	n/a		10	10
Short Term Staff	n/a	n/a	n/a	n/a	n/a		n/a	n/a
Student Workers	3	6	8	8	10		10	15

3. Improvement Areas

- Continue to enhance communication with the Counseling Department, VA, and other agencies to better serve Veterans and VA Dependents.
- Increase Express Counseling hours for Veterans and VA Dependents.
- Update the Veterans Services website.
- 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.
- Create subgroup to provide support to women veterans at Norco College

Additional Improvement Ares: As part of a Norco College survey, Veterans Services collected data that identifies additional needs that have been requested by various students. Below you will find the analyzed survey responses:

Survey Question Replies

1. Identify additional services that you would like to see offered at the Veterans Services Office.

Number of people	Comment
12	more space
12	more printers
7	more computers
4	transfer center
3	tutoring
2	DRC
2	FAFSA
2	Employment
1	Counseling
1	Study Groups
1	School Supplies

2. Is there any community resources/agency you would like to access on campus?

Number of people	Comment
18	Vet Center
9	Clinical Counseling
1	Tutoring

3. What can Veterans Services do to help you succeed?

Number of people	Comment
12	More Computers/Printers
12	Tutorial Services
8	More Space
6	Vet Lounge
3	Bigger Fridge
2	More Staff
2	Peer Mentoring
1	Hours of Operation
1	Veteran Counseling
1	School Supplies
1	Text Books

4. Staff Needs

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

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.	**Indicate** **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. Veterans Services Counselor/Coordinator (1 FTE) Reason: Veterans Services currently offers academic counseling services approximately 10 hours a week. A full time dedicated counselor is necessary to serve all veterans especially with anticipated growth based on current initiatives. A counselor/coordinator should be able to provide flexible counseling services while providing department coordination in one position. In anticipation of the new Veterans Resource Center on campus, veterans should not be expected to seek counseling services outside the VRC.	**N**	**$148,000**
2. Veterans Articulation Officer (1 FTE) Reason: In order to expedite completion of degree or certificate, articulation agreements between all branches of the U.S. Military are required. An Articulation Officer dedicated to Veterans Services will be able to determine military training courses that are equivalent to special program courses offered at Norco College thus eliminating course requirements and expediting completion.	**N**	**$148,000**
3. Veterans Outreach Specialist (1 FTE) Reason: Veterans Services requires a dedicated outreach staff to recruit students by attending Transitional Assistance Programs & Services (TAPS) offered at various military bases and other community events and initiatives.	**N**	**$98,942**
4. Veterans Financial Aid Analyst (1 FTE) Reason: A dedicated Financial Aid Analyst serving veterans is necessary to ensure appropriate GI Bill or student aid covers necessary educational and personal expenses. In anticipation of the new Veterans Resource Center, it is optimal to provide financial aid information in a one-stop shop format rather than referring veterans to the Student Services building to seek financial aid services.	**N**	**$105,314**
5. Director, Veterans Services (1 FTE) Reason: A director is necessary to manage the Veterans Resource Center and all the staff members within the building. This position will have oversight responsibilities with campus activities, community events, collaborations within other veteran serving organizations, and fundraising efforts to support local college services.	**N**	**$135,260**

6. Veterans Services Technician (1 FTE) Reason: This position will be responsible for VA certification, enrollment, and assisting students in completing necessary college requirements. Multiple staff members will be required and currently only one VA Certifying Official is able provide this service to students.	**N**	**$102,647**
7. Veterans Resident Advisor (1 FTE) Reason: A need for a Veterans Resident Advisor is necessary if housing for veterans is available at Norco College. A VRA will be needed in order to monitor, maintain, and coordinate housing opportunities for veterans and their families who reside on campus.	**N**	**$98,942**
8. Veterans Outreach Specialist (1 FTE) Reason: Veterans Services requires a dedicated outreach staff to recruit students by attending Transitional Assistance Programs & Services (TAPS) offered at various military bases and other community events and initiatives.	**N**	**$98,942**
9. Veterans Services Technician (1 FTE) Reason: This position will be responsible for VA certification, enrollment, and assisting students in completing necessary college requirements. Multiple staff members will be required and currently only one VA Certifying Official is able provide this service to students.	**N**	**$102,647**

 * 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.

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. Furniture for Veterans Resource Building <u>Reason:</u> Desks, chairs, copiers, shedders, and other office supplies.	**$ 25,000**	**1**	**$ 25,000**
2. Recreational Room Equipment <u>Reason:</u> Seating areas, televisions, refrigerator, microwave ovens, projectors, gaming consoles, vending machines, pool table, foosball, air hockey, ping pong tables, couches, and etc. for recreational use creating a hub for veterans to gather, socialize, and feel part of the campus.	**$ 20,000**	**1 set**	**$ 20,000**
3. Outside Recreation Area <u>Reason:</u> Patio Furniture, BBQ, full sink, Patio awning, Misters, Refrigerator, Speakers, Outside Theater System	**$20,000**	**1 set**	**$20,000**
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.

6. Technology++ Needs <u>Not</u> Covered by Current Budget

<mark>*NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)*</mark>

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infra-structure?	How many users served?	Has it been repaired frequently?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	Computers/Monitors for staff and student use in the Veterans Center	N	N	Office/ Study area	N	300+	N	$1,000	$25	$37,000
2. Usage / Justification	Printers	N	N	Office/ Study area	N	300+	N	$591	15	$8,865
3. Usage / Justification	Phones	N	N	Office / Study area	N	20	N	$75	15	$1,125
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.

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. Veterans Services Building <u>Reason:</u> The state legislature approved a budget that includes $2 million for Norco College to develop/expand our Veterans Resource Center (VRC). The proposal allocates $1.75 million for a new facility and $250,000 to establish detailed articulation agreements between our academic programs and veterans' military training and experience	**1.5M**
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.

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

List Professional Development Needs for Academic Year 2016-2017 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.	Cost per item	Number Requested	Total Cost of Request
1. 1. Western Association of Veterans Education Specialist (WAVES) Reason: Obtain VA updated information and learn best practices to better assist Veterans and VA Dependents.	**$1,600**	**3**	**$4,800**
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	**$1,600**	**3**	**$4,800**
3. California Association of Community College Registrars and Admissions Officers (CACCRAO) Reason: Obtain Veterans Affairs updates, VA Priority Registration updates, Residency, and Admissions information.	**$1,600**	**3**	**$4,800**
4. Reason:			

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

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. Security Camera System Reason: Monitor the daily operation of the new Veterans Center	**$5,000**	**1**	**$5,000**
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

9. OTHER NEEDS *not* covered by current budget

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.	Cost per item	Number Requested	Total Cost of Request
1. Honor Cords Reason: 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.	**$5**	**200**	**$1,000**
2. Custom Metal/Challenge Coins Reason: These challenge coins/custom metals would be given to veterans upon completion of their educational goal. In the military, service members are awarded a challenge coin upon completion of a achievement. As a result, many military friendly schools have adopted the tradition and provided their student veterans with a coin upon completion of an Associated or Certificate.	**$10**	**200**	**$2,000**
3. School Supplies Reason: Many schools/programs throughout the community college system provide school supplies to their students. Some of these supplies include: scantrons, pencils, paper, highlighters, etc.	**$5**	**200**	**$1000**
4 Reason:			

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.*