Program Review
Golden West College

Important Information

Some people have expressed concerns about losing information after being logged off. There are some ways to avoid this.

- Please type your information into a Word document then paste the information here.
- At the bottom of the page, there is a **"Save Progress"** button. That button can be very useful. However, if you have already been logged out due to a time error, it won't actually save the information to your account. To check to see if you have been logged out, a better approach is to click the **"Previous"** button. This will take you to the previous page AND it will save what you have typed on the current page. If you had been logged off, you will be immediately notified.

Submitter's First Name: *Susana

Submitter's Last Name: *Castellanos-Gaona

Submitter's Email: *scastellanos-gaona@gwc.c

Submitter's ID *

Submitter's Phone Number: *

Type of review? *
- ○ Administrative
- ○ Instruction (Please note: Library and Counseling should submit individual Program Reviews: One for Instruction and one for Student Services))
- ◉ Student Services

Who is your Dean/Supervisor?
- ○ Robyn Brammer
- ○ Joseph Dowling
- ○ Rick Hicks
- ○ Janet Houlihan
- ○ Danny Johnson
- ◉ Claudia Lee
- ○ Alice Martanegara
- ○ Carla Martinez
- ○ Alex Miranda
- ○ Kay Nguyen
- ○ Meridith Randall
- ○ Christina Ryan Rodriguez
- ○ Matthew Valerius
- ○ Tim Vu
- ○ Chris Whiteside

Are you the Department Chair? *
- ○ Yes
- ○ No
- ◉ Not applicable

Who is your Vice President? *
- ◉ Lee, Claudia
- ○ Houlihan, Janet
- ○ Randall, Meridith

If you experience any technical difficulties completing this form, please contact Damien Jordan.

Program Review
Purpose

"Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices" –Academic Senate for California Community Colleges, 2009-

Program Review

Data Driven Decision Making

- *Continual improvement*
- *Evaluation of program resource needs*
- *Fiscal stewardship and transparency*
- *Culture of evidence*

Program Review
Reporting Cycle

1. Program Review will be conducted every two years beginning Fall semester 2021.
2. Department Chair/Originator will be given feedback at each step in the process.
3. Data provided by ORPIE, including statewide data for success given to departments the first week of October (October 8, 2021). Originator: The originator owns this information (usually the Department Chair). The document is "locked" unless sent back.(October 22, 2021).
4. Department Chair: If the Department Chair did not submit the document, it will go to the Department Chair for general feedback (November 1, 2021).
5. Dean/Supervisor: The Dean/Supervisor provides feedback in a single text box. The Dean/Supervisor may send back to the Department Chair if something needs to be changed. (November 8, 2021).
6. IEC: IEC provides feedback for a technical review. (November 15, 2021).
7. CCD: provides feedback on curriculum or instruction section. (November 22, 2021).
8. Vice President: The identified VP provides feedback and can send the document back for edits (December 1, 2021).
9. Review: The Department Chair incorporates the feedback and resubmits. The Dean/Supervisor can send back if there is still something missing (January 31, 2022).
10. Submission: Once the originator (Department Chair) submits the document, it will be locked (February 11, 2022).
11. Committee Reviews: Requests for funding will be sent to committees for their review (February 11, 2022). Reviews by committees must be submitted to Planning and Budget by March 15, 2022.
12. Hiring Deadline: Approved requests for faculty positions will be provided by the Executive Team (February 25, 2022).
13. Hiring Deadline: Ratings for classified professional positions will be provided to the Executive Team by April 22, 2022.
14. Funding Deadline: Planning and Budget will make determinations on Categorically funded requests (April 22, 2022).
15. General Funds and Classified positions: Items funded through general funds and available Classified Professional Positions will be determined (October 7, 2022).

Important Update

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Program Information

Name of Program (Academic Programs should be listed per discipline)

Veterans Resource Center

Please provide a brief description and any significant change in your program since the last program review cycle.

