

**Institutional Program Review—2017-2018**  
**Program Efficacy Phase: Student Services**  
**DUE: Monday, March 18, 2019 by NOON**

**Purpose of Institutional Program Review:** Welcome to the Program Efficacy phase of the San Bernardino Valley College Program Review process. Program Review is a systematic process for evaluating programs and services annually. The major goal of the Program Review Committee is to evaluate the effectiveness of programs and to make informed decisions about budget and other campus priorities.

For regular programmatic assessment on campus, the Program Review Committee examines and evaluates the resource needs and effectiveness of all instructional and service areas. These review processes occur on one-, two-, and four-year cycles as determined by the District, College, and other regulatory agencies. Program review is conducted by authorization of the SBVC Academic Senate.

The purpose of Program Review is to:

- Provide a full examination of how effectively programs and services are meeting departmental, divisional, and institutional goals
- Aid in short-range planning and decision-making
- Improve performance, services, and programs
- Contribute to long-range planning
- Contribute information and recommendations to other college processes, as appropriate
- Serve as the campus' conduit for decision-making by forwarding information to appropriate committees

Our Program Review process includes an annual campus-wide needs assessment each fall and an in-depth efficacy review of each program on a four-year cycle. All programs are now required to update their Educational Master Plan (EMP) narrative each fall. In addition, CTE programs have a mid-cycle update (2 years after full efficacy) in order to comply with Title 5 regulations.

Committee members are available to meet with you to carefully review and discuss your Program Efficacy document. You will receive detailed feedback regarding the degree to which your program is perceived to meet institutional goals. The rubric that the team will use to evaluate your program is embedded in the form. As you are writing your program evaluation, feel free to contact the efficacy team assigned to review your document or your division representatives for feedback and input.

Draft forms should be written early so that your review team can work with you at the **small-group workshops:**  
**Friday, February 22 from 9:30 to 11:00 a.m. in NH-222**  
**Friday, March 1 from 9:30 to 11:00 a.m. in B-204**

Final documents are due to the Committee co-chairs (Paula Ferri-Milligan at [pferri@sbccd.cc.ca.us](mailto:pferri@sbccd.cc.ca.us) and Wallace Johnson at [wjohnson@sbccd.cc.ca.us](mailto:wjohnson@sbccd.cc.ca.us)) by **NOON on Monday, March 18, 2019.**

**SUBMISSION FORMAT:**

- 1) Use this current efficacy form and attach as a **MICROSOFT WORD DOCUMENT (do NOT convert to PDF)**
- 2) Do NOT change the file name

*It is the writer's responsibility to be sure the Committee receives the forms on time.*

The efficacy process now incorporates the EMP sheet and SLO/SAO documentation, which you will need to insert. We have inserted the dialogue from the committee where your last efficacy document did not meet the rubric and the SBVC demographic data. **If you have questions regarding the SBVC demographic data, contact Christie Gabriel, Research Analyst, at [cgabriel@sbccd.cc.ca.us](mailto:cgabriel@sbccd.cc.ca.us) by February 25. If you have additional data requests, those requests must be submitted to Christie Gabriel by February 8.** Following is the link to Program Review Efficacy Resources, which will be useful as you complete your efficacy report:

<https://www.valleycollege.edu/about-sbvc/campus-committees/academic-senate/program-review/17-efficacy.php>

## Program Efficacy 2018– 2019

**Program Being Evaluated**

Veterans Resource Center

**Name of Division**

Student Services

**Name of Person Preparing this Report**

Jason Alvarez

**Extension**

**Names of Department Members Consulted**

April Dale Carter

**Name of Reviewers**

Edward Jones, Sandra Moore, Carol Jones

Work Flow	Date Submitted
Initial meeting with department	
Meeting with Program Review Team	
Report submitted to Program Review co-chair(s) & Dean	<b>by NOON on March 18</b>

**Staffing**

List the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-time, Contract	Number adjunct, short- term, hourly
Managers	0	0	0
Faculty	1	0	0
Classified Staff	1	1	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>

