

Kaua‘i Community College  
2017 Annual Program Review Update for  
Veterans’ Support Center

**Program Description**

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.

In October 2014, by direction of Chancellor Cox, an unused and unusable office space was approved for use as a Veterans’ Support Center on a 2-year trial basis. The continued use of this space would be dependent on usage by student veterans and associated services provided by the VSC.

The space was renovated through labor provided by Kaua‘i Rotary Clubs that gutted and repainted the location, and funding from the Rural Hawaii Grant (C3T-2) purchased an air conditioning unit, desks, office chairs, table, computers, printer and other furniture and office supplies. The items were installed with assistance from KCC's Pat Watase, maintenance division staff, and the IT department.

Grant funding was utilized to hire a full time, Veterans Coordinator to manage the location and establish needed veterans' support activities. Student veterans were hired to staff the VSC Monday-Friday, 8am – 4pm. Grant funding ended on March 30, 2016.

**Program Mission Statement**

Kaua‘i Community College Student Affairs is committed to providing students and the community with open access to comprehensive programs in a nurturing environment, empowering students to take initiative and responsibility for their educational, professional, and personal development. The Student Affairs mission is aligned with the college’s mission to support open access to higher education and training.

Student Affairs Statement of Commitment:

- Student Affairs is student-centered and believes in the dignity, uniqueness and growth of the individual and the fundamental right of each person to realize his or her fullest potential.
- Student Affairs is an integral part of the total learning experience of Kaua‘i Community College.

- Student Affairs professional environment promotes respect, responsibility, integrity, caring, and fairness while assisting students in achieving academic excellence.

On January 3, 2017, the new reorganization of the college became effective. The Student Affairs Division previously included the Vice Chancellor of Student Affairs, a secretary and seven units including Admissions and Records, “‘Oihana ‘Imi Loa Center” Career Center, Counseling and Advising, Disability Services and Mental Health Counseling, Financial Aid and Student Life. With the reorganization, Student Affairs increased with two departments as follows: Library Services and Student Success which includes the Learning Center (tutoring), First & Second Year Experience (Wai‘ale‘ale and Kīpaipai), a faculty member and an office assistant. The Veterans’ Support Center is currently supervised by the retention counselor who is funded by a C3T4 grant.

One year into the two year trial, the VSC project proved itself to be highly successful. The VSC has become the focal point for veterans and veteran support programs at Kaua‘i CC. In the past 12 months, veterans have utilized the VSC a total of 418 times. 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.
- Job placement referrals from partnerships with Employer Support of the Guard and Reserve (ESGR), federally registered Veteran employers, and local Workforce Development Division.
- 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. <http://Kauai.Hawaii.edu/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 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.

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.

**Part I. Quantitative Indicators**

<b>Demand Indicators</b>		<b>Spring 2017</b>	<b>Summer 2017</b>	<b>Fall 2017</b>	<b>Increase Spring – Fall</b>
1	Headcount of ALL Veteran/Spouse/Dependent Students enrolled at KCC - Unique	43	6	57	%
2	Headcount of KCC Students who utilized the VSC - Unique	30	0	1	N/A
3	Headcount of Visitors to VSC – Not Unique	2	0	0	N/A
4	Headcount of People Contacted during Outreach in Community	0	0	0	N/A

<b>Student Engagement</b>		<b>Spring 2017</b>	<b>Summer 2017</b>	<b>Fall 2017</b>
1	Military Benefits Application - Assistance and VA/Kaua’i CC Referral	43	6	57
2	Career Service & Job Placement - Assistance & Referral	No data	No data	No data
	a. Veterans Employment Center and Kaua’i Workforce Development Referrals	No data	No data	No data
	b. KCC Financial Aid Application - Assistance & Referral	12	0	9
3	Student Organization Memberships by VSC Student Workers	No data	No data	No data
	b. Kaua’i CC’s Registered Independent Campus Organizations (RICO) that are VSC Veteran Workers	1	0	1
	c. Kauai CC Veteran Student Workers who actively attend Events	2	0	3
4	Military & Previous College Transfer Credit Application - Assistance & Referral	0	15	20
5	Services for Military People With Disabilities - Assistance & Referral	2	2	2

