

Entry #: 40 - ---Veteran's Services

Status: Submitted

Submitted: 3/21/2024 4:43 PM

## 2023-2024 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 and strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

### BASIC UNIT INFORMATION

Are you completing a Comprehensive or Annual PRP?

Comprehensive

Division Name

Student Services

Department Name

SS Financial Aid, Scholarships, and Veterans

Program/Unit Name

---Veteran's 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://www.palomar.edu/veterans/>

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

Participant

Jessica Horn

Title

Supervisor, Veterans Services

## PROGRAM/UNIT MISSION STATEMENT

### What is your Program's/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

In this section, you will identify how many faculty and staff support your program. This information is considered when you request permanent staff and faculty hires. It is also useful as you evaluate your program and the human resources and talent you have to support our students.

To help you answer questions in this section, you will need the link shown in red below. This form required a login and password to access. Please use your Palomar email and password to log in.

Link: [Permanent Faculty and Staff Count](#)

#### Full-Time Staff

##### Total Number of Full-time Staff

4.00

##### Number of Classified Staff

3.00

##### Number of CAST Staff

1.00

##### Number of Administrators

0.00

##### Number of Full-time Faculty

1.00

#### Part-Time Staff

##### Total Number of Permanent Part-time Staff

0.00

##### FTE of Part-time Staff (2x19 hr/wk=.95)

0.00

##### FTEF of Part-time Faculty

0.00

### Describe additional temporary hourly or contract staff who support this unit and/or department. (Include FWS/District Student Workers/Veteran Student Workers)

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. We currently have two short-term employees who are helping to address gaps as we are currently down two staff members.

**Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.**

Yes. We had two full-time classified employees resign. We have not yet been able to fill these positions. This has led to a significant impact on our processing time and caseload for our classified staff. The VA and CCCCO recommends 1 full-time School Certifying Official to every 125 students using benefits - for a ratio of 1:125. Our current SCO-to-student ratio is 1:319.

**As part of the PRP cycle, Human Resource Services will provide Organizational Charts for all non-instructional units. Review the following organizational charts to answer the questions below.**

- [Finance and Administrative Services](#)
- [Human Resource Services](#)
- [Instructional Services](#)
- [President's Office](#)
- [Student Services](#)

**In reviewing your organizational structure, what are the strengths and opportunities this structure brings to the department, division, and College?**

We have an opportunity to move the Supervisor to a direct report to the Senior Director of Enrollment Services, similar to the Supervisor of Dual Enrollment, and Coordinator of International Education. Veterans Services employs more staff and has a wide array of legal and fiscal responsibilities that dictate our ability to certify VA education benefits at Palomar College. Bringing this out as a Direct Report would be more efficient in processing.

**In reviewing the organization structure, are there areas that could be improved if you were structured differently (i.e., efficiencies, communications/collaboration with the College, needs, etc.)?**

We have an opportunity to move the Supervisor to a direct report to the Senior Director of Enrollment Services, similar to the Supervisor of Dual Enrollment, and Coordinator of International Education. Veterans Services employs more staff and has a wide array of legal and fiscal responsibilities that dictate our ability to certify VA education benefits at Palomar College. Bringing this out as a Direct Report would be more efficient in processing and could help bring the needs of the VRC and our students to the forefront. While we have been very fortunate with leadership in the Financial Aid Department, the District should realize this may not always be the case and prioritize a direct report and advocate for the Veterans Services Program.

## **Program/Unit Description**

**Who utilizes your services?**

Military-affiliated students using any federal or state veteran education benefits. Students who are military-affiliated and not currently utilizing veteran education benefits also utilize our services.

**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 (PAVE - partnership with the University of Michigan), 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 uses Nuventive Improve 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) Login to Nuventive Improve through the Palomar College [Single Sign-on](#).
- 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 method and/or 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](mailto: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](mailto: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](#)

SERVICE AREA OUTCOMES TEMPLATE					
Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will you measure or assess it?)	Criterion (How will you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					

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

Yes

## SAOs SUMMARIES AND REFLECTIONS

Each of your program/unit SAOs should be assessed at least once every three years. 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. To continue in this range, we have employed different technology-based solutions such as VetMod in PeopleSoft and striving to turn our department into a "paper-free" zone.

