



Student Services and Administrative/Operational Annual Program Review and Planning Update Form Fall 2023

BACKGROUND:

Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.

Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.

DIRECTIONS:

This form shall be completed annually by **all** student services programs and administrative/operational offices.

- Programs or offices must submit their Annual Program Review Update form to their manager or dean by 5pm, Monday, November 27, 2023.
- Managers or deans will forward the completed form to the Program Review and Planning Committee Chairs by 5pm, Monday, December 4, 2023.
- Questions or concerns?
 - Committee contacts:
 - Co-chairs Mary Bogan (mbogan@fullcoll.edu) and Bridget Kominek (bkominek@fullcoll.edu)
 - Manager and classified professional representatives on the [Program Review and Planning Committee](#)
 - [Office of Institutional Effectiveness](#)

SUBMISSION:


Program:

Division:

Date:


We have reviewed our most recent self-study and **have not identified** any significant changes that necessitate resource requests for the upcoming academic year. *(Complete part 1 only)*

We have reviewed our most recent self-study and **have identified** significant changes that necessitate additional resource requests, which are attached in our submission. *(Complete parts 1 and 2)*

Principal Author Signature: 
Nick Arman (Nov 27, 2023 08:42 PST)

Date: 11/27/2023

Printed Name: Nick Arman

Manager or dean Signature: 
Gilbert Contreras (Dec 11, 2023 16:06 PST)

Date: 12/11/2023

Printed Name: Gilbert Contreras

Part 1: Review of Data

List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year? What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?

Intended outcomes #:

1. VRC students will receive email reminders informing them to visit the VRC for the Veterans Administration (VA) certification or priority registration process.
2. VRC will increase the number of Veteran students who complete their required counseling appointments by providing email and phone call reminders by Veteran Work-Study staff members.

Using Cadence and targeted email reminders from SARS, students are now receiving multiple reminder notifications about their counseling appointments. This led to a reduction in no-shows and increase in counseling contact rates.

3. Discontinued
4. Outreach efforts (e.g. email, social media, counselors, etc.) aimed to inform students to request timely certifications will result in student Veterans communicating timely requests for VA benefits certification.

Prior data determined that our processes needed improvement with delivery modality and frequency. We have since began using Cadence to communicate with our students via text messaging and increased the format and frequency of communication with students. Furthermore, we changed the platform by which accepting requests for VA benefits certification and now use a web-based application, making it more user friendly and enables us to collect data. Consequently, requests for VA benefit certifications have been timelier by the students.

5. VRC will provide campus-wide staff development to ensure that awareness and training about Veteran-specific issues is provided to all campus personnel.

Presentations and trainings have been provided. Despite these efforts, the VRC continues to receive periodic complaints from students about the lack of awareness and understanding of the military culture at this college campus. Continued efforts will be made to improve the student veteran experience at this college.

Part 2: Additional Resource Request Reasoning and Support

For each request, complete steps A, B, and C.

Step A: Briefly describe the request.

Step B: Answer the following questions:

1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?

Recently, the only School Certifying Official (SCO) retired from FC after 38 years of service to the NOCCCD. This created a need to shift responsibilities of a newly hired Student Services Specialist to assume the role of full time SCO, responsible to ensuring that VA benefits certifications requests are processed in accordance with VA policy and regulations and in a timely manner. This shift of personnel responsibilities created a gap in our ability to continue with programming and outreach.

The Center of Excellence for Veteran Student Success Programs grant from the U.S. Department of Education was expended as of June 30, 2023. That grant allowed the VRC to hire a full-time Student Services Coordinator to oversee the projects and services aimed to increase retention and completion rates of student veterans and support the students and staff of the VRC. As part of the grant proposal, Fullerton College committed to supporting the Student Services Coordinator position’s salary and benefits out of its general funds after the 3-year grant.

2. How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?
 - Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program or office growth, or increased demand.

As previously mentioned, the VRC hired a new Student Support Specialist in May 2023 to assist with programming, outreach, and case management. And with the recent retirement of one of our team members, our specialist volunteered to step into the role of SCO. Therefore, the VRC does not have a specialist to assist with the aforementioned tasks.

Since the campus has not committed funds to support the Student Services Coordinator’s salary and benefits, the VRC had to shift one-time and ongoing VRC state funds to fill that funding gap. This will create shortfalls in the VRC’s outreach and in-reach efforts. Those state funds would have normally allowed the VRC to hire additional adjunct faculty to support the more than 1,000 student veterans and military-connected students at Fullerton College.

3. How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program’s goals for improvement, as stated in your last program review?

Additional resource allocation by means of hiring a new Student Services Specialist will address our College Goals #: 1 & 2 Objectives #: 1, 2, 3, & 4.

Step C: Complete this chart with details of the request:

Type of Resource	Requested Dollar Amount	Potential Funding Source It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel	\$185,000	
Facilities		
Equipment	\$5,000	
Supplies		

Computer Hardware	\$2,500	
Computer Software		
Training		
Other		
Total Requested Amount:	\$190,250	