

**APR Report for 2017-2018
2018-2019 Cycle**

Section I: Program Description

IA1. Program (Select your program from the drop down list)

IA2. Other Program (If your program is not on the above list, write it in here)

IB. Program Lead (Your first and last name)

IC. Program Mission Statement

Provide the Program’s Mission Statement.

Taft College is an approved institution of higher learning and training facility for veterans applying for Veterans Administration (VA) benefits. Our mission is to meet the educational needs of qualifying veterans, reservists, and dependents of veterans. We assist veterans and their dependents with student support resources and access to their VA educational benefits earned by serving in the armed forces of the United States. These services include:

- Assistance with the application, assessment, and orientation
- Course selection and enrollment
- Development of a VA approved Student Educational Plan (SEP)
- Certification of enrollment for educational benefits
- Ancillary services via the Veterans Resource Center

The Veteran Resource Center (VRC) cultivates a culture and camaraderie for Veteran students, dependents, and service members of Taft College which supports the vision of helping to create a community that promotes learning to student success.

ID. Program Summary

Provide a brief summary on the current status of the program being reviewed.

The following is a description of the 2018-2019 Veteran's Services structure at Taft College.

Veteran Counseling: Individual academic counseling appointments to develop comprehensive educational plans designed to help students reach their academic goals.

Certification of Enrollment: Reporting and tracking of VA enrollment via VA-ONCE, an Internet based application developed by a team of schools and VA representatives to help the college track of tuition payments and application of fee waivers.

Veterans Resource Center (VRC): The VRC opened on October 13, 2016. The space is being used as a point of contact for Veteran Students to receive information about local Veteran resources and services.

The Veterans Club: Located in the VRC, the mission of the Veterans Club is to serve as a support system for student veterans, family members of veterans, and other supporters. The club helps provide information and referrals regarding services through the VA and other agencies to assist veterans in successfully transitioning into careers and/or higher education. The Veterans Club is an impartial club, having no political or religious affiliation.

Section II: Looking Back—2017-2018

IIA. Present the Results (Rubric Criterion 3)

Provide a descriptive summary of the outcomes from the 2017-2018 cycle of program review.

The goals and activities of the 2017 – 2018 cycle resulted in consistent provision of supportive services to students who are veterans and their dependents who are Taft College students.

49 veterans and dependents were certified for educational courses in Fall 2017; 50 veterans and dependents were certified for educational courses in Spring 2019 term.

Each certified student received a student education plan designed by Taft academic counselors and all were eligible for priority registration for each term.

IIB. Probe the Results: I Wonder . . . (Rubric Criteria 1, 3)

In this section, judge whether the activities you implemented in 2017-2018 to reach your goals were effective. Did the activities have an effect on the outcome? Please describe WHY you believe your outcomes came out the way they did. Did you reach your goals? If yes, explain why. If you did not reach your goals, explain why.

The Veterans Resource Center continues to be a great asset to veteran students. The center provides a safe place where veterans can study, socialize, and find resources to support family and educational needs.

The Veterans Club continues to provide a social club that supports the goals of the group. The club advisor, a Taft professor, meets with the members on a regular basis and serves as liaison between the campus community and the students. The advisor also identifies opportunities for students to become leaders via professional development events related to veterans.

IIC. Ideate Innovations: What if . . . (Rubric Criteria 1, 5)

In this section, describe activities you believe would have an effect on your 2018-2019 outcome measures.

1. Students will learn successful matriculation practices, including information about VA requirements, and available campus-wide support services. This activity will improve course success rates and completion.
2. Provide certification outreach to ensure that students seeking certification submit the request at least 1 month prior to start of term. This activity will improve services to students and course success rates.
3. Provide each Veteran student a comprehensive SEP and access to academic counseling. This activity will increase retention, persistence and course success rates.
4. Track the Veteran Center traffic and all Veteran oriented activities. The more contacts students have the higher success rates.

Section III: Looking Forward—2018-2019

III. List Your 2018-2019 Goals—Be Quantitative!

List your 2018-2019 APR goals in terms of their expected changes on the outcome measures as indicated earlier. Each goal that requires resources, impacts other areas, or otherwise is substantive requires the submission of an APR Goal form. Keep in mind the scoring rubric criteria:

1. The relationship between program review narrative and the APR Goal is evident and strongly supported by evidence.
2. The APR Goal directly implements institutional planning document goals.
3. The outcome directly implements institutional planning outcomes, and is transferrable and/or scalable institutionally.
4. APR Outcome indicators, methods and/or timelines use institutional measures, transferrable/scalable institutionally
5. Before/after benchmarks and timelines are completely specified, identical methods, transferrable/scalable.

1. Increase the Veterans Club events by 50% to help raise campus awareness of this student population.
2. Increase the opportunities for veterans to attend veteran focused events.
3. Veteran students will learn how to access and utilize available resource at Taft College for overall student success and educational goal attainment by 20%.
4. Increase the number of transfer transcripts evaluated for Veteran Students by 10%.
5. Certification Goal: Decrease the time it takes to certify from 3 to 8 days to 5 days.
6. Provide Veterans Sensitivity Awareness training on campus.

Section IV (Optional): Evaluation of Program Review and Planning Process

IVA. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process worked best and why?

IVB. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process would you change and why?