The Veterans Resource Center (VRC) serves veterans, active duty, and military connected students providing holistic services from onboarding to retention and completion as well as transitional services from military to civilian life. The VRC, located within the Student Services Center, includes a lounge, break room, two private offices, a computer lab, and a study hall. Services include tutoring (in mathematics and English) and financial planning to maximize Veterans Affairs (VA) benefits to cover academic costs at GWC and after transfer to four-year universities. The VRC continues to offer academic counseling in partnership with the Counseling Division and continues to partner with U.S Vets Outside the Wire to provide mental health / emotional support counseling, which includes case management services connecting students to off-campus resources. The VRC continues to partner with ASGWC to secure funding for special veteran events. The Veteran Taskforce continues to plan special events with ASGWC funds including the Veteran Day celebration, summer activities, holiday celebrations, and graduation. To address and streamline holistic service touch points, SEAP continues to work with the Veterans Work Group. A strong partnership with the Assistance League of Huntington Beach continues, which provides student veterans with monthly donations giving access to food resources in the break room within the VRC and scholarship opportunities.

Significant changes include the addition of VA work study employees supporting students in resource connection as well as in-reach activities. Students are contacted every week through text messages, emails, and phone calls. The Assistance League of Huntington Beach has increased financial support by providing over $45K in scholarships to military connected students. Although the grant supporting financial planning has been successfully completed, this service continues with alternative funding. The US Vets Outside the Wire expanded services by adding a Marriage and Family Therapist (MFT) and Case Manager to the team in addition to graduate interns.

What are your program's strengths?

The Veterans Resource Center (VRC) continues to maintain strong relationships with campus departments. Service referrals are made to appropriate on-campus departments that can augment the level of services provided to student veterans. These strong relationships also expand to community organizations that continue to provide free services and resources to students. In addition, the VRC team continues to expand services with minimal fiscal impact. Operations are funded by categorical, grant, and auxiliary funds with minimal human resources.

What are the challenges for your program? (If there are regulations or requirements for your program that require additional support, please note those here.)

The Veterans Affairs (VA) office recently announced new guidelines under section 1018 for veterans and dependents utilizing VA benefits to fund their education. As a result, institutions must be in compliance as of July 2021 by providing all veteran and military connected students with a shopping sheet that includes information regarding cost of attendance, living expenses, costs covered by VA education benefits, financial aid, student loan debt, graduation rates, and acceptance of transfer credits including military credits. The College submitted and received a waiver, which gives extends the institution to be in compliance by July 2022.

Changes for course withdrawals will also be in effect, which will have financial consequences for students that do not finish a course successfully. This includes the requirement for students to return all housing allowance and tuition fees disbursed to students instead of a prorated amount based on the course drop date. The VRC is working with the Veterans Work Group to address these changes and increase student awareness to prevent course drops and financial impact.

Challenges continue in the area of veteran self-identification in the Banner system. The majority of students identified as a veteran student in Banner are those that are receiving Veterans Affairs (VA) benefits to fund their education. Those that are not receiving VA benefits are only identified in Banner if they self-identify in the application process or if they seek services. The VRC continues to work with the Veterans Work Group to find alternative options in identifying student veterans in the Banner system.

STUDENT SERVICES INFORMATION

If you do not have any of the below information, please type "N/A" in that box.

	4-years ago	3-years ago	2-years ago	1-year ago
Number of students served (unduplicated)	325	276	261	199
Percentage of students served (served/campus headcount)	1.80%	1.50%	1.28%	1.05%
Number of students served (duplicated)	3,201	3,022	2,955	355

Outside of hiring new faculty or staff (which should be included in your program goals, if needed), please discuss the above trends and your plan for serving more students.

Enrollment for veteran and military connected students has been declining over the past four years. The COVID-19 pandemic has affected both enrollment and participation / engagement in the Veterans Resource Center. Plans to increase enrollment and participation included both in-reach and outreach to recruit new students to the College. These efforts were to be partially funded by the grant given to the VRC for outreach and financial planning. The pandemic placed an unexpected hold on these planned activities. Recruitment at local military armories were no longer an option due to social distancing guidelines and military restrictions to make a physical presence. As the campus reopens by following the Beyond the Blueprint guidelines, the VRC will be reactivating in-reach plans by hiring VA Work Study to increase VRC services awareness to currently enrolled students. As military armories re-open, VA Work Study employees will also deploy to military sites for in-person recruitment.

Over the past two years, what technology and/or processes did you implement to impact the success of our students?

