Status: **Reviewed**

Entry #: 18

Date Submitted: 10/27/2020 4:42 PM

2020-2021 COMPREHENSIVE REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL PROGRAMS

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

BASIC UNIT INFORMATION

Program/Unit Name
Veterans Services

Department Name
Veterans Services

Division Name
Student Services

Name of Person responsible for the Program/Unit
Jessica Horn

Website address(es) for your program(s)/unit(s)

Webpage URL 1

Unit webpage
https://www2.palomar.edu/pages/veterans/

Please list all participants and their respective titles in this Program Review

Participant	Title
Jessica Horn	Supervisor, Veterans Services

PROGRAM/UNIT MISSION STATEMENT

What is you Program/Unit's mission statement?
The Veterans Resource Center at Palomar College is committed to helping all Military Affiliated Students regardless of their separation type, benefit eligibility, or veteran status.
We are committed to helping our military affiliated students achieve their educational goals and become responsible citizens of our community.

Describe how your mission statement aligns with and contributes to the College's Vision and Mission.
Our mission statement is derived from the college's mission statement and just altered to be mindful of our unique student population.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

PROGRAM/UNIT DESCRIPTION

Staffing

Use the Permanent Staff Count link below to answer staffing questions.

Link: Permanent Employees Staff Counts

This form required a login and password to access. Please use your Palomar email and password to log in.

Full-Time Staff	**Part-Time Staff**
Total Number of Full-time Staff 4.00	**Total Number of Permanent Part-time Staff** 0.00
Number of Classified Staff 3.00	**FTE of Part-time Staff (2x19 hr/wk=.95)** 0.00
Number of CAST Staff 1.00	**FTEF of Part-time Faculty** 0.00
Number of Administrators 0.00	
Number of Full-time Faculty 0.00	

Describe additional temporary hourly or contract staff who support this unit and/or department. (Include FWS/District Student Worker/Veteran Student Worker)
Our center uses approximately 15 – 20 veteran student workers to help with front counter processing and in-take. They also assist with phones and processing VA paperwork for VA certification.

As part of the PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. Attach a copy of the chart when you are submitting your review or provide the link to your organizational chart if it is online.

 OR

 If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager, Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C; Supervisor Position A with direct reports, Position A, Position B, Position C)

If you need help, please contact us and we will walk you through the process (msnyder2@palomar.edu or mbarton@palomar.edu)

How will you submit your organizational chart?
Upload Document

Upload

VRC ORG Chart 19-20.docx
26.87 KB

Program/Unit Description

Who utilizes your services
All military affiliated students.

What services does your program/unit provide (Describe your program/unit)?
Our department offers, assistance with processing VA education benefits, VA academic counseling, veteran to veteran tutoring, textbook assistance, student computer lab, free printing for military affiliated students, a peer mentor program, and referrals to outside organizations to assist our students with other services outside of education.

__Reminder: Data does not autosave. Save this content before moving to the next section or closing form.__

PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOME ASSESSMENT

GOT SERVICE AREA OUTCOMES?

Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.

For non-instructional areas, outcomes are called Service Area Outcomes (SAO).

So, what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three-year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted Nuventive Improve (previously named TracDat) as our official repository for SLO and SAO Assessment information.

Review and/or define your SAOs and assessment plans and ensure they are entered in Nuventive Improve by:

1) Login to Nuventive Improve (previously TracDat) https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/. Your Palomar username and password is your login.

2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

3) Revise or edit your current SAOs by revising their wording and/or updating the assessment and assessment results.

NEED HELP?

Nuventive Improve:

1) If you need help with anything Nuventive Improve related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.

2) Check out this video on how to enter SAOs in Nuventive Improve: https://youtu.be/b1sRa68wm4c

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1) Hartnell's SAO Guide is a nice resource! Thank you Hartnell!

2) Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.

A template for entering SAOs can be found on the IR&Ps Non-instructional Program Review and Planning website

Are all of your unit's SAOs and assessment plans UPDATED and ENTERED in Nuventive Improve?
Yes

If NO, describe why and identify a date by which they will be entered.

SAOs SUMMARIES AND REFLECTIONS

For each SAO in Nuventive Improve summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments.

