Program Review - Overall Report

Student Services: Veterans

Data Review

2021 - 2024

Program Comparison

How does your program compare to the college in the following areas: age, gender, ethnicity, FT/PT enrollment status?
Data compiled from 17FAL-20SPR
Age: 19 or young group is significantly lower by 26.32% and 25-29 group significantly higher by 14.9%. These two populations make sense as many veterans return to college after discharge.
Gender: Significantly higher male population by 24.33% and lower female population by 23.67% as compared to the general college population.
Ethnicity: In comparison to the Norco College average, Black or Afican American is significantly higher within the veterans population.
FT/PT: Veterans are enrolling as full-time students at 46.18% than the general student population.

Program Comparison: Are there any gaps in demographic areas that need to be addressed?
Yes, there are fewer female veterans at Norco College and this needs to be addressed. While not a gap, I'm very delighted to see a higher Black of African American veterans at Norco College.

Program Student Outcomes Comparison

How do student outcomes for your program compare to the college overall in Student Educational Planning, Success, GPA, and Persistence?
Student Ed Planning: Vets who developed an abbreviated and a comprehenive education plan are 17.97% higher than the general population. Vets who did not complete an education plan are 17.01% lower than the general student population.
Success: The veterans population is slightly lower by .5% in comparison to the general population.
GPA: The veterans population is slightly lower by .1
Persistence: The percent of 1st and 3rd term persistence is is identical to the general population at 49.4%

Program Student Outcomes: Are there any gaps in student subgroups that need to be addressed?
Yes, we need to provide additional counseling and tutoring services to the vets population to increase success, GPA, and persistence rates.

Assessment Review

2021 - 2024

1. How does this student service area evaluate the quality of service delivery? ("Quality" can be measured various ways: speed of service, student satisfaction with services, accuracy of processing, responsiveness, achievement of SLOs, etc.)
The VRC is evaluated annually through assessments and student survey.

2. In what ways does this student service area support student learning?
The VRC ensures students are completing Ed Plans and enrolling in courses specific to their Educational plan and goal.

3. What strategic goals does this student support service area align with to support the college mission?
Increasing student headcount, enrollment, closing equity gaps, and degree/certificate completion.

4. How has assessment data been used to improve this student support program or service?
Depending on specific assessment and results, data is used to make changes to processes and policies.

5. How does this student support service area assure equitable access to appropriate, comprehensive, and reliable services?
The VRC provides access to all veterans regardless of branch or utilization of GI Bill while also support VA Dependents gain access to GI Bill.

EMP GOAL 1. Expand college access by increasing both headcount and full-time equivalent students (FTES).

GOALS AND ACTIVITIES

What are you doing now in support of this goal?
The VRC provides services to all branches of the military including reservists and dependents with admission and registration in addition to priority registration access, counseling, and completion of student education plans. Services also include refers to other campus services including financial aid, tutoring, DRC as well as community resources with partnerships from Corona Vet Center and Loma Linda Healthcare. The Norco College VRC has also created the Military Articulation Platform (MAP). MAP matches military training with specific Norco College courses to expedite the completion of the veteran's educational goal.

What are your plans/goals (3-year) regarding this goal?
1. Expand community partnerships
2. Host campus services in the new VRC building
3. House Military Articulation processes within the VRC in addition to expanding online access for students to determine potential credit for prior learning as prospective students.
4. Expand programs including the Veterans Mentorship program and 9 LIne Project.

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?
Yes, reference in the assessment plan.

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)
Yes

EMP GOAL 3. Close all student equity gaps.

GOALS AND ACTIVITIES

What are you doing now in support of this goal?
The VRC is monitoring enrollment data with the focus to connect students to contstant support, such as, counseling, tutorial services, mental health support, and VA support.

The VRC will continue to host workshop and training to continue the comradery umon the veteran community

What are your plans/goals (3-year) regarding this goal?
The VRC is focusing on staffing, additional staff support to have a better engagment with our student population.
Expand workshops and training for the veteran community to foster the veteran culture at Norco College

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?
Yes, refference in the assesment data

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)
Yes

EMP GOAL 10. Build a comprehensive and inspiring campus integrated into the region that serves as a destination for education, commerce, life, and the arts.