#### 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 the last day of attendance) to Veterans Affairs within 30 days of enrollment change notification and/or grade report. When using queries and with updated legislation requiring SCOs to verify attendance through amendment reporting, we have been able to report drops and schedule changes in a timelier manner. This leaves punitive grade reporting for the end of the semester and is much more manageable than it has been in the past.

## 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

Veteran/Dependent Certification completed within 10 business days.

##### Description of Measure

Data checked in Student Enrollment Database found in VRC Shared Drive. Business days are calculated and averaged.

Year	Year	Year	Year
2019-2020	2020-2021	2021-2022	2022-2023
Value	Value	Value	Value
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.	Fall 2020 - an average of 15 business days until certified with VA. Spring 2021 - an average of 15 business days until certified with VA. Summer 2021 - an average of 8 business days until certified with VA.	Fall 2021 - an average of 10 business days to be certified with VA. Spring 2022 - an average of 5.4 business days to be certified with VA. Summer 2022 - an average of 4.5 business days to be certified with the VA.	Fall 2022 - an average of 5.6 business days to be certified with the VA. Spring 2023 - an average of 6.6 business days to be certified with the VA. Summer 2023 - an average of 3.1 business days to be certified with the VA

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

## Measure 2

### Name of Measure

Grades/Changes Monitoring

### Description of Measure

VRC Supervisor will verify that this deadline is met at the end of each grading period. 30-day period.

Year	Year	Year	Year
2019-2020	2020-2021	2021-2022	2022-2023
Value	Value	Value	Value
No	No	Yes	Yes

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.

For SAO 1 (Veterans and Dependent Certification) the data supports that the technology updates and modifications we have made in processing has assisted us in maintaining an average turnaround time of lower than 10 business days. While we were not fully staffed in 2019-2020, 2020-2021, and 2022-2023, we were still able to strive and reach our SAO goal. This past year, our ability to reach our SAO was largely due to an increased amount in OT for all staff. This is not a sustainable model, and we are currently waiting on Human Resources to approve two pending PARs for recruitment of 2 FTE SCOs. The CCCCCO and Department of Veterans Affairs recommend a SCO to student ratio of 1:125. Our current ratio is 1:319. We are also pursuing additional technology to assist us in becoming more efficient.

SAO 2 (Changes and Grade Reporting) data also supports that the technology updates and modifications we have made in processing has assisted us in being able to process student schedule changes and grades to the VA within 30 days. We are currently pursuing additional technology modifications to assist in this process and catch drops when they happen.

### Qualitative Data

Describe any qualitative measures you use and summarize the results.

NA

What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above?

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!**

We were able to open our VRC expansion to students to use during our return to campus after COVID-19 with the hiring of additional student workers. The VRC went into Fall 2022 with only 4 student workers, and through planning, recruitment, and training, we now have 18 student workers! This was a great achievement for the department and a reflection of the staff's dedication to serving our students and using military-affiliated students as VA Student Workers.

The department was able to finalize our final Standard Operating Procedures manual - the first one the department has ever had! This was a tremendous amount of work and effort that has made training student staff more streamlined.

With the opening of our VRC expansion, we have been able to expand and grow our Peer Mentor program, Peer Advisors for Veterans Education (PAVE) - a partnership with the University of Michigan. We currently have 151 students actively enrolled in the PAVE program.

**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?**

Section 702 under VACA was updated to include CH 35 recipients for residency purposes and in-state tuition and fees being charged.

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

AP 5013 needs to be updated to include "Space Force". It also needs to be updated to include CH 35 benefits who also qualify under VACA.

***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 overall evaluation of your unit drawing from your unit assessment data.

