

Veterans Support Center



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

At a minimum, each program or unit Annual Program Review Update shall include measures described in [UHCCP 5.202](#). Additional measures may also be used for program or unit assessment.

1. Program Description

Program or Unit Mission Statement

The Veterans' Support Center (VSC) at Kaua'i Community College is a program to support the transition of veterans by providing services to help them succeed. The VSC provides a comfortable atmosphere equipped with all the tools necessary to aid veterans in their collegiate pursuits

Part I. Program Description

Date of Last Comprehensive Review	N/A
Date Website Last Reviewed/Updated	4/10/2018
Target Student Population	Veteran and DOD designated students All Kauai Community College Students Potential Students
External Factor(s) that Affected the Program or Unit	Student Funding (VA Work study) Lack of FTE to support program

2. Analysis of the Program

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the Quantitative Indicators. CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level. Include Significant Program Actions (new certificates, stop outs, gain/loss of positions, results of prior year's action plan).

Include the Annual Review of Program Data (ARPD; all [Instructional programs](#) and [Academic Support](#) programs - Library, Technology Resources, Testing Center, Tutoring, and Financial Aid), program-developed metrics (Institutional Effectiveness programs, Office of Continuing Education and Training, campus committees), or metrics required by [UHCCP 5.202](#) that are not

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provided as ARPD ([Administrative Service](#) programs and some Student Support [programs](#)) under review in table format below (EP 5.202 and UHCCP 5.202).

The Overall Program Health is Cautionary

Describe and discuss demand, efficiency, effectiveness, and overall health categories. What has been the trend over the past three years in each of these categories? What factors (internal or external) may have contributed to the program or unit health categories? For Career and Technical Education (CTE) programs, provide a discussion on any unmet Perkins Core Indicator that includes contributing factors (UHCCP 5.202).

Based on this analysis, what are the program's strengths and areas to improve regarding demand, efficiency, and effectiveness?

Describe any significant program actions that occurred in the prior year (e.g., new certificate(s), stop outs, gain/loss of position(s), reduction in funding, new or completed grant(s), etc.).

Career and Technical (CTE) programs should provide an analysis for any unmet Perkins Core Indicators.

DEMAND	2017-2018	2018-2019	2019-2020	2020-2021
Headcount of ALL Veteran/Spouse/Dependent Students enrolled at KCC - Unique	63	50		
Headcount of KCC Students who utilized the VSC - Unique	No data	137		
Headcount of Visitors to VSC – Not Unique	No data	12		
Headcount of People Contacted during Outreach in Community	No data	No data		
EFFICIENCY				
Number of Full-Time VA Support	0	0		
Number of VA Work Study Support	2	2.5		
% of VA Self-Reported that Receive Benefits	53%	47%		
EFFECTIVENESS				
% Fall to Spring persistence	85%	100%		
% Fall to Fall persistence	38%	100%		

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Demand Quantitative Indicators:

The Veterans population including spouse and dependents enrolled has decreased from last academic year. Headcount of visitors, students and community outreach activities are still not properly tracked. Poorly recorded data is due to the fact that no FTE position was dedicated for the VSC. Historically, visitors were tracked by manually signing in at the center voluntarily as they utilized the resources but it was determined that all visitors were not recorded or effectively captured. A tracking mechanism was implemented but due to the lack of validation feature it was subject to human error. As a result, an effective tracking system continues to be identified. Temporarily, due to lack of effective tracking system the number of students visiting the VSC has been low.

Efficiency Quantitative Indicators:

With the expiration of the grant in September 2016, the coordinator's position also expired. In the interim, the retention counselor has accepted the duties to oversee the veterans' support center which includes the oversight of one student worker and the daily operations of the center. With the deficit in FTE staff it really reflects on the minimal outreach and Veteran contact.

Effectiveness Quantitative Indicators:

New and transfer student retention/ persistence between Fall to Spring increased by 15% from last academic school year. Fall to Fall increased by 62%. There were 4 students in the entering cohort, 10 less students than in the prior year.

In summary, the department plans to continue to strengthen by continuing to increase enrollment, persistence and create a database to track information on Veterans that include demographics, retention, and degree completion. Along with services, outreach and partnerships provided by the center.

Since opening in 2014, the VSC has resulted in the establishment of a true Veterans Program at KCC which provides numerous support services for veterans that were not previously available at KCC.

These services include:

- One-on-one assistance enrolling/registering for college.
- Assistance applying for and obtaining VA educational benefits and tuition assistance.
- Assistance with acquiring military transcripts and help with submission for college credit.
- Referrals to the appropriate resources for physical and mental health services.
- Creation of a Veterans' website within the Kauai CC website that provides information specific to current and potential student veterans.
- Outreach by the Veteran's Coordinator and student veteran staff to Kauai veterans.
- On-going outreach to active duty and recently discharged Veterans regarding educational opportunities at Kauai CC.

Additional support activities directly related to having a Veterans' Support Center at Kaua'i CC

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include:

- The Coordinator actively represents Kaua'i CC on UH-President Lassner's Veterans Task Force
- Active partnerships have been established with the Kaua'i Veterans Center, the Kaua'i Community Veteran Health Center, and O'ahu Veterans Affairs Office. 3 The establishment of the Veterans' Support Center, the hiring of a Coordinator, and the subsequent Veteran's Programs that have been established, has made Kaua'i CC "Veteran Friendly" not only in word, but in practice.