GOALS AND ACTIVITIES

What are you doing now in support of this goal?
The VRC is finaling the completion of the new Veterans Resource Center building. The allocation of funds was a one of a kind in the state of Calofornia.

Norco College is finalizing the completion of the New Veterans Resource Center Building. Assemblywoman Sabrina Cervantes, 60th District, led the effort to secure a $2 million to build a Veterans Resource Center at Norco College.

What are your plans/goals (3-year) regarding this goal?
The new center will expand and enhance programs and services to student veterans moving from boots and helmets to civilian life through MAP, Counseling, health services and access to community and veteran resources. We have allocaed offices for outside agenciest to serve veterans. Our goal is for the veteran community to havea a centralized location for their education, mental, and health services.

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?
Yes, refference in the assement plan

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)
Yes

Program Review Part 2

2021 - 2024

Information/Publication Review

Please discuss any publications or published information that require regular updates for your area.
Information for both veterans and VA dependents are included in the schedule of classes, college catalog, website, and brochures. All are regularly updated regularly.

Program Review Reflections

What would make program review meaningful and relevant for your unit?
This is new to us and so far it's been a meaningful transition.

What questions do we need to ask to understand your area's plans, goals, needs?
How we serve veterans from onboarding to graduation.

What types of data do you need to support your area's plans, goals, needs?
Data provided in the report.

If there are any supporting documents you would like to attach, please attach them here.

Resource Requests

2021 - 2024

What resources do we already have?
The Veterans Resource Center does not have an allocated budget. It is operated by the Admission and Records budget.

What resources do you need?
The VRC needs a budget to able able to attend regional/national Veteran workshops/trainings, host various veteran related events/trainings, and be able to purchase items for our veterans/dependents students (Graduations stoles, challenge coins, honor cords, promotions items)

Request related to EMP goal or Assessment?
EMP Goal 1,EMP Goal 4,EMP Goal 5,EMP Goal 6,EMP Goal 7,EMP Goal 10

$ Amount Requested
26,400

Resource Type
BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

Potential Funding Source(s)
Department Regular Funding

The evidence to support this request can be found in:
Assessment Review,Data Review

This request for my area is Priority #:
2

2021 - 2024

What resources do we already have?
Veterans Services Specialist and two Adjunct Counselors (10 hours each)

What resources do you need?
 Veterans Services Technician, The Veterans Resource Center will have a new building with little staff. In addition, Norco College has created the Military Articulation Platform (MAP). MAP is a cloud-based system that allows Norco College to match military training with college courses and give veterans the college credit they deserve based on their prior military completed training. MAP is currently being utilized by various community colleges in CA and is being reviewed by the CCCCO. With MAP and the new building, staffing is going to be a necessity.

Request related to EMP goal or Assessment?
EMP Goal 1,EMP Goal 2,EMP Goal 3,EMP Goal 4,EMP Goal 6,EMP Goal 7,EMP Goal 8,EMP Goal 9,EMP Goal 10,EMP Goal 11,EMP Goal 12

$ Amount Requested
100,978

Resource Type
STAFF: Classified Professional, Confidential, Manager

Resource Requests

Potential Funding Source(s)
Equity,Department Regular Funding,General Fund,College Futures Foundation

The evidence to support this request can be found in:
Assessment Review

This request for my area is Priority #:
1

2021 - 2024

What resources do we already have?
Support from Admissions and Records Budget

What resources do you need?
Office and school supplies

Request related to EMP goal or Assessment?
EMP Goal 1,EMP Goal 2,EMP Goal 3,EMP Goal 4,EMP Goal 5,EMP Goal 6,EMP Goal 7,EMP Goal 9,EMP Goal 10,EMP Goal 12

$ Amount Requested
15,000

Resource Type
ITEM: Instructional supplies

Potential Funding Source(s)
Lottery Instructional Supplies,Department Regular Funding,GRANT: Here to Career Title V

The evidence to support this request can be found in:
Data Review

This request for my area is Priority #:
3

2021 - 2024

What resources do we already have?
2 Adjunct Academic Counselors

What resources do you need?
1 FT Academic Counselor, The Veterans Resource Center will have a new building with little staff. In addition, Norco College has created the Military Articulation Platform (MAP). MAP is a cloud-based system that allows Norco College to match military training with college courses and give veterans the college credit they deserve based on their prior military completed training. MAP is currently being utilized by various community colleges in CA and is being reviewed by the CCCCO. With MAP and the new building, staffing is going to be a necessity.