Over the past two years, the VRC successfully installed a digital check-in system with SARS-Track to document the number of student visits and unduplicated students served. This system also tracks the type of service students access when visiting the center. This helps the center identify service trends to maximize efficiency and provide services that impact the success for each student.

A gap in financial planning was identified and addressed by hiring a VA benefits specialist through an approved grant by the California Community Colleges Chancellors Office (CCCCO). The grant was successfully completed by serving over 173 students with financial planning. A Veteran Affairs Benefit Specialist continues to be available to support students in maximizing their financial benefits to fund their academic goals at GWC and when transferring to four-year universities.

What new outreach/recruitment initiatives have you implemented over the past two years?

*T.he VRC applied and received a grant from the California Community Colleges Chancellors Office (CCCCO) to hire a VA benefits specialist and purchase outreach equipment. Outreach equipment was purchased and VA Work Study were hired to assist with recruitment efforts. Due the COVID-19 pandemic, outreach recruitment efforts at local armories did not occur. This goal will remain a priority within this program review cycle.

Program Review
Goals and Requests for Funding

Requests – If you are requesting any of the following, they _MUST_ be addressed within your Department goals.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

(When you click that you need any of the above (Faculty, Equipment, Facilities, Technology or Support Staff) you will be provided the appropriate form on subsequent pages of this document)

Vision 2030 Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

Goals from Previous Program Review Cycle

Please refer back to the goals from your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review), including resource requests and if they were funded or not.

*Previous goal was to increase veteran enrollment and center participation. The VRC applied and received a grant from the California Community Colleges Chancellors Office (CCCCO) to fund a VA benefits specialist and purchase outreach equipment. Outreach equipment was purchased and VA Work Study were hired to assist with recruitment efforts. Due the COVID-19 pandemic, outreach recruitment efforts at local armories did not occur. This goal will remain a priority within this program review cycle. No resource request was submitted through this process.

Goals for Current Program Review Cycle

Current goals should be connected to Vision 2030.

Please note:
Equity should be embedded into all goals for students services.
Student services programs must have a goal related to outreach and recruitment.

Goal 1 (Required)

Description of Program's Goal

*Increase enrollment for the College and participation in the Veterans Resource Center.

What actions will the program take to accomplish this goal?

*Hire VA Work Study and Short-Term employees to outreach and recruit new students from local military armories within our service area. These employees will also in-reach our enrolled students to raise awareness of services offered in the VRC to increase participation and engagement.

What metric will you use to measure your goal?

*Enrollment data and number of students accessing VRC services (duplicated and unduplicated)

Which of the College's missions and goals does this goal support? (Vision 2030)

☑ Enrollment

☑ Equity and Success

☐ Completion

☐ Workforce Preparation

☐ Facilities

☐ Professional Development

☑ Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

Please note: Indicating one of the following will create a form to appear on a subsequent page.

☐ Faculty

☐ Facilities

☐ Technology

☐ Equipment

☐ Professional Development (funding request)

☐ Support Staff (permanent classified)

☑ None of the above

Goal 2 (Required)

Description of Program's Goal

*Complete all requirements to be in compliance with Veteran Affairs changes regarding enrollment and cost of attendance.

What actions will the program take to accomplish this goal?

*Hire a project-based professional expert to work with the VRC, School Certifying Official, Admissions & Records, and the Veterans Work Group to create all required forms/processes and communicate changes to students accessing VA benefits and the Veteran Resource Center.

What metric will you use to measure your goal?

*Regulations and guidelines provided by the Veteran Affairs office.

Which of the College's missions and goals does this goal support? (Vision 2030)

- ☑ Enrollment
- ☑ Equity and Success
- ☑ Completion
- ☐ Workforce Preparation
- ☐ Facilities
- ☐ Professional Development
- ☑ Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- ☐ Faculty
- ☐ Facilities
- ☐ Technology
- ☐ Equipment
- ☐ Professional Development (funding request)
- ☐ Support Staff (permanent classified)
- ☑ None of the above

Goal 3 (Required)

Description of Program's Goal

*Explore options to identify veterans not using VA benefits to fund their education in Banner.

What actions will the program take to accomplish this goal?