Second, working from that evaluation, you will establish your 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, and 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:**

We are getting ready to implement phase 2 of our VetMod project with the PeopleSoft Veterans Services Pages. This will enable us to move towards having more forms and VA processes available to our student population electronically. This will overall assist in streamlining the process and making the certification process more efficient for both the students and the SCO.

In addition, we will be working with Enrollment Services to help manage Degree Audit and electronic forms for our military-affiliated students. We hope to work with them to also update our Residency process to make it a more equitable and fair process for our military-affiliated students, alleviating some of the burden put on them to provide unnecessary paperwork. Since this will help us with our VA process and compliance, we can 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.

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

[Click here for previous PRPs with goal information.](#)

## Prior PRP Goals

### Goal 1

#### Brief Description

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

Ongoing

**Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.**

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.

## ESTABLISH GOALS AND STRATEGIES FOR THE NEXT THREE YEARS

In the previous sections of this PRP, you identified opportunities for improvement. Using these opportunities, develop 3-year [SMART goals](#) for your department. Goals should be Specific, Measurable, Attainable, Relevant, Time-Specific. Ensure your goals align with the mission of your department and/or [the College's Vision Plan 2035](#).

Please list all discipline goals for this three-year planning cycle.

If you require any additional resources beyond your exiting budget, please be sure to request those resources in the next section titled "Resources".

### 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 student's 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 halfway through a semester to receive their first payment. To shorten this waiting period for our students, we strive to process enrollment certifications to the VA as quickly as possible (without sacrificing accuracy or compliance).

It is important to note that both the National Association for Veterans Program Administrators, CCCCCO, and the VA recommend that for every 125 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. Our current SCO to student ratio is 1:319.

**How will you complete this goal? Include strategies and a timeline 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 957 students using VA benefits (VA FY 2022 data) and have three full-time SCOs. 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 efficiently with the three full-time staff members we do have.

Timeline for implementation - hiring 4 more additional FTE SCOs is not likely to be approved. However, we do plan on hiring two more FTE SCOs. This is currently pending Human Resources' approval for recruitment. This will bring our ratio to 1:191 which will make our workload much more manageable.

Technology-focused solutions are ongoing, and we will hopefully start Phase Two of VetMod this upcoming academic year.

**Outcome(s) expected (qualitative/quantitative)**

By updating and expanding on the veterans' pages in PeopleSoft, automating some of our processes, and changing documentation to an online delivery system, we expect to reduce turnaround times for certifications to the VA and the time it takes to process and report grades to the VA.

Having two additional FTE SCOs will also help in lowering our processing time as we will be able to lessen each SCO's caseload.

I also believe that having additional staff on hand will help improve the morale and overall well-being of those in the office.

**How does this goal align with your department mission statement, the College's Vision Plan 2035, Equity Plan, and/or Guided Pathways?**

If our students don't have to worry about receiving their VA education benefits, then they can focus on their coursework and achieving their educational goals. We as a department can also focus on offering additional supplemental services to our students to help them be successful in their academic and life goals.

Our goal of providing timely services also aligns with Strategic Plan 1.2 "Ensure students experience timely, welcoming, and barrier-free support services aligned with their career and transfer pathways."

**Expected goal completion date****How do your goals align with the College's values of equity and inclusion?**

Equity is inclusive of our veteran and military-affiliated students. By working on technology-focused solutions to streamline the onboarding process for these students and getting them "on the path" our department is doing its part to reduce the equity gap.

**The Vision Plan 2035 includes the College's Educational Vision Plan. Review the goals and objectives in the plan and identify 1-3 objectives that your unit supports. Describe how your unit helps to support those objectives.**

Goal 2 Objective 3 - Establish a sense of belonging and wellness across the Palomar Community. - For our small part, the VRC has strived to create a welcoming environment for all who enter.

Goal 1 Objective 3 - we've created a warm and welcoming space that ensures students are using the resources to their full capabilities.