Request related to EMP goal or Assessment?
EMP Goal 2,EMP Goal 3,EMP Goal 10

$ Amount Requested
204,500

Resource Requests

Resource Type
FACULTY: New Full time Faculty (Associate faculty requested through Dept. Chair and Dean)

Potential Funding Source(s)
Other/None,Department Regular Funding,General Fund

The evidence to support this request can be found in:
Program Review: Part 1,Assessment Review

This request for my area is Priority #:
1

2021 - 2024

What resources do we already have?
A Dean who serves as the Director

What resources do you need?
1 FT Director of VRC

Request related to EMP goal or Assessment?
EMP Goal 1,EMP Goal 3,EMP Goal 2,EMP Goal 10

$ Amount Requested
160,000

Resource Type
STAFF: Classified Professional, Confidential, Manager

Potential Funding Source(s)
General Fund,Other/None,SSSP SEA,Equity

The evidence to support this request can be found in:
Data Review,Program Review: Part 1,Assessment Review

This request for my area is Priority #:
1

2021 - 2024

What resources do we already have?
FT Veterans Services Specialist and two Adjunct Counselors (10 hours each)

What resources do you need?
Veterans Services Articulation Officer (Military Articulation Platform, MAP) The Veterans Resource Center will have a new building with little staff. In addition, Norco College has created the Military Articulation Platform (MAP). MAP is a cloud-based system that allows Norco College to match military training with college courses and give veterans the college credit they deserve based on their prior military completed training. MAP is currently being utilized by various community colleges in CA and is being reviewed by the CCCCO. With MAP and the new building, staffing is going to be a necessity.

Request related to EMP goal or Assessment?
EMP Goal 1,EMP Goal 2,EMP Goal 3,EMP Goal 4,EMP Goal 6,EMP Goal 7,EMP Goal 8,EMP Goal 9,EMP Goal 10,EMP Goal 11,EMP Goal 12

Resource Requests

$ Amount Requested
204,500

Resource Type
FACULTY: New Full time Faculty (Associate faculty requested through Dept. Chair and Dean)

Potential Funding Source(s)
General Fund

The evidence to support this request can be found in:
Assessment Review,Program Review: Part 1,Data Review

This request for my area is Priority #:
1

2021 - 2024

What resources do we already have?
FT Veterans Services Specialist and two Adjunct Counselor (10 hours each)

What resources do you need?
Administrative Assistant I, The Veterans Resource Center will have a new building with little staff. In addition, Norco College has created the Military Articulation Platform (MAP). MAP is a cloud-based system that allows Norco College to match military training with college courses and give veterans the college credit they deserve based on their prior military completed training. MAP is currently being utilized by various community colleges in CA and is being reviewed by the CCCCO. With MAP and the new building, staffing is going to be a necessity.

Request related to EMP goal or Assessment?
EMP Goal 1,EMP Goal 2,EMP Goal 3,EMP Goal 4,EMP Goal 6,EMP Goal 7,EMP Goal 8,EMP Goal 9,EMP Goal 10,EMP Goal 11,EMP Goal 12

$ Amount Requested
53,918

Resource Type
STAFF: Classified Professional, Confidential, Manager

Potential Funding Source(s)
Department Regular Funding,Equity,General Fund,Guided Pathways

The evidence to support this request can be found in:
Data Review,Assessment Review,Program Review: Part 1

This request for my area is Priority #:
1

Submission

2021 - 2024

All parts of my Program Review have been completed and it is ready for review
Yes