*Collaborate with the Veteran Work Group to identify strategize to encourage veteran self-identification during the application process. Explore Banner screens to include the identification of students as veterans regardless if student is utilizing VA benefits to fund their education.

What metric will you use to measure your goal?

*Number of students identified as veterans in Banner.

Which of the College's missions and goals does this goal support? (Vision 2030)

- ☑ Enrollment
- ☑ Equity and Success
- ☐ Completion
- ☐ Workforce Preparation
- ☐ Facilities
- ☐ Professional Development
- ☑ Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- ☐ Faculty
- ☐ Facilities
- ☐ Technology
- ☐ Equipment
- ☐ Professional Development (funding request)
- ☐ Support Staff (permanent classified)
- ☑ None of the above

Goal 4 (Optional)

Description of Department's Goal

OTHER INFORMATION

What additional information would you like to share about your program?

Optional file upload (if desired)
Optional file upload (if desired)

<div align="center">General Information</div>

You have finished your Program Review! Your supervisor, IEC, and (possibly) CCD will review your submission and provide feedback.

Please note, you will only be able to edit this form again if it is returned to you from your supervisor or your VP. Please stay in touch with your supervisor, if you receive feedback that you wish to incorporate.

...3333323430

Susana Castellanos-Gaona 11/01/2021, 3:03 AM
Signature   Date

<div align="center">Review Feedback</div>

Dean/Supervisor: Please provide feedback on this Program Review

| I agree with the three goals identified for the VRC and look forward to the growth of the program. |

IEC: Please provide feedback on this Program Review

*| No concerns |

Dean's Second Review

| |

Superuser final check   ☐

CCD Reviewer

1. **Once you click the checkbox button below, scroll to the bottom and**
2. **Click on "Return for Revision" to send the document to the originator. DO NOT CLICK NEXT. When you click on Return for Revision, you will be given a page to provide your feedback.**

* ☐   I have completed the CCD Review

Vice Presidents - If you would like to return this document to the originator, prior to the Dean's 2nd review, please DO NOT CLICK NEXT here. Instead, please click on "Return for Revision" to send the document to the originator. If you want to see the document again, please remove any comments from this page and add your comments on the email page that appears after you return the document.

If you sign the document, it will go back to the dean for a final review. If the dean forwards the document without returning it, the document will be locked, and the originator will not able to incorporate the feedback from the reviewers.

Please provide feedback here. When finished, click on "Return for Revision" at the bottom of this page.

Vice President: Please provide feedback on this Program Review
| Very well done! |

<div align="center">DEAN'S ASSESSMENT OF POTENTIAL FUNDING METRICS</div>

Which of the following *might* be a potential funding source for any of your requests? (Mark all that apply - or skip if not applicable)

☐ **Equity:** Help disproportionately impacted students outside the classroom
to either come to the college (access), stay in college (retention), complete transfer-level math or English,
complete their degree/certificate, or transfer to a 4-year institution.

☐ **Higher Education Emergency Relief Fund (HEERF II)**:
Assist students impacted by the COVID-19 pandemic

☐ **Lottery:**
Purchase of instructional materials to be used by students in the classroom.

☐ **State Funded Equipment:**
Any equipment considered that will last more than a year and costs more than $5,000 that is used within the classroom.

☐ **Workforce Development:**
Improve the access, retention, or degree/certificate/career attainment for students in non-credit, Career Education, or career development

Dean/Supervisor: Please provide feedback on this Program Review. Please include feedback for any of the above-checked funding recommendations (e.g., which request may meet which funding request).

Deans/Supervisors - If there are any comments above that have not been incorporated into the document, please DO NOT CLICK NEXT here.

Instead, please click on "Return for Revision" (bottom of page) to send the document to the originator. You will get another chance to review the document after the originator makes the requested changes.

If you sign the document (by clicking "Next"), it will be locked and be sent to Planning and Budget.

Dean / Supervisor Signature	Electronically signed by Claudia Lee on 11/01/2021 8:01:08 AM
IEC Signature	Electronically signed by Robyn Brammer on 11/24/2021 2:47:31 PM
Vice President Signature	Electronically signed by Claudia Lee on 11/30/2021 2:40:54 PM