STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: _Veterans Resource Center

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Academic Year: _2018-2019

I. Student Services Area Overview

1. Mission Statement

Veterans Resource Center 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 3/2019).

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 3/2019).

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 veteran's 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 Resource Center
- 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
- Norco Veteran's Club became part of the national organization, Student Veterans of American, Norco Chapter
- 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, 2015, 2017, 2018
- Received the Bronze 2018 Military Friendly Award

5. Students Served

Certifications 2018-2019:

Chapter	18 SUM	18 FALL	19 WIN	19 SPR
30	1	0	2	3
31	2	5	5	7
33	37	85	51	85
35	10	21	14	24
1606	0	11	4	10
Guest	5	23	3	13
Total	55	145	79	142
Grand Total:	**421**			

Unduplicated Count: 215

Adjustments, Amendments, Terminations (2018 / 2019):

VA Cert. Changes	18 SUM	18 FALL	19 WIN	19 SPR
Adjustments	9	41	9	46
Terminations	4	13	2	11
Amendments	2	7	0	6
Total	15	49	11	63
Grand Total:	**138**			

Over The Counter Add / Drops:

Adds and Drops:	
Summer 2018	15
Fall 2018	31
Winter 2019	13
Spring 2019	22
Grand Total:	**81**

Counseling Referrals: 2018-2019

2018-2019	New Student:	Change (S.E.P):	Total:
July	8	10	18
August	16	15	31
September	6	6	12
October	9	6	15
November	14	16	30
December	3	2	5
January	14	9	23
February	5	10	15
March	8	4	12
April	1	7	8
May	8	6	14
June	14	4	18
Grand Total:	**201**		

Student Inquiries Fiscal Year: (2018-2019)

Over the Counter Services	Number of Students served
New Student Intake	158

Submission of Veterans Intent & Statement of Responsibility (VISoR)	451
Change of Program	71
Document Submission	193
Other (Course Enrollment, Certification Application Status,) Etc...	861
Total Number:	**1,734**

Counseling Services at Veterans Services: (2018-2019)

Counseling Services	Number of Students Served
VA Counseling / Students Served	**242**
Student Educational Plans (SEP)	**154**

II. Assessing Outcomes

1. Report on 2017-2018 Assessment Plan and Objectives for Student Services Area: Veterans Resource Center

Objectives:

	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-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 1Provide information regarding the process of obtaining VA Educational Benefits at Norco College 2- Improve the quality of services in Veterans Services	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	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.	C) Discontinued (SLO was discontinued because this information has become part of the intake/new student orientation process for Veteran/Dependent)

	Office. 3-. Educate Veterans and VA Dependents on specific enrollment responsibilities							
2.	1Provide 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	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. -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*).	C) Discontinued SLO was discontinued because this information has become part of the intake/new student orientation process for Veteran/Dependent.
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	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 of emerging technologies	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	100% on post-assessment; 52% increase from pre-assessment	-Assessment will continue as this policy is fairly 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.	C) Discontinued SLO was discontinued because this information has become part of the intake/new student orientation process for Veteran/Dependent.

	responsibilities							
4.	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 Services staff attending training workshops will have a better understanding of VA policies and procedures.	1A Service to students, community, and workforce By providing educational opportunities 2A, 2B Provides support and encouragement through Innovative approach to learning Application of emerging technologies	70% of staff attending VA workshops will have a better understanding of VA policies and procedures	Utilize pre and post surveys	100% on post-test	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	C) Discontinued Due to change of staffing, training data was not available.

***Please see appendix for description.**

II.2.A. 2018-2019 Assessment Plan for Student Services Area: Veterans Resource Center

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 will receive a student Education Plan (SEP) by utilizing services at Veterans Resource Center.	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 Resource Center, 90% of veterans/dependents will have a comprehensive SEP.	-Data gathered via Norco College's Office of Institutional Research and the Veterans Resource Center's records.	Completion: Spring 2019 (June). 97% of Veterans had a comprehensive Student Educational Plan (SEP).	The goal was met and exceeded by 7% -Assessment will continue as it is imperative that students have a comprehensive SEP.
2.	2- Improve the quality of services in Veterans Services Office.	SLO: As a result of collaboration with Disability Resource Center (DRC) the	1A Service to students, community, and workforce	As a result of collaboration with DRC, the number of veterans and dependents	Statistical data acquired from Norco College's Application	Completion: Spring 2019 (May) The goal was met and	The goal was met and exceeded by 50%. The number of

	4Collaborate with Student Services Departments to enhance the academic experience of student Veterans at Norco College.	number veterans and dependents utilizing their services will increase.	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.	utilizing their services will increase by 50%	Specialist.	exceeded by 50%. Five students received DRC services as a result of collaboration efforts between the two departments. 2017/2018=2 2018/2019=5	veterans/dependents that utilized the DRC increased from two to five.
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 & Office of Institutional Research	-Data was not available for the 18/19 fiscal year. Data available: 2017Fall Vet:68.8%, General Population: 70.2% 2018Fall Vet:67.8%, General Population: 71.3% -Data available for review was for the 18 Fall semester, which demonstrate that the general population was outperforming the veteran population by 3.5%.	-Data was not available for the 18/19fiscal year. -Work with institutional research to acquire this data for the 19/20 school year.