PROGRAM: Veterans Resource Center EMP

**Description:** (Provide an updated overview of your program/area. 225 Words Max)

The Veterans Resource Center (VRC) has solidified itself as a comprehensive one stop-shop at San Bernardino Valley College (SBVC). It continues to receive strong support and resides under the umbrella of the Admissions & Records Office. Currently the VRC has a staff of one Admissions & Records Specialist/School Certifying Official, one Educational Counselor, and seven student ambassadors which staff the daily operations of the center. Approximately 700 students check-in each month for various services and resources ranging from: General computer use, lounge, math tutoring, educational counseling, wellness counseling, GI Bill Certification, employment/housing referral, book loan, stationary supplies, and overall general support.

**Assessment:** (Provide an analysis based on the data provided. As you do so, address each of the tables/charts. 225 Words Max)  
Overall, the veterans at San Bernardino Valley College (SBVC) maintain a natural high standard of academic success and retention, especially when they are seeking out their resources that are available to them at SBVC. The success rates over the last 3 years maintain the fact that veterans and their dependents are more likely to graduate and transfer when visiting their Veterans Resource Center on campus (3.2 percent more likely to succeed than veterans that do not use the VRC in 2017-2018).

**Progress from Last Year's Action Plan:** (Provide an update on the progress made from last year's Action Plan. 225 Words Max) Success is up since 2017-2018 and retention has dipped slightly from 87.8 to 87.2 (.5 percent decrease). This can be attributed to several factors and intentions are to continue efforts, mainly those in the area of retention. Currently we have one wellness counselor whom is available on Thursday from 8:00am-12:00pm. Also, our book loan program is set for an upgrade in the spring 2019. Updates to resources like the "Veteran book library" and our mental health counselor availability are resources targeted at alleviating common life stressors such as financial and mental health expenses

**SAOs/SLOs/PLOs:** (Summarize how the assessment of SAOs, PLOs and/or any SLOs that shows significant effect has influenced your goals. 200 Words Max)

The assessment allows the individuals overseeing the Veterans Resource Center (VRC) to better serve their targeted student demographic.

- Veterans (All eras of service)
- Dependents (Spouses, children, etc.)

**Departmental/Program Goals:** (Goals should be specific, measurable, linked to your data analysis, and reflected in the Action Plan section). Tie goals to the college.

- Increase Retention
- Continue to increase success rates
- Increase veteran/dependent student population (Establish relationships with local military bases and career placement centers) which will aim to significantly

**Challenges & Opportunities:** (Challenges and opportunities should be reflected in the Action Plan. 200 words maximum).

Challenges

- Recruitment areas for veterans are limited and difficult to access (military bases, Separation classes a.k.a. SEPS, VA hospitals)
- Need Peer Mentor Support system
- Veterans with signs of low academic success and retention should be contacted and mentored

Opportunities

- SBVC stands in the position to be a model/premier hub for veteran academic and career success

**Action Plan:** (Describe your top priorities reflected in the Departmental/Program goals and provide specific steps to reach these goals.) Desire is to directly address the **retention** issue through continued wellness counseling efforts, employment assistance expansion, build increase the veteran student population through a more aggressive **outreach efforts** (Establishing strong relationships with local military bases and areas of unit separation are crucial).

Action Steps	Department Goal	Necessary Resources to Complete	Target Completion Date
<ul style="list-style-type: none"> <li>- Contact local military bases and career placement centers for outreach efforts.</li> <li>- Increase book loan library inventory to more up to date editions and quantity</li> <li>- Increase Math and English tutoring</li> </ul>	<ul style="list-style-type: none"> <li>- Increase retention</li> <li>- Assist with lowering student expenses, thru increasing retention</li> <li>- Use grant/equity funds to hire tutors</li> </ul>	<ul style="list-style-type: none"> <li>- Staffing hours and strong networking within active military population (recruiters, Veteran career specialists)</li> <li>- Establish voucher system for book buy to loan program</li> <li>- Funds (approximately \$35,000)</li> </ul>	<ul style="list-style-type: none"> <li>08/15/19</li> <li>08/15/19</li> <li>08/15/19</li> </ul>