<b>Coordinator Outreach Activities for Sustainability of Program</b>	
1	Development of Student Worker handbook for Kaua’i CC & VSC Policy & Procedures
2	Application and confirmation of Veterans Affairs Student Worker Program
3	Community partnerships with complete phone list of all services available to Vets on Kauai
4	Development of application and submission procedure for Veteran application process for Military Transcript evaluation

## **Part II. Analysis of the Program**

The Veterans' Support Center has provided outreach, support and guidance for veterans' and their dependents who choose to seek certificates or degrees. 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 a minimum of two student workers and the daily operations of the center. Currently only one student worker continued employment through Fall 2017, and at this time, community outreach for this program is minimal. A full time, Veterans Retention Counselor, could provide the services that thrived prior to September 2016.

Generally, the student workers are the ambassadors for the program because they can relate to other veterans in various situations including enrollment in school. Some of the challenges include: 1) continuing the space usage, 2) supervision of the support center, 3) maintaining student workers for as long as possible, 4) certifying/recertifying veterans' benefits and 5) outreach in the community. With the loss of a full-time coordinator, it has prevented some of the services from reaching its full services or has cutback its services to our veteran students or prospective veteran students and their beneficiaries.

There have been many veterans and visitors either calling or stopping in at the Veterans' Support Center in the previous two years. Although the last two quarters of 2016 statistics are unknown such as outreach, this was due in part to grant funds expiring and one less student worker.

The transition from the grant-funded Veterans' Coordinator to another employee, retention counselor, was a smooth transition. However, with the retention counselor's current duties and added responsibilities, the attention efforts to the Veterans' Support Center has been minimal. In the Spring 2017 semester, the hiring of two new student workers took place, but the center was closed until they were hired. A posted sign notified students that if they needed assistance, they could contact the retention counselor. Temporarily, the number of students visiting the VSC has been low. Currently, we have 57 veterans and/or their dependents who are enrolled for Fall 2017. There were 43 registered in Spring 2017.

The grant-funded coordinator was a full-time staff member who assisted veteran students but also outreached, built partnerships and attended events and meetings in the community. The efforts in this position advocated for the veterans' priority registration because of their unique needs and various steps that need to be completed before and after enrollment. Prioritizing registration helped with the process; however because of the expiring of the grant-funded coordinator position, the veterans are not prioritized as we would like to.

Spring 2017 graduates:

**Table 1**

Major	Associate of Arts	Associate of Science	Associate in Applied Science
Business		1	
Electrical Installation and Maintenance Technology			1
Liberal Arts	2		
Nursing		1	

**Table 2**

Major	Certificate of Achievement	Certificate of Competence
Automotive Mechanics Technology		2
Business	2	3
Culinary Arts	1	
Electrical Installation and Maintenance Technology	1	1
Electronics Technology		2

In Tables 3-6, the charts provide a comparison of Veteran vs. NonVeteran students with enrollment (Table 3), Credit Load - Attempted (Table 4), Term GPA (Table 5) and Cumulative GPA (Table 6). Veteran students registered for more credits in Fall and Spring semesters. The “Total” column in tables 4-6 are weighted.

**Veteran vs. NonVeteran Comparison Charts**

**Table 3**

Veteran and Non-Veteran Students - Enrollment
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Term	VA	Non-VA	Total
Spring 2016	45	1,354	1,399
Summer 2016	7	113	120
Fall 2017	52	1,192	1,244
Grand Total	104	2,659	2,763

Note: Count is as of the end of the semester

**Table 4**

Veteran and Non-Veteran Students - Credit Load (Attempted)			
Term	VA	Non-VA	Total
Spring 2016	9.44	7.92	7.97
Summer 2016	4.86	3.50	3.58
Fall 2017	9.35	7.46	7.54
Grand Total	9.09	7.53	7.59

Note: Count is as of the end of the semester

**Table 5**

Veteran and Non-Veteran Students - Term GPA			
Term	VA	Non-VA	Total
Spring 2016	2.42	2.53	2.53
Summer 2016	2.09	2.68	2.65
Fall 2017	2.77	2.64	2.64
Grand Total	2.57	2.58	2.58

