

Program Review Comprehensive Report



Program Review - Student Services: Veterans

Area Overview

2017 - 2018

Mission: 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 2/2018).

Philosophy Statement: We support Veterans and Dependents of Veterans in their pursuit towards academic success while also providing means to obtain financial support (Reviewed 2/2018).

- 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

- 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

Students Served:

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

Attachments:

[2014-17_STUDENT_SERVICES_VETERANS_ResourceRequests.xlsx](#)

SLO/SAO: 1. : Veterans and dependents will understand the new Financial Aid BOG Fee Waiver changes effective Fall 2016

Objectives:

1. Provide information regarding the process of obtaining VA Educational Benefits at Norco College
 - a. Keep students updated on VA policies 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

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Utilize pre and post surveys (Active)

Criteria: 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.

Findings/Analysis

Reporting Period: 2018 - 2019

04/16/2018

Conclusion: Criteria Met

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.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: • 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

Program Review - Student Services: Veterans

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

(04/10/2018)

Reporting Period: 2018 - 2019

04/10/2018

Conclusion: Criteria Met

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

Data reported is from : Spring

Reporting Period: 2018 - 2019

04/10/2018

Conclusion: Criteria Not Met

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.

Data reported is from : Spring

Reporting Period: 2018 - 2019

04/10/2018

Conclusion: Criteria Met

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

Data reported is from : Spring

Reporting Period: 2018 - 2019

04/10/2018

Conclusion: Criteria Not Met

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

Data reported is from : Spring

Reporting Period: 2018 - 2019

04/10/2018

Conclusion: Criteria Met

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).

Data reported is from : Spring

Reporting Period: 2018 - 2019

04/10/2018

Conclusion: Criteria Met

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.

Data reported is from : Spring

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Program Review - Student Services: Veterans

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.5 - Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

1b. Service to students, community, and workforce by celebrating diversity

2b. Provide support and encouragement through application of emerging technologies

Student Services Data - *Information Only*

Enrollment - "Enrollments" refers to a duplicated count of enrollments at Norco College. "Number of Students" refers to actual number of students calculated from an unduplicated student enrollment file. In cases where student status is unknown, may be unavailable or not self-reported by the student

SLO/SAO: VeteVeterans will understand the Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13.

- 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/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Pre-Post Survey (Active)

Criteria: 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

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Mission

2b. Provide support and encouragement through application of emerging technologies

Program Review - Student Services: Veterans

3b. Provides foundational skills and pathways to career and technical education students

Student Services Data - *Information Only*

GPA - Cumulative GPA was calculated using the SX referential file. Grade points were calculated by multiplying SXD3 (attempted units) and SX04 (grades), and dividing those grade points by total units attempted.

SLO/SAO: Veterans will succeed 2% higher than the Norco College population

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/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/10/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Statistical data via UI Web (Active)

Criteria: As a result of being part of the program, veterans will succeed at 2% higher than the Norco College population.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.8 - Increase the percentage of students who begin addressing basic skills needs in their first year.

Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.

Goal 4 - Objective 4.1 - Increase the number of students who participate in summer bridge programs or boot camps.

Goal 6 - Objective 6.1 - Increase the use of data to enhance effective enrollment management strategies.

Goal 7 - Objective 7.4 - Increase participation in events and celebrations related to inclusiveness.

Mission

1c. Service to students, community, and workforce by promoting collaboration

2a. Provide support and encouragement through innovative approach to learning

Student Services Data - *Information Only*

Unit Load - Unit Load

SLO/SAO: Veterans whom are receiving priority registration will understand the priority registration guidelines

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

Program Review - Student Services: Veterans

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/05/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - 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. (Active)

Criteria: 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.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.

Goal 4 - Objective 4.4 - Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.

Goal 4 - Objective 4.5 - Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).

Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.

Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal 7 - Objective 7.3 - Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

SLO/SAO: As a result of collaboration with DRC & tutorial services, the number veterans and dependents utilizing their services will increase

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

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/14/2018

Program Review - Student Services: Veterans

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Utilize referral cards & Statistical data from UI Web (Active)

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

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.8 - Increase the percentage of students who begin addressing basic skills needs in their first year.

Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.

Goal 2 - Objective 2.5 - Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

1c. Service to students, community, and workforce by promoting collaboration

SLO/SAO: Veterans will receive an SEP by utilizing services at Veterans Services

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/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/10/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - UI Web and data gathered via Veterans Service's records. (Active)

Criteria: As a result of the utilization of Veterans Services, 90% of veterans/dependents will have a comprehensive SEP.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 2 - Objective 2.1 - Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).

Goal 7 - Objective 7.2 - Increase the percentage of employees who consider the college environment to be inclusive.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Mission

Program Review - Student Services: Veterans

2a.	Provide support and encouragement through innovative approach to learning
3a.	Provides foundational skills and pathways to transfer students
3c.	Provides foundational skills and pathways to certificate and degree students

Student Services Data - *Information Only*

Comprehensive SEP - As of Fall 2014, this report includes a breakdown of the number and percentage of students in each program who received a comprehensive educational plan. A comprehensive education plan was derived from the SS referential file (SS09). In SS09 a student had either a comprehensive education plan (SS09=C), or a comprehensive and abbreviated education plan (SS09=B), or a student had an abbreviated education plan (SS09=A) within the selected term.

Unit Load - Unit Load

SLO/SAO: Veterans Services staff attending training workshops will have a better understanding of VA policies and procedures.

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/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/10/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Utilize post surveys (Active)

Criteria: 70% of staff attending VA workshops will have a better understanding of VA policies and procedures

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.2 - Increase frequency of student participation in co-curricular activities.

Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.

Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.

Goal 4 - Objective 4.2 - Increase the number of industry partners who participate in industry advisory council activities.

Goal 4 - Objective 4.6 - Increase community partnerships.

Goal 5 - Objective 5.5 - Increase the number of faculty development workshops focusing on pedagogy each academic year.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal 7 - Objective 7.4 - Increase participation in events and celebrations related to inclusiveness.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

3b. Provides foundational skills and pathways to career and technical education students

Student Services Data - *Information Only*

Enrollment - "Enrollments" refers to a duplicated count of enrollments at Norco College. "Number of Students" refers to actual

Program Review - Student Services: Veterans

number of students calculated from an unduplicated student enrollment file. In cases where student status is unknown, may be unavailable or not self-reported by the student

Persistence - Persistence is defined as any student who persists beyond census (and receives a valid notation) in one or more Norco College courses in the first semester and does the same in the subsequent semester anywhere in the district.

Comprehensive SEP - As of Fall 2014, this report includes a breakdown of the number and percentage of students in each program who received a comprehensive educational plan. A comprehensive education plan was derived from the SS referential file (SS09). In SS09 a student had either a comprehensive education plan (SS09=C), or a comprehensive and abbreviated education plan (SS09=B), or a student had an abbreviated education plan (SS09=A) within the selected term.