Comprehensive Program Review Report (Narrative)
College of the Sequoias
Program Review - Veterans

Prepared by: Ashley Muniz-Veterans Coordinator, Jennie Garcia-Veterans Counselor

What are the strengths of your area?: The Veterans office provides services to assist student veterans in meeting their academic needs such as computers, a study space, and counseling. As a result of providing these services students who utilize them consistently showed a 9% greater success rate when compared to students who did not. Overall 70.8% of veterans were satisfied with the services offered in the VRC.

What improvements are needed?: We are in need of a better method of tracking students use of the VRC and the services that it provides. Currently, we are unable to contact veterans who do not use their VA benefits therefore we need a method of coding all veterans that will allow us to contact them as needed.

Describe any external opportunities or challenges.: The current challenge that we are facing is in obtaining data analysis from the research department. As our current methods of data collection in the VRC are insufficient in providing quantifiable data. In an effort to overcome our current challenges we are working with external departments to create a method of data collection that will yield quantifiable data.

Overall Outcome Achievement: While we believe that the VRC has developed a great foundation of services and staff, there is room for improvements in the services provided and the efficiency of the program. Baseline services are being provided and students satisfaction with our office is moderate. But we do not have efficient data collection methods, counseling services are scarce, and there are many additional Veterans services that we would like to put in place to better serve veteran students.

Changes based on outcome achievement: place to determine a measurable outcome.

Outcome cycle evaluation: All assessments were completed as scheduled but improvement is needed in terms of increasing participation rates among students and in how assessments are carried out. This year was set aside to establish baseline data and the target was met in 2 of the 3 assessment areas.

Action: Data Collection

Work with research office to develop a SAO’s that can be properly analyzed.

Start Date: 10/01/2014
Status: New Action

Identify related course/program outcomes: "Information Literacy Locate, evaluate and use information from a variety of sources to take action or make a decision." we are achieving this Institutional outcome through improvements in data collection which will allow us to make informed decisions about the direction of our program.

Person(s) Responsible (Name and Position):

Rationale (With supporting data): Implementing new methods for data collection will make the assessment process more efficient and will allow the VRC to accurately reflect the activity of the office.

Priority: High
Safety Issue: No
External Mandate: No

Action: Computer Acquisition

Work with Technology/Computer services on implementing methods for tracking student data.

Start Date: 10/01/2014
Status: New Action

Identify related course/program outcomes: This action will assist us in meeting our program objective of better obtaining and analyzing student data which will drive the decision making of our program.

Person(s) Responsible (Name and Position):

Rationale (With supporting data): the acquisition of this computer will help in providing more accurate and detailed reports for Research to analyze for the departments.
data):  
  Priority: High  
  Safety Issue: No  
  External Mandate: No