Note: Count is as of the end of the semester

**Table 6**

Veteran and Non-Veteran Students - Cumulative GPA			
Term	VA	Non-VA	Total
Spring 2016	2.67	2.73	2.73
Summer 2016	2.81	3.07	3.05.
Fall 2017	2.84	2.85	2.85
Grand Total	2.76	2.80	2.80

Note: Count is as of the end of the semester

**Part III. Goals, Alignment and Action Plan**

**Where are you in your 5-year plan as discussed in your previous Comprehensive Program Review (CPR)?** At this time, a CPR has not been developed. The VSC was provided on a two-year term only.

What were the goals you identified for the past year as discussed on that CPR and in your last APRU? The number of graduates has increased from 6 to 10 in Spring 2017. The enrollment has been steady but we perceive that if the Veterans Support Center was staffed with a full time, Veterans Retention Counselor the enrollment and graduation numbers may 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.

**Did you achieve them?** There has been an increase of graduates in Spring 2017 from 6 to 10 students.

**What impact did this have on your health indicators?**

Although there has been an increase in graduates and # of veteran students and/or their dependents, services provided are minimal as of summer 2017. It’s great to have the increases, but the services are not at its full capacity, and outreach is minimal. With a Veterans’ Counselor available more consistently and readily available, the services that can be provided to our students are piecemeal and inconsistent. Without the veterans’ self-grit, the number of graduates and retention of these students could more than likely be lower.

What are your goals for the current year?

- 1) Increase the number of graduates by doing more outreach as is possible

- 2) Reduce the Time to Degree: Increase Student Retention and Credit Accumulation by reviewing transcripts and work experience for Prior Learning Assessment credit.
- 3) Continue hiring student workers who can cover the hours of the VSC to allow veteran students and prospective veteran students and their dependents a space for studying, socializing as well as outreach and providing information about Kaua‘i Community College.
- 4) The Retention Counselor to continue to oversee the VSC and its student workers. Note: The retention counselor’s position is another grant funded position and will expire in March 2018.

How are they aligned with our priority goals?

Two of the goals are priority goals. However, a third goal is to Eliminate Access and Success Gaps by reviewing transcripts and work experience for Prior Learning Assessment credit.

**What are the action plans stated in your APRUs that are leading you towards these goals?**

See Part V. Program Student Learning Outcomes and Assessment

**How will you know you have achieved them (indicators of improvement)?**

It is a bit tricky because of the increase of graduates. However, in other areas, such as use of the support center, outreach into the community is lacking, but as a campus, we will need to continue our efforts to support our veteran students. Following up with veterans and receiving their benefits in a timely manner would take a brief conversation with the veteran student. The support center is available to the veteran students, so it is an outreach effort within the campus that can be achieved. There is an informal tracking system to collect data of the use of the Veterans’ Support Center. Other types of data can be accessed through the Institutional Researcher. A CPR needs to be developed for the continuation of this program.

**Do you anticipate any problems?**

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 has been dispersed among the current counselors responsibilities. By not having a dedicated coordinator/counselor, veterans’ could be provided varying information from one counselor to the next.

The number of graduates increased from 6 to 10 graduates from Spring 2016 to Spring 2017. The enrollment has been steady but is perceived that if the Veterans’ Support Center is staffed with a full time, Veterans’ Retention Counselor, the enrollment and graduation numbers may increase. Again, students knowing that the Veterans’ Support Center is accessible and staffed may encourage other students to utilize the space and services more often.