**Part I: Questions Related to Strategic Initiative: Increase Access**

**Goal: SBVC will improve the application, registration, and enrollment procedures for all students.**

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
<b>Demographics</b>	The program <b>does not provide</b> an appropriate analysis regarding identified differences in the program's population compared to that of the general population.	<p>The program <b>provides an analysis</b> of the demographic data and provides an interpretation in response to any identified variance.</p> <p>The program <b>discusses the plans or activities</b> that are in place to recruit and retain underserved populations as appropriate.</p>	In addition to the meets criteria, the program's analysis and plan <b>demonstrates a need</b> for increased resources.
<b>Pattern of Service</b>	The program's pattern of service is <b>not related to the needs of students</b> .	<p>The <b>program provides</b> evidence that the pattern of service or instruction meets student needs.</p> <p>The program <b>discusses the plans or activities</b> that are in place to meet a broad range of needs.</p>	In addition to the meets criteria, the program <b>demonstrates that the pattern of service needs to be extended</b> .

**Demographics:**

<b>SBVC Demographics - 2017 - 2018</b>		
<b>Ethnicity</b>	<b>Percent Veterans</b>	<b>Percent Campus-wide</b>
African-American	18.0%	12.2%
American/Alaska Native	2.0%	0.2%
Asian	4.6%	3.4%
Hispanic	51.2%	66.0%
Pacific Islander	0.6%	0.2%
White	22.8%	12.8%
Other	3.0%	3.9%
<b>Gender</b>		
Female	19.2%	57.5%
Male	80.0%	42.2%

**Findings:**

In comparison with the SBVC campus population, there are 6% more African-American veterans, 15% less Hispanic veterans, and 10% more White veterans. There were 38% less females in the veteran population and 38% more in the male veteran population.

**Pattern of Service:**

Describe how the pattern of service and/or instruction provided by your department serve the needs of the community. Include, as appropriate, hours of operation/pattern of scheduling, alternate delivery methods, weekend instruction/service.

The Veterans Resource Center maintains available services (GI Bill Certification/advising, Counseling, Tutoring, stationary, and general campus resources) on Monday, Tuesday, & Thursday 8am-5pm, Wednesdays 8am-7pm, and Fridays 8-2pm. In addition, at times weekend events are required to attend depending on Veteran recognition, ceremonies, holidays, or days of remembrance. In these instances, services are made available to veterans in attendance of such events, referrals and follow-up are typically required.

In the **2017-2018 academic year** the VRC had an overall check-in count of approximately **6,930 student check-ins** (Computers, certification, lounge, tutoring, counseling, etc.). Although these numbers represent a duplicated account of student traffic, it is an illustration of how necessary and significant the area is to its students.

**Part II: Questions Related to Strategic Initiative: Promote Student Success**

**Goal: SBVC will increase course success, program success, access to employment, and transfer rates by enhancing student learning.**

**SBVC Strategic Initiatives: [Strategic Directions + Goals](#)**

	<b>Does Not Meet</b>	<b>Meets</b>	<b>Exceeds</b>
<b>Data/Analysis demonstrating achievement of instructional or service success</b>	Program <b><u>does not provide an adequate analysis</u></b> of the data provided with respect to relevant program data.	Program <b><u>provides an analysis</u></b> of the data which indicates progress on departmental goals.	In addition to the meets criteria, the program <b><u>uses the achievement data</u></b> in concrete planning and <b><u>demonstrates</u></b> that it is prepared for growth.
<b>Service Area Outcomes and/or Student Learning Outcomes</b>	Program <b><u>has not demonstrated</u></b> that it is continuously assessing Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) based on the plans of the program since their last program efficacy.  Evidence of data collection, evaluation, and reflection/feedback, and/or connection to area services is <b><u>missing or incomplete</u></b> .	Program <b><u>has demonstrated</u></b> that it has fully evaluated within a four-year cycle and is continuously assessing <u>all</u> Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs).	In addition to the meets criteria, the program <b><u>demonstrates that it has fully incorporated Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) into its planning, made appropriate adjustments, and is prepared for growth.</u></b>

**Student Success:**

Explain how the services in the program promote student success.

