

Program Efficacy Team Report (Student Services)

2018 – 2019

Name of Department: **Veterans Resource Center**

Efficacy Team: **Sandra Moore, Carol Jones**

Overall Recommendation:

Continuation
 Conditional
 Probation

Rationale for Overall Recommendation:

The VRC is actively involved in recruitment and outreach to local VA hospitals and military base and other venues. VRC provides free resources to its students in order to increase its success.

One concern the committee has is that the VRC claims that the information in the catalog is inaccurate and that changes were submitted to department of Instruction but it is unclear if they have followed up with the Office of Instruction again to make sure this is corrected.

The committee suggests that a new survey be written and provided to all students that qualify for veteran services.

The committee gives the VRC an overall rating of “conditional” due to the does not meets that were given this cycle: [1) lack of SAO information to be updated in the catalog, 2) need for a survey and 3) need to explain gaps in demographics] and the fact that this is their first efficacy cycle reviewed by Program Review.

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 |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Demographics | The program does not provide an appropriate analysis regarding identified differences in the program’s population compared to that of the general population. | The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance. The program discusses the plans or activities that are in place to recruit and retain underserved populations as appropriate. | In addition to the meets criteria, the program’s analysis and plan demonstrates a need for increased resources. |
| Pattern of Service | The program’s pattern of service is not related to the needs of students. | The program provides evidence that the pattern | In addition to the meets criteria, the program demonstrates that the pattern of service needs to be extended. |

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| | | of service or instruction meets student needs. The program <u>discusses the plans or activities</u> that are in place to meet a broad range of needs. | |
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Does Not Meet **Meets** **Exceeds**

Efficacy Team Analysis and Feedback:

Demographics: The VRC does state that differences that exist in demographic data for their serve area versus the campus, but no analysis or plan of action to recruit the underserved population is discussed with regards to the 15% gap in Hispanics or the 38% gap in females.

Pattern of Service: The VRC is open and accessible to our veteran population. They operate: Monday, Tuesday & Thursday 8 am- 5 pm; Wednesday 8 am- 7 pm & Friday 8 am- 2 pm. Some events also occur on the weekends.

The available services offered through the VRC include: GI Bill Certification/advising, Counseling, Tutoring, stationery, and general campus resources.

The program collected some data in the 2017-2018 to demonstrate the amount of check-ins to the VRC.

The committee asks the VRC to explain what efforts are occurring to help address the gaps in the demographics in Hispanic and females that exists or to include and explain additional demographic data to show the reason for the seemingly large gaps. The committee recommends working with the research office to provide demographics on the number of veterans (and others that qualify to use the VRC) that are students at SBVC versus the demographics of the students that use the VRC services. Possibly campus wide surveys may be needed to help determine why these gaps exist.

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

| | Does Not Meet | Meets | Exceeds |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data/Analysis demonstrating achievement of instructional or service success | Program <u>does not provide an adequate analysis</u> of the data provided with respect to relevant program data. | Program <u>provides an analysis</u> of the data which indicates progress on departmental goals. | In addition to the meets criteria, the program <u>uses the achievement data</u> in concrete planning and <u>demonstrates</u> that it is prepared for growth. |

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| Service Area Outcomes and/or Student Learning Outcomes | Program has not demonstrated 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 missing or incomplete . | Program has demonstrated 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 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. |
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Does Not Meet **Meets** **Exceeds**

Efficacy Team Analysis and Feedback:

The success rates of veterans that used the VRC versus those that do not use the VRC differs by 3.2% (73.0% vs 69.8%). The program has not provided an analysis of this data.

The VRC offers students many options that will help them be successful: 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 stationery supplies. The committee commends VRC for providing students so many avenues to help them succeed.

The Veteran’s Resource Center hasn’t completed Student Area Outcomes since 2016. However, the VRC states that they will collaborate with Admissions and Records to update the SAOs. This lack of SAO is of concern to the committee but it does appear the VRC is aware of this issues and is working to resolve it.