SAOs

SAO 1

SAO Title
Veteran/Dependent Student Certification

Assessment Status
Assessed

SAO Summary and Reflection
All completed requests for VA GI Bill benefits certification will be processed and sent to the VA on average between 10-15 business days.

SAO 2

SAO Title
Changes/Grade Reporting

Assessment Status
Assessed

SAO Summary and Reflection
Maintain compliance under Title 38 by reporting all enrollment changes and grades (with last day of attendance) to Veterans Affairs within 30 days of enrollment change notification and/or grade report.

OTHER ASSESSMENT DATA

Quantitative Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit.

Measures, Descriptions, and Annual Values

Measure 1

Name of Measure
Evaluation of Veteran/Dependent Student Certification

Description of Measure
All active students will be entered into Student Enrollment Database. Students with complete certifcation packages will have "1999" section completed within 10-15 business days. All those whose certification packages aren't complete will be noted as "Problem Tracer".

Year	**Year**	**Year**	**Year**
2016 -2017	2017 - 2018	2018 - 2019	2019 - 2020
Value	**Value**	**Value**	**Value**
Fall 2016 - an average of 4.2 business days until certified with VA. Spring 2017 - an average of 6.7 business days until certified with VA. Summer 2017 - an average of 3.7 business days until certified with VA	Fall 2017 - an average of 4.6 business days until certified with VA. Spring 2018 - an average of 5.8 business days until certified with VA. Summer 2018 - an average of 4.3 business days until certified with VA.	Fall 2018 - an average of 16 business days until certified with VA. Spring 2019 - an average of 3.1 business days until certified with VA. Summer 2019 - an average of 2.5 business days until certified with VA.	Fall 2019 - an average of 3.8 business days until certified with VA. Spring 2020 - an average of 6.6 business days until certified with VA. Summer 2020 - an average of 6.4 business days until certified with VA.

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

Measure 2

Name of Measure
Grade reporting for Title 38 receipents were completed withing 30 days of grades being posted

Description of Measure
Internal Report/Audit VRC Supervisor will verify that this deadline is met at the end of each grading period.

Year	**Year**	**Year**	**Year**
2019 - 2020			

Value	Value	Value	Value
Fall 2019 - Grades completed within 30 day VA deadline. Spring 2020 - Grades not completed within 30 day VA deadline. Largely due to COVID-19 CCCCO grades extensions. Summer 2020 - Grades not completed within 30 day VA deadline. Largely due to COVID-19 CCCCO grades extensions.			

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

Reflect on your quantitative data and summarize your findings or interpretations.
Reflection of Results: Although we have met our deadlines by having all completed files certified to the VA within 10-15 business days for Spring and Summer 2020, our turn-around time was still increased during peak time periods and has increased since this time last year even though we have two additional full-time staff. This could partly be because for Spring 2020 and Summer 2020 was remote due to COVID-19 and has forced the VRC to reevaluate our use of technology in our daily VA process and certification of VA benefits. Since we were not fully established for working remotely and using the available technology, or turnaround time increased.

Funding request rationale: Prior to COVID-19, we were working with a consultant to activate Veterans Pages in PeopleSoft so we are able to capitalize on the technology available to us. We have categorical funds available that we will be able to use for the contract with the consultant. Activating these pages and enabling forms through PeopleSoft will ensure that our process is as efficient as possible and we can cut down on certifying turnaround time.
Reflection of Results: Although we have met our deadlines by having all completed files certified to the VA within 10-15 business days for Spring and Summer 2019, our turn around time was still increased during peak time periods. In addition, we hired four short term temps to work at 40 hours a week for peak periods starting in April of 2019. This was due to losing one full-time staff member in Fall 2018. In addition, the VA requested all schools to hold off on certifying students for Fall 2018 until on or after August 1, 2018. Since priority registration for Fall began on May 30, 2018, and students could submit certifications at that time, our turn around time was greatly impacted.

Funding request rationale: Turn around times are negatively impacting students being paid on time by the VA and need to be lessened. Having two additional full-time staff members (one to replace a full-time staff member who has left the department and one additional new full-time staff, to bring new total to three full time staff outside of Supervisor) would significantly improve our offices' turn around time, which in turn will alleviate the students' financial stress and aid in overall student success. We would also be able to return to offering events and support programs to aid in the overall success of our veteran student population.
The NAVPA Organization recommends that Veterans' Offices having one full-time staff member per every 300 VA students certified for benefits. Palomar College averaged 1200 VA students certified every semester. The NAVPA recommendation for Palomar College would be to have four full-time staff members dedicated to our Veterans Department.