The VRC maintains continuous availability of academic and wellness counseling support, employment assistance (VA Work Study, Federal Work Study, & traditional off campus employment), GI Bill certification, disability claims assistance, academic tutoring (Math), free educational resources including but not limited to: scantrons, backpacks, book loan, free printing, application assistance (Admissions, FAFSA, Veterans Affairs benefits), and stationary supplies. Through these efforts, student financial burden is reduced, mentoring/support is emphasized, and thus the success rates are increased. **Currently (2017-2018), veterans that use the VRC are at a 73.0% success rate as opposed to veterans that do not use the VRC (69.8%)**

INSERT SAO and/or SLO DATA FROM CURRENT REPORT. INSERT COURE MAP IF AVAILABLE. Refer to prior reports as needed for the analysis. (Contact Dr. Celia Huston, Co-Chair, Accreditation Committee, at [chuston@valleycollege.edu](mailto:chuston@valleycollege.edu) if you need assistance.) **NOTE: Do NOT include the summaries of the outcomes in this document.**

**Service Area Outcomes/Student Learning Outcomes:**

Demonstrate that your program is continuously assessing Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs); refer to prior SAO/SLO summary. Include evidence of data collection, evaluation, and reflection/feedback, and describe how the SAOs/SLOs are being used to maintain and improve area services (e.g., discussions, revisions, assessments, etc.). Refer to EMP.

Currently, the Veteran's Resource Center hasn't completed Student Area Outcomes since 2016. Moving forward, the VRC will focus their SAO on retention and completion for each veteran. In the 2017-2018 academic year, retention decreases .5%. The VRC will collaborate with Admissions and Records to update the SAOs

### Part III: Questions Related to Strategic Initiative: Improve Communication, Culture & Climate

**Goal: SBVC will promote a collegial campus culture with open line of communication between all stakeholder groups on and off-campus.**

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	<b>Does Not Meet</b>	<b>Meets</b>	<b>Exceeds</b>
<b>Communication</b>	The program <b>does not identify</b> data that demonstrates communication with college and community.	The program <b>identifies</b> data that demonstrates communication with college and community.	In addition to the meets criteria, the program <b>describes</b> plans for extending communication with college and community and provides data or research that <b>demonstrates</b> the need for additional resources.
<b>Culture &amp; Climate</b>	The program <b>does not identify</b> its impact on culture and climate or the plans are not supported by the data and information provided.	The program <b>identifies and describes</b> its impact on culture and climate. Program <b>addresses</b> how this impacts planning.	In addition to the meets criteria, the program provides data or research that <b>demonstrates</b> the need for additional resources.

**Communication, Culture & Climate:**

Describe how your program communicates its services, goals, and achievements to the campus and to the Community (outreach, events, website, campus emails, flyers, etc.).

The VRC staff encourages the availability of services through: Semester based events, outreach and recruitment (local VA hospital presentations, Veteran based events/conferences, political arenas, social media (Facebook and Instagram), flyers, mass emails, signage, and monthly student activity reports to our SBVC administration.

Describe how your program seeks to enhance the culture and climate of the college.

The goal of the VRC is student success retention, and successful transition for its veterans/dependents. Through this premise the VRC is able to provide a substantial level of free resources to its students in order

to increase its success. Intentions are to create an environment that fosters learning, program completion, transfer, and overall student wellness.

Describe one or more external/internal partnerships.

Currently, the VRC has established strong partnerships with the local VA, Cal Vet office, Employment Development Department (EDD), local politicians, Community Action Partnership (CAPS), and the Inland Empire Veterans Collaborative. All these partnerships provide employment, financial assistance, reduce food insecurities, and connect veterans with resources aimed at their success.

What plans does your program have to further implement any of these initiatives?

The VRC staff plans to continue to reach out to the general student population each semester in order to promote a collegial campus culture. The “VRC Kickback” is new idea/event that has been piloted in the spring 2019 semester in order to bridge the gap between fellow veterans and their civilian counterparts. This event provides collegial resources, SBVC “swag,” and encourages socialization amongst, veterans, general student population, staff, and faculty. The VRC kickback was found to be a success by its staff and coordinator, which ultimately deemed that it will continue the fourth week of the month, each semester.

