Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## 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.**

## SUBMISSION:

**Program:**

Veterans Resource Center

**Principal Author(s):**

Nick Arman, Ed.D.

**Manager:**

Naomi Abesamis

**Submission Date:**

12/10/2024 10:19:24 AM

**Author Signature:**

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| Electronically signed by Nick Arman on 12/04/2024 3:42:37 PM |

**Manager Signature:**

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| Electronically signed by Naomi Abesamis on 12/10/2024 10:19:24 AM |

# Part 1: Review of Data

1. **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?**

1. Email Reminders for VA Certification and Priority Registration

VRC ensures student veterans receive email reminders for VA certification and priority registration. This outcome is assessed continuously throughout the academic year to confirm certifications are completed before the start of each term.

2. Increased Counseling Appointment Completion

The VRC aims to boost the number of veterans completing required counseling appointments by sending reminders through Veteran Work-Study staff via email and phone calls. This outcome is monitored throughout the year.

3. Outreach for Timely Certification Requests

Outreach efforts, including emails, social media posts, and counselor communications, aim to encourage timely VA benefit certification requests. While this outcome has been assessed once since the last self-study, follow-up assessments at the end of the academic year will analyze the effectiveness of targeted text and email campaigns.

4. Campus-Wide Staff Development on Veteran Issues

The VRC plans to provide training for campus personnel to enhance awareness of veteran-specific needs. This outcome was not assessed in the last year and will be prioritized in upcoming evaluations.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

Outcome 1: No changes were made.

Outcome 2: Based on the previous assessment cycle, the VRC revised its approach to reduce no-shows for counseling appointments. Collaborating with the General Counseling Analyst, the VRC implemented automatic email notifications upon appointment scheduling and introduced text message reminders sent the evening prior to appointments. Initial anecdotal feedback suggests these changes have been beneficial for students. A statistical analysis will be conducted at the end of this academic year to compare data from AY 2022–23 and AY 2023–24.

Outcome 3: While the VRC does not currently utilize social media, plans are in place to hire a student assistant to support social media marketing and outreach. In the meantime, the VRC has adopted text messaging and targeted email communications to remind students to submit their VA certification requests. Future assessments will analyze the impact of these communication tools on the timeliness of certification requests and processing times.

Outcome 4: A VET NET Ally training session has been scheduled for Spring 2025 to provide campus-wide staff development on veteran-specific issues.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

Argos Reports, Banner, and SARS reports.

# Part 2: Additional Resource Request Reasoning and Support

[ ] **We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

[x] **We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

Student Services Specialist

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

The VRC lost a full-time employee (FTE) when the previous Student Services Specialist retired in October 2023. This position has not been backfilled, leaving a critical gap in the program’s ability to meet its operational and service goals.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

The absence of a dedicated Student Services Specialist has hindered the VRC’s ability to conduct outreach, in-reach, and targeted programming. Filling this position will enable the program to implement and manage consistent programming, enhancing the overall experience for student veterans and ensuring they receive tailored support.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes, this request is personnel-related. The retirement of Tania McKeown in October 2023 left a vacancy that was not filled. Additionally, when Tania retired, Travis Mahaffey transitioned to the role of School Certifying Official, leaving the VRC without personnel to manage orientations, programming, outreach, and related activities.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

This allocation will enable the VRC to deliver consistent programming, increase outreach and in-reach efforts, and support strategic goals, including SAP 3 (VRC Success Program) and SAP 4 (Mentorship Program for Veterans) from the 2022–23 comprehensive self-study. It directly aligns with College Goals 1 and 2 and Objectives 1, 2, 3, and 4 (2022-23).

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities | n/a |
| Supplies | n/a |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $87,593 |

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| --- |
| **Is the funding requested ongoing or one-time funding?**Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)No |

**For each separate resource request:**

1. **Briefly describe your resource request.**

The VRC requests a Student Services Technician to provide consistent administrative and operational support, addressing the growing needs of the military-connected student population.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

Although this request is not immediately urgent, the VRC is preparing to move into its permanent location in the new Chapman Newal Instructional Building in March 2025. The expanded space and increasing military-connected student population necessitate additional administrative support to effectively serve over 1,400 students. This request was previously made in the 2022–23 self-study report but has not yet been granted.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

A Student Services Technician will provide consistent and stable administrative support, reducing reliance on high-turnover VA Work-Study staff. Responsibilities will include:

o Training incoming VA Work-Study students.

o Staying updated on Veterans Administration policies and guidelines.

o Streamlining the new student-veteran intake process.

o Maintaining an internal database to track over 1,400 students.

o Developing a veteran-specific group orientation.

o Assisting as a backup certifying official and supporting VA certifications during peak periods.

o Creating a welcoming and supportive environment for incoming students.

This role will directly contribute to increased student retention, success, and satisfaction.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes, this is a personnel-related request. Without a Student Services Specialist, the VRC must rely heavily on temporary VA Work-Study staff, which creates operational inefficiencies due to their high turnover rate. The growing number of military-connected students served highlights the need for a dedicated Student Services Technician to provide consistent support and ensure smooth operations.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

This request aligns with College Goals 1 and 2 and Objectives 1, 2, 3, and 4 (2022-23). It supports the VRC’s ability to enhance programming, streamline operations, and improve student retention and success outcomes.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $81,669 |

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| **Is the funding requested ongoing or one-time funding?**Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)No |