Goal 1 Objective 5 - we've provided training to faculty and staff on suicide prevention, military culture, and different professional development courses around our military-affiliated students.

**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 five parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology Needs

PART 4: Facilities Needs

PART 5: 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 [Vision Plan 2035](#)

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.

**NOTE: All requests listed in the PRP will be reviewed by deans and supervisors, then forwarded to the appropriate review group for prioritization. A resource requests approved to move forward in the review process does NOT guarantee a position or funding.**

## PART 1: STAFFING NEEDS

**This year, units are asked to identify new positions only as part of the PRP process. Vacant positions will be addressed outside of the PRP process.**

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.

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

Yes

### REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

#### Staff, CAST, AA request 1

##### Title of position

Veteran Services Specialist

##### Is the position request for AA, CAST, or Classified staff?

Classified

##### 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 the CCCCCO states schools should have one full time certifying official for every 125 students using VA benefits. For VA FY 2023, Palomar College had 957 students certified using VA benefits. This would mean at three full time SCO's (for schools over 300 students the CCCCCO 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?**

Yes.

**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 the CCCCCO VRC funding.

**Describe how this position helps implement or support your three-year PRP plan.**

These positions will allow us to meet the VA, NAVPA, and CCCCCO SCO-to-student ratios. It will also enable us to meet the VA deadlines and serve our student population in a more timely and efficient manner.

**Vision Plan 2035 Goals and Objectives**

1:2

**If the position is not moved forward for prioritization, how will you address this need?**

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 2021, 2022, 2023. 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.**

## PARTS 3, 4 and 5 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

1. One-Time Fund Requests. Through the PRP process the college implements an approach for prioritizing and allocating one-time needs/requests. Prioritization takes place through the appropriate groups, leadership, and the Budget Committee. The executive team and Resource Allocation Committee consider various sources for funding PRP requests. Resource requests also inform the larger planning process like Scheduled Maintenance Plans, Staffing Plans, and institutional strategic planning.

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

If you are a CTE program and think you may qualify for CTE funds for your PRP request(s), you are STRONGLY encouraged to answer the call for Perkins/Strong Workforce grant applications in February. Contact the Dean of CTEE for additional information.

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

1. Technology and Facilities Review. Requests for technology and facilities are assessed by the Deans and then, if appropriate forwarded to the proper institutional group (e.g., technology review committee, or facilities) for review and feedback.

### PART 3: TECHNOLOGY NEEDS

**Will you be requesting any technology (hardware/software) this upcoming year?**

No

### PART 4: FACILITIES REQUESTS

**Do you have resource needs that require physical space or modification to physical space?**

No

### PART 5: OTHER 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

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

Yes

**Enter your email address to receive a copy of the PRP to keep for your records.**

jhorn@palomar.edu

**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 Immediate Supervisor.**

**Immediate supervisor who reviewed PRP:**

Kendyl Magnuson

**Sign Date**

4/27/2024

### **FEEDBACK**

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

The Veterans Resource Center has maintained excellent service to students and compliance with VA requirements. There remains a need to evaluate staffing requirements for operational needs and compliance with Certifying Official to student ratios.

The use of technology has continued to provide this office enhanced capabilities. There is an ongoing need to address technology's role in assisting the department in serving students and maintaining compliance.

#### **Areas of Concern, if any:**

#### **Recommendations for improvement:**

The district needs to assess the staffing needs and requirements for this department. The impact of errors or compliance in this heavily regulated area can be significant. An awareness on the part of the District to these concerns is crucial.

### **Vice President (or President) Review**

#### **Strengths and successes of the discipline as evidenced by the data and analysis:**

The Veterans Resource Center continues to provide quality and efficient services, even while dealing with limited staff and working up to offering more online and electronic forms and services.

#### **Areas of concern, if any:**

#### **Recommendations for improvement:**

Two new certifying officials will be coming on board soon, which should support the office and reduce the need for OT to meet VA certifying requirements.

**VP Name:**

Nick Mata

**Signature Date:**

9/8/2024