3. Program Student Learning Outcomes

- a) List of the Program Student Learning Outcomes
- b) Program Student Learning Outcomes that have been assessed in the year of the Annual Review of Program Data.
- c) Assessment Results
- d) Changes that have been made as a result of the assessments.

Report on PSLO assessment for the prior year.

1. List of the PSLOs.
2. Indicate PLSOs that were assessed in the year of this APRU.
3. Assessment findings.
4. Changes that have been made as a result of the assessment findings.
5. Next planned assessment date.

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PSLO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
Increase % of Veterans that applied will be processed to receive their benefits	Yes	Decrease in Rate from 53% to 47%. Anticipate increase in rate once Coordinator is hired.	Ongoing	2019-2020
Veterans will continue to receive additional support services through the VSC.	Yes	Once Veterans Coordinator implemented a 100% of students that visit the VSC will receive support.	Ongoing	2019-2020
VSC staff will collaborate with local communities and organizations, including government agencies, to align and coordinate various services for Veterans	Yes	Once Veterans Coordinator implemented collaboration with local communities and organizations, including government agencies, to align and coordinate various services for Veterans will be provided.	Ongoing	2019-2020

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VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention, and degree completion.	Yes	Once Veterans Coordinator implemented Veterans demographics, retention, degree completion and services used by the VSC will be properly tracked.	Ongoing	2019-2020
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4. Action Plan

Include how the actions within the plan support the college's mission. In addition to the overall action plan for the program, include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Action Plan	Anticipated Outcome	Actual Outcome
FTE Veterans' Retention Counselor	Build community outreach and partnerships <ul style="list-style-type: none"> ● Assist one on one with VA student population ● Increase VA student enrollment ● Decrease time to degree 	Was not funded in 2016/2017 review. System funding to create combined position VA/Disabilities Counselor for 2019/2020.

List any additional significant actions that impacted your program (e.g., new certificate, loss or gain of faculty or staff, stop outs, etc.).

The continued concerns with not having a Veterans' Retention Counselor dedicated to efforts such as community outreach, build partnerships, and assist one on one with the Veteran population students' specific needs may not be met. As of September 2016 these responsibilities have been dispersed among the current counselor's responsibilities. By not having a dedicated coordinator/counselor, veterans' could be provided varying information from one counselor to the next.

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With a dedicated Veterans Retention Counselor the enrollment and graduation numbers are projected to increase. This position will take on the responsibility of community outreach and providing one on one assistance to the veterans' population. In its infant years through a grant, the coordinator was able to establish and build a program that was very active and productive. Students knowing that Veterans Support Center is accessible and staffed may encourage students to utilize the space more often.

Analysis of Alignment with CPR

List the goals that were identified to be initiated, continued, or completed during this APRU cycle, in your last CPR, and if they were achieved. Be sure to include the benchmark, desired outcome, actual outcome, and unit of measure. If you completed your last CPR prior to 2018, please refer to * in this section.

Goal/Strategic Goal or Priority**	Achieved (Y or N)?	Benchmark	Desired Outcome	Actual Outcome	Unit of Measure
VSC Coordinator will create a database to collect and track information on visitors that come to the center and any community outreach activities	No	Google Form implemented in 2018-19 in attempt to track visitor traffic. Process will be migrated to mirror STAR Counseling and Advising process so validation on student number reduces human error.	More precise data	No validation due to human error	Ability to report accurate visitor count using reliable student identifier.

**All Strategic Goals and Priorities are Aligned to the College Mission.

Describe any impacts these goals had on your health indicator(s).

Lack of consistent procedures and data entry validation using the Google Form reduced the accuracy and reliability for number of visits to the Veterans Support Center measures.

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*Based on findings in Parts I – IV, develop an action plan for your program or unit from now until your next CPR date. This should include goals that align with the College Mission, measurable outcomes, benchmarks, and alignment to the College’s Strategic Priorities, and/or Strategic Goals. Be sure to focus on weaknesses identified in ARPD data, PSLO outcomes, results of survey data, and other data used to assess your unit or program. This plan should guide your program and subsequent APRUs, but may be amended based on new initiatives, updated data, or unforeseen external factors.

Goal	Strategic Goal/Priority (List number)	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention, and degree completion.	1,2,3,4,5,6,7	Reliable metrics for success rate comparison with the Veteran and general student population	Develop baseline statistic for those visiting the center	% Retained (Fall to Spring and Fall to Fall) % Completed Program at 150% and 200%	2019-2020
VSC staff will collaborate with students, faculty, staff and community organizations to coordinate various services for Veterans.	8,10	N/S	Repository of targeted interventions and services to improve student success and increase community engagement.	Working model to identify need and assign service.	CPR

5. Resource Implications

Resource Request(s) for next year (from CPR Plan for your program or unit, or one(s) developed in Part V above if CPR was completed prior to 2018).

I am NOT requiring resources for my program/unit.