#### IV: Questions Related to Strategic Initiative: Maintain Leadership & Promote Professional Development

**Goal: SBVC will maintain capable leadership and provide professional development to a staff that will need skills to function effectively in an evolving educational environment.**

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	<b>Does Not Meet</b>	<b>Meets</b>	<b>Exceeds</b>
<b>Professional Development</b>	The program <b>does not identify</b> currency in professional development activities.	Program <b>identifies current avenues</b> for professional development.	In addition to the meets criteria, the program shows that professional development has <b>impacted/expanded</b> the program and <b>demonstrates</b> that the program is positioning itself for growth.

#### Professional Development:

1. Discuss the ways that members of your department maintain currency in their field (conferences, workshops, technical trainings, etc.).

Currently, the VRC has two staff members (one full-time Specialist and one part-time clerical assistant). In addition, there are 7 Student assistants. The staff holds weekly staff meetings to discuss the challenges in the VRC. In addition, the SCO attends the Veteran’s Summit in the Spring semester. This conference is specifically for certifying officials, counselors, and statewide leaders for the California Community Colleges. In addition, during the summer semester the SCO attends the Western Association of Veterans Education Specialists conference (WAVES). The part time clerical assistant will also attend this conference. This conference provides an opportunity for training and networking among school VA



certifying officials at post-secondary institutions. The SCO has also presented at the Veterans summit in 2016 a workshop titled “Veterans Resource Centers – Creating a Hub for Student Success”

2. Identify the professional organizations that your department and/or department members belong to and how those organizations meet professional development parameters.

Inland Empire Veterans Collaborative is a group of veteran educators/specialists that meet bi-monthly in order to train, trade ideas, discuss resources, and understand avenues that are available in order to assist all of our veterans and not duplicate efforts between departments. Currently, the SCO has been attending these meetings for approximately four years, gaining perspective and understanding of various ways and partnerships that can aid in the VRC’s mission of veteran success and retention.

3. Discuss specific ways staff to engage in professional growth (i.e. attend or present at conferences, establish training opportunities with other community colleges). Include future opportunities that are planned by faculty and staff. Discuss how professional development has impacted/expanded the program.

Currently, the School Certifying Official (SCO), Jason Alvarez attends trainings such as: Inland Empire Veterans Collaborative (Inland Empire Veterans Educators meeting), Western Association of Veterans Educations Specialists (WAVES Conference), Veterans Summit Conference, and the California Association of Community College Registrars and Admissions Officers (CACCRAO) conference. In addition, he continues to give presentations and engage with local Veterans Affairs (VA) offices in order to strengthen relationships and provide support training to needy veterans. Through this, the Veterans Resource Center (VRC) at SBVC maintains the most up to date information on changing laws, procedures, and processes relating to veteran’s education and/or benefits. Currently, the SCO has sought to implement an additional support staff (Clerical Assistant II), which will be instrumental in continuing the training, support, and services crucial to the success of veteran students. In the year 2019, it is imperative that the training continue (workshops, conferences, meetings, briefings, etc.) for the SCO, Clerical Assistant II, and student veteran staff so that significant changes made by our current administration (Forever GI Bill, reimbursement of entitlement, Government shutdowns, paperless processes, etc.) are advertised, understood, and reinforced, thus ensuring the progression of our student veterans.

