

Academic Year: 2015-2016

I. Student Services Area Overview

1. Mission Statement

Veterans Services provides VA Educational Benefits to eligible Veterans and their dependents. We support academic success by coordinating college and community resources in an effort to provide a quality education and services to all members of the armed forces and their dependents (Reviewed 2/2016).

2. Philosophy Statement

We support Veterans and Dependents of Veterans Affairs (VA) in obtaining their VA Educational Benefits and financial support (Reviewed 2/2016).

3. Summary

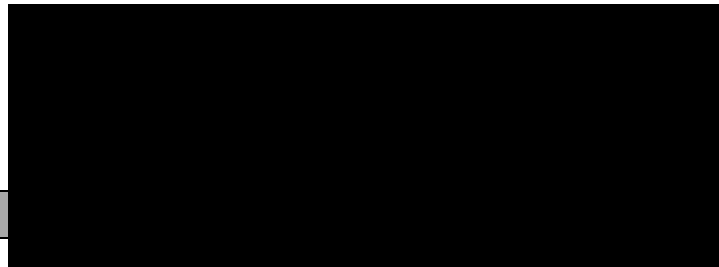
- Provide Veterans and VA Dependents with services and information to access their VA Educational Benefits
- Facilitate admissions, course enrollment, and financial deferments for veterans and dependents; determine veterans eligibility for priority registration
- Implement guidelines and policies established by the Department of Veterans Affairs
- Provide referrals for veterans/dependents, to the Counseling Department in order to obtain a VA Student Education Plan (SEP)
- Report enrollment status regularly to the Department of Veterans Affairs (Certification, adjustment, amendments, terminations)
- Provide Norco College academic program amendments to the California State Approving Agency & Department of Veterans Affairs (WEAMS)
- Report, verify, and reconcile enrollment fees each term
- Report updates on each student's financial aid status and facilitate the reimbursement of funds to the VA
- Facilitate new student orientation for veterans/dependents every semester

Adjustments, Amendments, Terminations (2015 / 2016):

VA Cert. Changes	15 SUM	15 FALL	16 WIN	16 SPR
Adjustments	5	18	9	22
Terminations	8	3	2	7
Amendments	1	1	0	3

Veterans New Student Orientations	
Term:	Number ofStudents
15 Summer	11
15 Fall	6
16 Winter	4
16 Spring	9

Student Inquiries Fiscal Year: (2015-2016)



Over the Counter Services	
New Student Intake	
Submission of Veterans Intent & Statement of Responsibility (VISoR)	1109
Change of Program	82
Document Submission	223
Other (Course Enrollment, Certification Application Status,) Etc..	556

II. Assessing Outcomes

Objectives:

1. Report on 2014-2015/Asct-t on 2014-

3.

1,2,3

SLO # 3:
As a result of a one on-one consultation, Veterans and Dependents benefit users will learn that the VA does not pay for online remedial courses.

-Civic Engagement

As a result of a one on-one consultation, 90% of Veterans and Dependents of Veterans benefit users will understand that the VA will not pay for online remedial courses

Utilize pre and post survey & certification verifications

II.2.A. 2015-2016 Assessment Plan for Student Services Area:

Objectives:

1. Provide information regarding the process of obtaining VA Educational Benefits at Norco College
 - a. Keep students updated on VA policies with regards to education and/or services
 - b. Disseminate information pertaining to college application and registration process
 - c. Disseminate information pertaining to G.I. Bill program benefits and entitlement
2. Improve the quality of services in Veterans Services Office.
 - a. Provide accurate student information.
 - b. Provide informational materials to students.
 - c. Provide staff training sessions on an ongoing basis.
3. Educate Veterans and VA Dependents on specific enrollment responsibilities
4. Collaborate with Student Services Departments to enhance the academic experience of student Veterans at Norco College

Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norc.04 T3181 0 9.96 -0 0 91 0 9.96 -1.6 (nf-1.6 (nf.9 (t)2g 308.76 73 74.68 8no(nf.9 (m5h11.4 (c -0.A5 (r)4.9 (c)3.9o8
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*Please see appendix for description.

**More detailed description on the following page.

II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis

SLO/SAO #1: ~~SLO Assessment (m)-ci(s)-1a1 (l)-1 (3 -i (e)-d ()-1 BOG (u)-9. F (p)-5 (e1)-5 (e1)- W (8)-3i (e)-vssm)-7 (e)-2 (4 - ch (s)-~~

	Pre-Test	% Correct	Post-Test	% Correct
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	Pre-Test	% Correct	Post-Test	% Correct	Total # of Students
I am aware of the Veterans Access, Choice and Accountability Act of 2014 and California Assembly Bill 13.	184	48%	184	92%	184

-Goal is met and exceeded by 14% Posttest revealed 94% of students who participated in the survey demonstrated knowledge of the “F” policy established by the Department of Veterans Affairs (VA).

Improvement Recommendations

- Assessment will continue as new students need to be aware of the VA’s “F” policies.
- Students at risk of falling below academic standards will receive additional consultation.
- Additional data from students being affected needs to be collected to determine if they were aware of this policy. If the students are not aware, the reasons will have to be investigated to ensure that we target those students so they are included in SLO.