Resource Needs: Technology

Reflection of Results: Grade reporting for Title 38 receipents were completed withing 30 days of grades being posted for Fall 2019. The VRC was able to complete this task by day 28 of the 30 day cycle. However, we were unable to meet this deadline for Spring 2020 and Summer 2020. A large reason for this was due to COVID-19 CCCCO grade extensions for EW grades. This extension surpassed our 30 day deadline and changes were still being made to Spring 2020 in August 2020. Remote access was also unavailable to our student workers who assist with a very large portion of grade reports which caused further delay during these two semesters. Working remotely without proper technology solutions has made it difficult for us to meet this deadline.

Funding request rationale: Prior to COVID-19 the VRC was exploring a consultant to help us with technology solutions in PeopleSoft. We are able to cover this technology request with categorical funding and will not need to request PRP funding at this time.

Qualitative Data

Describe any qualitative measures you use and summarize the results.

What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above?
We have begun to explore different technology based solutions we can implement to help in turn around time. In addition, we have hired two additional full time school certifying officials to assist with meeting the NAVPA and VA regulations in regards to our SCO to student ratio. While we are still behind in the ratio of SCO to students per VA and NAVPA regulations, we have also thought of other technology based solutions that will assist the staff we do have in maintaining compliance in regards to meeting VA deadlines and fulfilling our mission statement.

**Reminder: Data does not autosave. Save this content before moving to the next section or closing form.**

ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

Describe your program's achievements this past year. Where possible, describe how these achievements are related to our students and their success!

During this past year we were able to complete the expansion to our Veterans Resource Center (among COVID) with the grant funding we secured from the state to expand our modify our VRC. This will allow for us to expand our peer to peer mentor program PAVE, and the partnership we have with University of Michigan with the PAVE program.
We have also been able to use categorical funding to hire an additional full time staff member to assist in meeting the VA and NAVPA regulation of having one FTE SCO per every 200 students certified. For reference, the VA reported Palomar College as having 1415 students certified this past academic year. This would indicate that we would need 7 FTE SCO's (excluding the Supervisor) to meet this standard/regulation. Prior to last year, we only had one full time SCO at the college and now we have three. While we are still not in compliance, we have made great leaps in meeting this regulation and are planning on still advocating for additional funding to meet this standard in the future.

Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit.   What effect will these changes have on your program/unit?

There have been many legislation changes to the VA and state policy that has greatly impacted our program. The most significant is the Colmery Act that was implemented in August of 2017 and is being rolled out until the end of 2022. Many of these changes were implemented in the past year. In addition to this, we have had to go back and recertify certifications back to August of 2018 to meet one of the new VA standards. This has created an additional 1400 certifications that will need to be processed before the end of 2020.
New legislation has also passed due to COVID such as S.3503, H.R.6322, and H.R.8337.

In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?

At this time, none.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

PROGRAM/UNIT EVALUATION AND THREE-YEAR PLANNING

Program Evaluation and Planning is completed in two steps.

First, you will complete an overalll evaluation of your unit drawing from your unit assessment data.

Second, working from that evaluation, you will establish you goals for the upcoming three years.

Section 1: Overall Evaluation of Program

Reflect on your unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

Section 2: Establish Goals and Strategies for the Next Three Years

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing them for this upcoming three-year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion. Goals should be Specific, Measurable, Attainable, Relevant, and Time –Specific (SMART). Following the goal template below will help you create SMART goals!

OVERALL EVALUATION OF PROGRAM

Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.

Strengths:
The Veterans Resource Center has a very unique strength, while not a requirement, is staffed by all veterans or military dependents. This has given us a natural passion to serve our students in the way in which we would've wanted to be served when we used our benefits. All of our staff members have either used or are using their VA education benefits to get their education. This has given us an inherent motivation to do what we can to make our process as efficient as possible for our students.