## V: Questions Related to Strategic Initiative: Effective Evaluation & Accountability

**Goal: SBVC will improve institutional effectiveness through a process of evaluation and continuous improvement.**

**SBVC Strategic Initiatives:** [Strategic Directions + Goals](#)

	<b>Does Not Meet</b>	<b>Meets</b>	<b>Exceeds</b>
<b>Mission/ Statement of Purpose</b>	The program <b>does not have</b> a mission/ statement of purpose, or it <b>does not clearly link</b> with the institutional mission.	The program <b>has</b> a mission/statement of purpose, and it <b>links</b> clearly with the institutional mission.	
<b>Productivity</b>	The data <b>does not show</b> an acceptable level of productivity for the program, or the issue of	The data <b>shows</b> the program is productive	The program demonstrates that it is highly productive and is positioning itself for growth.

	productivity is not adequately addressed.	at an acceptable level.	
<b>Relevance, Currency, Articulation</b>	The program <b>does not provide</b> evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.  <u>Out of date course(s) that were not launched into Curricunet by Oct. 1, 2017 may result in an overall recommendation no higher than Conditional.</u>	The program <b>provides</b> evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program.  Appropriate courses <b>have been articulated</b> or transfer with UC/CSU, or <b>plans are in place</b> to articulate appropriate courses.	In addition to the meets criteria, the program <b>discusses plans</b> to enhance current offerings that link to student/community needs and positions the program for growth.
<b>Challenges</b>	The program <b>does not incorporate</b> weaknesses and challenges into planning.	The program <b>incorporates</b> weaknesses and challenges into planning.	The program <b>incorporates</b> weaknesses and challenges into planning that demonstrate the need for expansion.

**Mission and Purpose:**

*San Bernardino Valley College maintains a culture of continuous improvement and a commitment to provide high-quality education, innovative instruction, and services to a diverse community of learners. Its mission is to prepare students for transfer to four-year universities, to enter the workforce by earning applied degrees and certificates, to foster economic growth and global competitiveness through workforce development, and to improve the quality of life in the Inland Empire and beyond.*

What is the mission statement or purpose of the program?

The Veterans Resource Center (VRC) is a diverse atmosphere that serves as the definitive resource location for our veterans, active duty, and their dependents. We are here to aid in the transition from military to civilian life, and assist with benefits that enhance their educational experience and success

How does this mission or purpose relate to the college mission?

Both statements (VRC & SBVC's mission statements) aim to serve a diverse community of learners. Both aim for increased student success.

**Productivity:**

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three-year period?

Include data that is relevant to your program. Examples of data may include:

- Relative status of the department at SBVC in comparison to the same department at other multi-campus districts in terms of
  - i. staffing levels
  - ii. compliance with state, local, and federal regulations
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

The VRC implemented an online survey (2016-2017) in order to assess overall general satisfaction while allowing the opportunity for comments and complaints. This medium was effectively implemented online (VRC Desktop computers) and promoted to students frequenting the VRC. These surveys did yield a strong “overall satisfaction” with the VRC and allowed for usable recommendations in the areas of customer service and resource availability such as: desired hours of availability (nights/weekends), customer satisfaction (quality of service & professionalism), additional desired resources (Fax, Book loan expansion, more work study opportunities, and need for more space in the VRC (“a bigger VRC if possible, it’s a small room with a lot of vets”). Unfortunately, this survey was deemed inactive in 2018 due to staff changes in the Institutional Research department at SBVC. Currently, the VRC is in the process of re-designing the survey and re-implementing it in the 2018-2019 academic year (spring 2019). Typically requests for service and complaints are responded to immediately (day of) by the School Certifying Official (SCO).

**Relevance and Currency, Articulation of Curriculum:**

Review all mentions of your area in the catalog. Is the information given accurate? If not, briefly identify the areas that will be revised.

Information inaccurate, changes submitted to department of Instruction were not added to current 2018-2019 catalog.

- Chapter 1607 – Reserve Educational Assistance Program (REAP) **no longer a certified educational benefit, please remove.**
- Next sentence “Veterans and/or dependents seeking to use VA Educational Benefits should apply online at [www.gibill.va.gov](http://www.gibill.va.gov) or [www.vets.gov](http://www.vets.gov). **Site is incorrect and is actually: [www.va.gov](http://www.va.gov), please replace.**

If your information needs updating, contact Kay Dee Yarbrough, Administrative Curriculum Coordinator, ([kyarbrough@sbccd.cc.ca.us](mailto:kyarbrough@sbccd.cc.ca.us)).

If applicable to your area, describe your curriculum/content (e.g., seminars, workshops, presentations, classes, etc. associated with the program).