SLO/SAO #3: SLO : As a result of a one-on-

	Pre -Test	% Correct	Post -Test	% Correct	Total # of Students
As a result of the VA workshop at Norco College, I have a better understanding of VA policies and procedures	184	45%	184	99%	184

III. Needs Assessment

1. Staffing Level

2. Staffing Profile

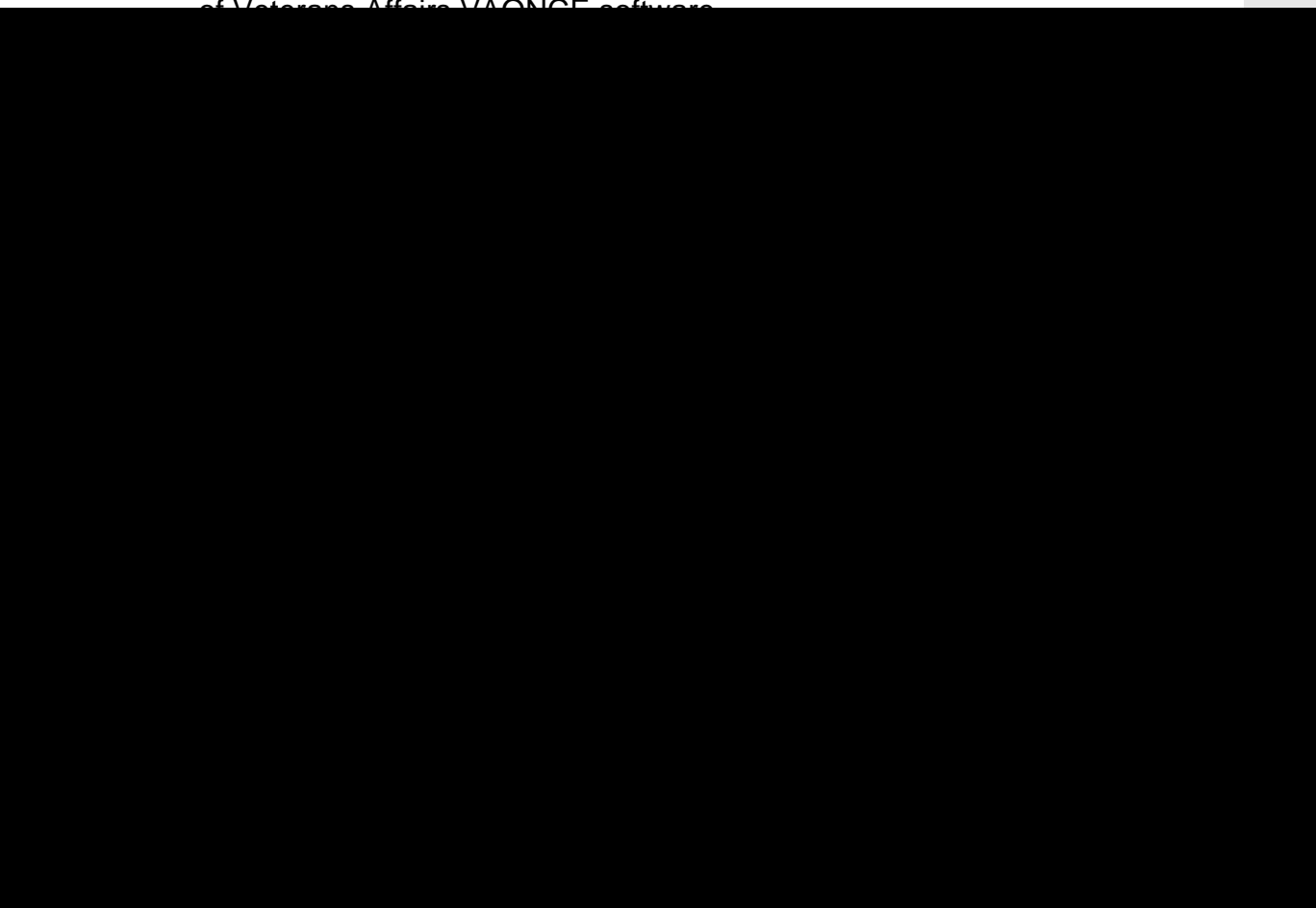
Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration	.25	.25	.25	.25	.25	.25	.25

Unit Name: _____

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. Secondary Monitors and Articulating Arms <u>Reason:</u> To provide an efficient means of processing VA certifications as I currently have to switch from Norco College's UIWEB software to the Department of Veterans Affairs VAONCE software.	\$1,500		



your area manager to obtain accurate cost estimates.

Unit Name: _____

6. Technology++ Needs Not Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Unit Name: _____

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 201 6-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. <u>Reason:</u> N/A	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	

6.
Reason:

Unit Name:

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: _____

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u> a s o n :			

Unit Name: _____

9. OTHER NEEDS not covered by current budget

List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request