Opportunities:
The Veterans Resource Center has a few different opportunities available to us. While working remotely has proved difficult at times, it has also brought our attention to much needed improvements we can make it regards to our use of technology and has expedited how quickly we would have been able to implement such changes. For instance, we are currently working with a consultant to activate the already existing veterans pages within PeopleSoft that were designed to make our certification process much more efficient. In addition, we will be working with Enrollment Services to help manage Degree Audit and electronic forms for our military affiliated students. Since this will help us with our VA process and compliance, we are able to use categorical funds to support these projects.

Aspirations:
Ultimately, we hope to have the VRC working online (the elimination of paper files outside of VA required hard copy documents). This will improve efficiency within the departments required processes and allow for us to continue to offer and provide supplemental services that benefit the student and assist in their overall success as a student.

Results:
Some of measurable results would be to account for what can truly be done online through a students MyPalomar account and what would still need to be completed through email. We will also be able to take into account our turn around time and we could ask for student input on the ease of accessing forms and documents needed to complete required VA documentation.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

PROGRESS ON PRIOR PRP GOALS

List current or prior PRP goals your unit has been working on and provide an update by placing an "X" in the appropriate status box.

Prior PRP Goals

Goal 1

Goal	Choice
All completed requests for VA GI Bill benefits certification will be processed and sent to the VA on average between 10-15 business days	Ongoing

Goal 2

Goal	Choice
Maintain compliance under Title 38 by reporting all enrollment changes and grades (with last day of attendance) to Veterans Affairs within 30 days of enrollment change notification and/or grade report.	Ongoing

Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).

ESTABLISH GOALS AND STRATEGIES FOR THE NEXT THREE YEARS

New Goals: Please list all goals for this three-year planning cycle.

Goal 1

Description
As a Veterans Department, we are required to have all VA certifications processed within 30 days of receiving a students completed VA enrollment packet. As a department, we strive to have this completed within 10 - 15 business days (or 21 days) as the sooner the certification is processed and received by the VA, the sooner the VA will process the certification and the student can get paid. For reference, the VA estimates that it takes them approximately 30 days to process a certification once it is received from the school. If a student waits until school starts to certify, we are estimating that it could take them until half way through a semester to receive their first payment. In order to shorten this waiting period for our students, we strive to process enrollment certifications to the VA as quickly as possible (without sacrificing accuracy).
It is important to note that both the National Association for Veterans Program Administrators and the VA recommend that for every 200 students using benefits, a school has 1 full time school certifying official on staff (excluding the Supervisor for schools with a population over 300 students) so that schools may effectively meet this deadline.

Strategies for implementation
1. We would need to hire additional staff to continue to meet the ever growing demands of the VA and to meet the compliance in student to SCO ratio. Currently we have 1415 students using VA benefits (VA FY 2019 data) and have three full time SCO's. We would need to hire an additional 4 full time staff members to be in compliance and to continue to meet the demands of the VA.
2. We can also implement technology solutions to help meet deadlines and due dates with the VA by making our process more efficient with the three full time staff members we do have.

Timeline for implementation
1. While we need to hire four additional staff members, we are aware that with the current economic climate and financial state of the college, this is not a possibility at this time.
2. We are actively working with a consultant now to address a timeline in the implementation of automating some of our processes and transitioning to truly online forms and documentation.

Outcome(s) expected (qualitative/quantitative)
By implementing the veterans pages in PeopleSoft, automating some of our processes, and changing documentation to an online delivery system, we expect to reduce turn around times for certifications to the VA and the time it takes to process and report grades to the VA.

How does this goal align with your unit's mission statement?
If students don't have to worry about receiving their VA education benefits then they can focus on their coursework and achieving their educational goals.

How does this goals align with the College's Strategic Plan 2022?
This aligns with Strategic Plan 1 Objective 2 - "Streamline the onboarding process for students, removing barriers to registration and enrollment".

Expected Goal Completion Date
12/31/2021

How do your goals align with the College's values of equity and inclusion?
By partnering with Enrollment Services on these technology focused solutions (Degree Audit, major changes, electronic forms) we are including a wide variety of input in decision making of implementation, while also expanding the benefits of having these solutions to all students, not just our military affiliated students.

The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes. Click here to access Strategic Plan 2022.
VfS 5: Equity is inclusive of our veteran students. By working on technology focused solutions to streamline the onboarding process for this students and getting them "on the path" our department is doing it's part to reduce the equity gap.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

RESOURCES

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following four parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology and Facilities Needs

PART 4: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures) that will impact your unit. How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's **Strategic Plan 2022**.