II.2.B. 2018-2019 Assessment Plan Findings/Data Analysis

SLO/SAO #1: SLO: Veterans will receive a student Education Plan (SEP) by utilizing services at Veterans Resource Center.

Findings/Data Analysis: -Data gathered via Norco College's Office of Institutional Research and the Veterans Resource Center's records.

-Goal is met and exceeded by 7%. Data revealed 97% of Veterans had a comprehensive Student Educational Plan (SEP).

Student Educational Plan (Filtered)

SEP	Students	Percent
Comprehensive SEP	131	97.04%
No Comprehensive SEP	4	2.96%

Improvement Recommendations

- Assessment will continue as it is imperative that students have a comprehensive SEP.

SLO/SAO #2: SLO: As a result of collaboration with Disability Resource Center (DRC) the number veterans and dependents utilizing their services will increase by 50%.

Findings/Data Analysis: Statistical data acquired from Norco College's Application Specialist.

-Goal was met. Data demonstrated that the number of veterans/dependents that utilized the DRC increased by 150%.

2017/2018 = 2
2018/2019 = 5

Improvement Recommendations

- Assessment will continue as data needs to be re-evaluated for discrepancies.

- Work with our IT Department and Disability Resource Center to ensure that Veterans/Dependents are being coded correctly in order to acquire accurate data.

SLO/SAO #3: SLO: As a result of being part of the Veteran's 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

Enrollment and Success (Filtered)

Enrolled Status	Enrollment	Success	Success Rate
First-Time	33	22	66.7%
First-Time Transfer	65	45	69.2%
Returning	66	39	59.1%
Continuing	258	180	69.8%
Total	**422**	**286**	**67.8%**

Enrollment and Success (Norco College)

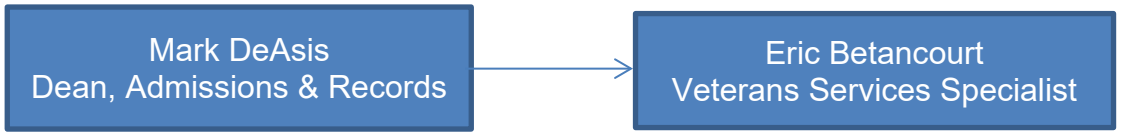
Enrolled Status	Enrollment	Success	Success Rate
First-Time	4609	2888	62.7%
First-Time Transfer	1609	1129	70.2%
Returning	2287	1524	66.6%
Continuing	13887	10245	73.8%
Not Collected	1	1	100.0%
Special Status	1535	1270	82.7%
Total	**23928**	**17057**	**71.3%**

Improvement Recommendations:

- Data was not available for the entire 18/19 Academic Year. Last Data available for review was for the 18 Fall semester, which demonstrate that veterans were being outperform the general population by 3.5%.
- Continue to work with Institutional Research department at Norco College

III. Needs Assessment

1. Staffing Level



2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019 - 2020	2020-2021
Administration	.25	.25	.25	.25	1.25	.25	1.25
Classified Staff FT	1	1	1	1	2	2	3
Classified Staff PT	n/a	n/a	n/a	n/a	n/a	1	2
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	1	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	3.25	3.25	8.25
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 Resource Center's website.
- Continue to revamp Veterans Resource Center'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

Unit Name: *Veterans Resource Center*

4. Staff Needs

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

List Staff Positions Needed for Academic Year 2018-2019 **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. 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.	**R**	**$135,260**
2. Veterans Resource Center Counselor (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**
3. 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**
4. 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**	**$148,00**

***** 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: *Veterans Resource Center*

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

List Equipment or Equipment Repair Needed for Academic Year 2018-2019 **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. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

* 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: Veterans Resource Center

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 Infra-structure?	How many users served?	Has it been repaired frequently?	Annual TCO* Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification										
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: *Veterans Resource Center*

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

List Facility Needs for Academic Year 2018-2019 **(Remodels, Renovations or added new facilities)** Place items on list in order (rank) or importance.	**Total Cost of Request**
1. Veterans Resource Center Building Reason: 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.	**$2M**
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*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: *Veterans Resource Center*

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

List Professional Development Needs for Academic Year 2018-2019 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. 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.

Unit Name: *Veterans Resource Center*

9. SAFETY NEEDS ***not*** covered by current budget

List Safety Needs for Academic Year 2018-2019 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. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

Unit Name: *Veterans Resource Center*

9. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2018-2019 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. Graduation Stoles 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.	**$50**	**100**	**$5,000**
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. Reason:			
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.***