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

| | Does Not Meet | Meets | Exceeds |
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| Communication | The program does not identify data that demonstrates communication with college and community. | The program identifies data that demonstrates communication with college and community. | In addition to the meets criteria, the program describes plans for extending communication with college and community and provides data or research |

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| | | | that demonstrates the need for additional resources. |
| Culture & Climate | The program does not identify its impact on culture and climate or the plans are not supported by the data and information provided. | The program identifies and describes its impact on culture and climate. Program addresses how this impacts planning. | In addition to the meets criteria, the program provides data or research that demonstrates the need for additional resources. |

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

VRC is advertising their services using: recruitment and outreach (local VA hospital presentations, Veteran based events/conferences, political arenas, social media (Facebook and Instagram), flyers, mass emails and signage).

The VRC states that its goal is to promote student success, retention, and successful transition for its veterans/dependents. To do so, the VRC provides 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. VRC has established strong partnerships. All these partnerships provide employment, financial assistance, reduce food insecurities, and connect veterans with resources aimed at their success.

The VRC has come up with a new event, “VRC Kickback” that has been piloted in the spring 2019 semester in order to bridge the gap between fellow veterans and their civilian counterparts.

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

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

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

The program has identified several avenues for professional development.

The School Certifying Official (SCO), 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.

The part time clerical assistant attends the WAVES conference as well. This conference provides an opportunity for training and networking among school VA certifying officials at post-secondary institutions.

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

| | Does Not Meet | Meets | Exceeds |
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| Mission/ Statement of Purpose | The program <u>does not have</u> a mission/ statement of purpose, or it <u>does not clearly link</u> with the institutional mission. | The program <u>has</u> a mission/statement of purpose, and it <u>links</u> clearly with the institutional mission. | |
| Productivity | The data <u>does not show</u> an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed. | The data <u>shows</u> the program is productive at an acceptable level. | The program demonstrates that it is highly productive and is positioning itself for growth. |
| Relevance, Currency, Articulation | The program <u>does not provide</u> 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 <u>provides</u> evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses <u>have been articulated</u> or transfer with UC/CSU, or <u>plans are in place</u> to articulate appropriate courses. | In addition to the meets criteria, the program <u>discusses plans</u> to enhance current offerings that link to student/community needs and positions the program for growth. |
| Challenges | The program <u>does not incorporate</u> weaknesses and challenges into planning. | The program <u>incorporates</u> weaknesses and challenges into planning. | The program <u>incorporates</u> weaknesses and challenges into planning that demonstrate the need for expansion. |

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Mission: The VRC mission is linked to that of the campus' mission in that they both are targeted at increasing student success and aimed to serve a diverse community of learners.

Productivity: The VRC mentions the use of an online survey that was used in 2016-2017 that was only available on the VRC Desktop computers. This survey was used to assess overall general satisfaction while allowing the opportunity for comments and complaints. 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"). There was no data or evidence supporting productivity other than the program's indication that the survey indicated "overall satisfaction" with the VRC.

The survey is no longer being used; however 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 & Currency: The VRC claims that the information in the catalog is inaccurate and that changes were submitted to department of Instruction, but that these changes were not added to current 2018-2019 catalog. They do not state whether or not they have contacted the Office of Instruction again to follow up and make sure the catalog is being corrected. The committee insists that VRC contact Kay Dee Yarbrough, Administrative Curriculum Coordinator, (kyarbrough@sbccd.cc.ca.us) to get this information updated as soon as possible.

Challenges: The VRC EMP document lists the challenges as being related to recruitment, the need for peer mentor support, raising success and retention rates. 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.

The VRC has received a grant from the State Chancellor's Office that should fund some of these activities.

The VRC claims they 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.

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

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

Does Not Meet **Meets** **Exceeds**

Efficacy Team Analysis and Feedback:
 The VRC did provide a list of upgrades that will be occurring with the allocated grant funds but did not provide an evaluation of the current physical environment and the evidence to support this.

VII: Previous Does Not Meet Categories

Does Not Meet **Meets** **Exceeds**

Efficacy Team Analysis and Feedback:
 No previous “Does Not Meets”, this is the VRC first efficacy review.