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any other factors (e.g., legislation). Describe the impact of the reallocation of resources to your unit.

PART 1: STAFFING NEEDS

Are you requesting new Classified, CAST, or AA positions?
Yes

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.

When considering the funds required for a position, consult the HR website for position salary schedule and the Benefits Worksheet for additional costs related to benefits for the position.

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position
Veterans Services Specialist

Is this request for a full-time or part-time position?
Full Time

How does the position fill a critical need for current, future, or critical operations? e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.
VA, NAVPA (National Association of Veterans Program Administrators), and Minimum VRC Standards set forth by the CCCCO states schools should have one full time certifying official for every 200 students using VA benefits. For VA FY 2019, Palomar College had 1415 students certified using VA benefits. We have hovered around 1400 students for years now. This would mean at three full time SCO's (for schools over 300 students the CCCCO states the VRC Supervisor shouldn't be counted as SCO) we would need an additional four full time staff members.

Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?
We could use people in positions that are no longer needed/required within the District.

Is there funding that can help support the position outside of general funds?
Yes

What funding would support this position?
Some (very limited) funding could come from CCCCO VRC Categorical Funding.

Describe how this position helps implement or support your three-year PRP plan.
These positions will allow for us to meet the VA, NAVPA, and CCCCO SCO to student ratios. It will also enable us to meet the VA deadlines.

Strategic Plan 2022 Objective

1:2

If the position is not approved, what is your plan?
To continue reaching for technology based solutions to still be as efficient as possible and continue to look for other funding sources.

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2018, 2019, 2020. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

How to Request the Available Budget Report

Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?
No

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

NOTE: PARTS 3 and 4 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

This year the College is implementing two new processes related to resource needs coming from the PRP process.

1. One-Time Fund Requests. The college is implementing a process for prioritizing and allocating funds for one-time needs/requests tied to Program Review and Planning. Prioritization will take place through participatory governance in planning councils and the Budget Committee. Then, a recommendation will be made to Exec for funding of request utilizing various funding sources.

   For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES (on the left menu of the web page).

   Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

2. Technology and Facilities Review. From now on, ALL requests for technology will go through an institutional review process. If you request technology here, you will see a description of the process below.

PART 3: TECHNOLOGY

Will you be requesting any technology (hardware/software) this upcoming year?
No

Note about technology requests:

All technology requests will now go through a review process before prioritization.

- *Your director will send you a Technology Request Checklist (aka Technology Proposal Analysis Checklist).*
  - *You must complete this checklist and return it to your director no later than 10/30/2020.*
  - *Once the director approves the form and the request, the director will send the document to the Technology Review Committee to determine IS resources needed, any integration issues, and/or potential overlap with existing technology.*
  - *The results of the review will be sent to the director with feedback.*
  - *The director will determine whether or not the request moves forward for prioritization and/or implementation.*
    - *Requests for one-time funding will move forward for prioritization.*
    - *Requests that use funding from your department budget may move forward for purchase.*

PART 3: FACILITIES NEEDS

Do you have resource needs that require physical space or modification to physical space?
No

One Time Needs

For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES (on the left menu of the web page under "Instructional Funding Sources").

Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?
No

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council who reviewed PRP: **Sign Date**
Kendyl Magnuson   12/4/2020

FEEDBACK

Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:
The Veterans Center has used state funding effectively to build out a new study/tutoring space for Veterans co-located by the existing center. Additionally, the Vets Center is on the cusp of implementing a significant software improvement that will automate numerous time saving enhancements.

Areas of Concern, if any:
There is a disconnect between our current staffing level and the recommendations from the State and VA. I do not believe we need to staff to the new recommendation levels.

Recommendations for improvement:

Enter your email address to receive a copy of the PRP to keep for your records.
kmagnuson@palomar.edu

I confirm that the Program Review is complete and ready to be submitted.
Yes

Vice President Review

Strengths and successes of the discipline as evidenced by the data and analysis:
The VRC has done a good job in serving our student Veterans. The PRP shows thoughtful evaluation of the department.

Areas of concern, if any:

Recommendations for improvement:
I support the move towards a paperless operation and to improve the processes for Student Veterans

VP Name: **Signature Date:**
Vikash Lakhani   12/15/2020