N/A

The Content Review Summary from Curricunet indicates the program’s current curriculum status. If curriculum is out of date, explain the circumstances and plans to remedy the discrepancy. (NOTE: If the report is inaccurate, contact Mary Copeland, Co-Chair, Curriculum Committee, ([mcopel@valleycollege.edu](mailto:mcopel@valleycollege.edu)) or Kay Dee Yarbrough, Administrative Curriculum Coordinator, ([kyarbrough@sbccd.cc.ca.us](mailto:kyarbrough@sbccd.cc.ca.us)) for updated information.

N/A

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**INSERT CURRICUNET REPORT (If applicable):**

**Articulation and Transfer**

List Courses above 100 where articulation or transfer is <b>not</b> occurring	With CSU	With UC
N/A		

Describe your plans to make these course(s) qualify for articulation or transfer. Describe any exceptions to courses above 100.

N/A
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**Currency**

Follow the link below and review the last college catalog data.

<http://www.valleycollege.edu/academic-career-programs/college-catalog.aspx>

Is the information given accurate? If applicable, list the courses that are no longer offered. (Include Course # and Title of the Course). If the information is inaccurate and/or there are listed courses not offered, how does the program plan to remedy the discrepancy?

N/A
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**Challenges:**

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding planning for the program. In what way does your planning address trends and weaknesses in the program?

Our plan is to directly address issues in the areas of retention. The VRC will work with institutional research to create a survey. This survey will ask questions regarding why students drop, the challenges they face, and how VRC can assist in these areas. Based on the answers, the VRC will begin implementing those suggestions. It is imperative that the VRC receives feedback from students in order to create successful retention efforts. Furthermore, outreach is crucial going into the next academic year, efforts are currently in motion to ensure that
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the VRC staff will be more aggressive in their recruitment effort aiming at local military bases and VA hospitals. Outreach will include attending local military events and promoting the services SBVC offers to assist them in their transition into civilian life. Lastly, grant funds received in the 2018-2019, will aid in these plans. In 2018, the VRC received \$200,000 from the State Chancellor's Office.

This grant will fund:

Promotional supplies, staffing costs, resource inventory upgrades, outreach efforts, events, and peer mentor support representative (Wellness)

## VI: Questions Related to Strategic Initiative: Provide Exceptional Facilities

**Goal: SBVC will support the construction and maintenance of safe, efficient, and functional facilities and infrastructure to meet the needs of students, employees, and the community.**

**SBVC Strategic Initiatives:** [Strategic Directions + Goals](#)

	<b>Does Not Meet</b>	<b>Meets</b>	<b>Exceeds</b>
<b>Facilities</b>	The program <b><u>does not provide an evaluation</u></b> that addresses the sustainability of the physical environment for its programs.	Program <b><u>provides an evaluation</u></b> of the physical environment for its programs and <b><u>presents evidence</u></b> to support the evaluation.	In addition to the meets criteria, the program has <b><u>developed a plan</u></b> for obtaining or utilizing additional facilities for program growth.

### **Facilities:**

Provide an evaluation of the facilities in your area and their impact on the educational environment for your students (classroom facilities, technology, space needs, maintenance issues, etc.). Address sustainability of the facility (including technology needs).

Currently, the VRC is in the process of receiving its full allocation of grant funds from the State of California Chancellor's Office (Approximately \$250,000) which will be used for upgrades such as:

- New computers with ADA complaint devices/software
- New reception desk area
- New desks that are ADA complaint
- Updated lounge area
- New study areas
- Book library expansion
- Additional tutors
- Clerical staff
- Backpacks
- Golf cart (Veteran Pick/drop off program)

### **VII: Previous Does Not Meets Categories**

Listed below, from your most recent Program Efficacy document, are those areas which previously received “Does Not Meet.”

Address, in **DETAIL AND WITH SPECIFIC EXAMPLES**, how each deficiency was resolved. If these areas have been discussed elsewhere in this current document, provide the section where these discussions can be located.

**First efficacy review. Program added to rotation by VPSS in spring 2016—to begin evaluation cycle in 2018-19.**