Status: **Read**   Status: **Submitted**

Entry #: 20

Date Submitted: 11/1/2021 3:25 PM

<div align="center">

2021-2022 ANNUAL REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL PROGRAMS

</div>

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 review of and reflection on key program elements, Program Review and Planning identifies program strengths and strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

> **1) Updates to Service Area Outcomes assessment cycle or unit data;**

> **2) new events, legislation, or processes that affect your unit's ability to meet your mission; and**

> **3) a review of progress on your three-year plan's goals.**

The College also uses Program Review and Planning as the conduit to request resources (human, technology, facilities and funding) to further help improve and support programs.

BASIC UNIT INFORMATION

Program/Unit Name
Veterans Services

Department Name
Veterans Resource Center

Division Name
Veterans 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, Veteran Services

STAFFING AND SERVICE UPDATES

Staffing

Use the link provided to help answer the staffing questions below.

Link: Permanent Employees Staff Count

This form requires 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)
Currently we have 5 veteran student workers and 3 part time temporary employees that work approximately 20 hours a week.

Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.
Yes. One of our full time classified staff is on a military leave of absence. In his place, we've hired the 3 part time employees. We have also been waiting to hire two more full time additional classified staff within our department.

Program/Unit Description

Have the services your unit performs changed in any way over the past year?
Yes. We have transferred the majority of our work to a remote work environment since March 2020. Over the past year we have tried to fine tune this process to make it easier on our students and more accessible to those who find it difficult to work in a remote environment.

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

PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOMES UPDATE

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 (SAOs).

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 doing the following:

> 1) Log in to Nuventive Improve (previously TracDat) https://idmpg.palomar.edu/_layouts /PG/login.aspx?ReturnUrl=%2Fsso%2Fdefault.aspx. Your Palomar username and password is your login.
>
> 2) Check your SAOs for **currency**. SAOs should be assessed at least once every three years. **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, if appropriate.

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

SAOs Summaries / Reflection

If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

SAOs

SAO 1

SAO Title
Veteran/Dependent Student Certification
All completed requests for VA GI Bill benefits certification
will be processed and sent to the VA on average between
10-15 business days.

Assessment Status
Assessed

SAO Summary and Reflection
Fall 2020 - Grades not completed within 30 day deadline.
Spring 2021 - Grades not completed within 30 day deadline.
Summer 2021 - Grades completed within 30 day deadline. [less]
Resource Needs: Technology
Reflection of Results: Grade reporting for Title 38 recipients was not completed within 30 days of grades being posted for Fall 2020 and Spring 2021. The VRC staff worked diligently at meeting this deadline but due to a significant lack in workstudy personnel and not getting Last Day's of Attendance from some faculty, we were unable to meet these deadline. The majority of grades were completed by the deadline, however a small portion were not completed in time due to waiting on faculty to enter last date's of attendance. VRC staff has attempted to reach faculty, has reached out to Dean's, and updated the students files in the best of our abilities. Without LDA's we are unable to finalize reporting to the VA for grades.
We were able to meet this deadline for Summer 2021 (largely in part to the smaller student population taking classes for the the Summer 2021 term). Working remotely without proper technology solutions (ensuring that faculty can not submit grade changes or enter grades that need a LDA without a LDA) has made it difficult for us to meet this deadline.
Funding request rationale: To ensure that we have all the information needed to meet our deadline, we propose additional funding be given to Enrollment and Records to help them ensure that technology is established so that faculty have to give a LDA for grade changes, EW's, FW's, and W grades.
Students Sampled: All course sections

SAO 2

SAO Title
Changes/Grade Reporting
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.

Assessment Status
Assessed

SAO Summary and Reflection
Fall 2020 - Grades not completed within 30 day deadline.
Spring 2021 - Grades not completed within 30 day deadline.
Summer 2021 - Grades completed within 30 day deadline. [less]
Resource Needs: Technology
Reflection of Results: Grade reporting for Title 38 recipients was not completed within 30 days of grades being posted for Fall 2020 and Spring 2021. The VRC staff worked diligently at meeting this deadline but due to a significant lack in workstudy personnel and not getting Last Day's of Attendance from some faculty, we were unable to meet these deadline. The majority of grades were completed by the deadline, however a small portion were not completed in time due to waiting on faculty to enter last date's of attendance. VRC staff has attempted to reach faculty, has reached out to Dean's, and updated the students files in the best of our abilities. Without LDA's we are unable to finalize reporting to the VA for grades.
We were able to meet this deadline for Summer 2021 (largely in part to the smaller student population taking classes for the the Summer 2021 term). Working remotely without proper technology solutions (ensuring that faculty can not submit grade changes or enter grades that need a LDA without a LDA) has made it difficult for us to meet this deadline.
Funding request rationale: To ensure that we have all the information needed to meet our deadline, we propose additional funding be given to Enrollment and Records to help them ensure that technology is established so that faculty have to give a LDA for grade changes, EW's, FW's, and W grades.
Students Sampled: All course sections

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.

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!

Provide an update on 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 two years. In addition to this, many laws (listed below) have been addressed to address different concerns that have been brought up in concern to COVID.
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?

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

PROGRESS ON GOALS

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If your unit has experienced challenges implementing the goals, describe those challenges.

Click on "+Add Goal" below for each additional goal.

Goals

Goal 1

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

Choice
In progress

Describe Progress
This is a ongoing goal within our department. We have been working on a technology based Peoplesoft process to allow for students to certify benefits through their student center. We are hoping that this will help in more timely certifications between the student, our office, and the Regional VA Office.

Describe Challenges
We have faced a few challenges this past year in meeting this goal within out timeline. We have had one full time staff member leave for military service and have had challenges in implementing our technology based solution for more timely VA certifications.

Describe Outcomes (if any)

Goal 2

Goal
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.

Choice
In progress

Describe Progress
We have been working closely with Enrollment Services, Financial Aid, and the Records Department to ensure that we have all information in a timely manner so that we can meet this goal.

Describe Challenges

Describe Outcomes (if any)

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.
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.

Describe any changes to your goals or three-year plan as a result of this annual update.

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 currently filling 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 2019, 2020, and 2021. 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 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 11/19/2021.*
  - *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

PART 4: 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

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

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

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

Page 5 will show for reviewers (VP and/or Planning Councils) upon submission of the 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: **Date Reviewed**

FEEDBACK

Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:

Areas of Concern, if any:

Recommendations for improvement:

Vice President Review

Strengths and successes of of the discipline as evidenced by the data and analysis:
Veterans Services has done a commendable job in serving students throughout the pandemic.

Areas of concern, if any:

Recommendations for improvement:
I would like to see some student data around success, retention, and completion.

Section on Accomplishments seems blank. I'm sure there are many to highlight!

VP Name:
Dr. Vikash Lakhani

Signature Date:
2/1/2022