**2016-2021 Strategic Goals**

(2016-2017 Priority Goals are underlined)

Goal Alignment UH System Goals, Kauai Community College Goals, and Strategic Goals	Program Goals
<b>UHCC/KCC Initiative: Hawaii Graduation Initiative</b>	
<u>Strategic Goal 1: Increase the Number of Graduates</u>	Increase the # of Veterans' completion of degrees and certificates.
<u>Strategic Goal 2: Increase the Number of Native Hawaiian Graduates</u>	
<u>Strategic Goal 3: Increase the Number of Low Income Student Graduates</u>	
<u>Strategic Goal 4: Increase the Number of Students Who Transfer</u>	
<u>Strategic Goal 5: Eliminate Access and Success Gaps</u>	Review transcripts/experience for PLA
Strategic Goal 6: Reduce the Time to Degree: Accelerate College Readiness	
<u>Strategic Goal 7: Reduce the Time to Degree: Increase Student Retention and Credit Accumulation</u>	Review transcripts/experience for PLA
<b>UHCC/KCC Initiative: Hawai'i Innovation Initiative</b>	
Strategic Goal 8: Increase Job Placement for Kaua'iCC Students	
Strategic Goal 9: Increase the STEM Workforce	
Strategic Goal 10: Increase Lifelong Learning and Professional Development Opportunities for community members	

<b>UHCC/KCC Initiative: Modern Teaching and Learning Environment</b>	
Strategic Goal 11: Increase Campus and Community Sustainability	
<u>Strategic Goal 12: Strengthen Distance Education Offerings</u>	
Strategic Goal 13: Enhance Facilities with Appropriate Technology and Ensure Facilities Support 21st Century Learning and Teaching Environments	
<b>UHCC/KCC Initiative: High Performance Mission-Driven System</b>	
Strategic Goal 14: Reduce the Cost of Education for Students	
Strategic Goal 15: Implement Hawai'i Papa O Ke Ao	
Strategic Goal 16: Increase Opportunities for and Participation in Professional Development	
<b>UHCC/KCC Initiative: Enrollment</b>	
Strategic Goal 17: Increase Recent High School Graduates Enrollment	
Strategic Goal 18: Increase Pacific Islander Enrollment	
Strategic Goal 19: Increase High School Non-Completers and GED Recipient Enrollment	
Strategic Goal 20: Increase Enrollment of Working Adults	
Strategic Goal 21: Increase Enrollment of International Students	

**Status Report for the prior year requests**

<b>Program Goal &amp; Campus Strategic Goal or Priority Alignment</b>	Increase the # of graduates.
<b>Action Item</b>	Facility Usage (agreement for 3- year space usage Oct 2014-2016)
<b>Resource Acquired</b>	October 2014
<b>Outcome(s)</b>	Provide a facility for Veterans' students
<b>Outcome(s) Evaluation (Improvements made to program based on assessment data)</b>	Facility has provided a space for veterans' students to not only relax before or after classes, but also provides computer usage, outreach, recruitment and information for prospective veterans and dependents who want to utilize their veterans' benefits. The # of graduates has increased from 6 in Spring 2016 to 10 in Spring 2017.
<b>Action Plan if outcome was not met</b>	Outcome met

Per last year's APRU reviewing process, college council approved the continuation of utilizing the current space, VSC.

#### **Action Plan and New Resource Request**

Requesting full time, faculty Veterans' Retention Counselor position. This proposed position would be responsible for outreach to veterans and their families, retention activities and overseeing the Veteran's Support Center. A census number of 6500 Veterans on Kaua'i was provided by the Department of Veterans Affairs showing that we are only servicing 1% of the Veteran population on island we believe that this number could be much higher with adequate and stable staffing.

With this position in place, we should anticipate an increase in enrollment and graduation rates. Headcount VA on island 3,561 we are currently serving only 1% of the population.

Some achievements that should be noted since grant staffing include 1) within two years, the VSC was established and supported by the college, 2) The VSC became certified to then allow a work study program for veteran students to work and earn money as they work on their certificate(s) or degree or transfer, 3) veteran students have priority registration as a special population, 4) partnerships have increased and 5) graduation rates have increased.

<b>Program Goal &amp; Campus Strategic</b>	Strategic Goal 1: Increase the Number of Graduates Strategic Goal 5: Eliminate Access and Success Gaps
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<b>Goal or Priority Alignment</b>	Strategic Goal 20: Increase Enrollment of Working Adults
<b>Action Item</b>	Outreach to our veteran community. Evaluate for prior work experience
<b>Resource(s) Request</b>	Hire FTE Veterans' Retention Counselor
<b>Person(s) Responsible and Collaborators</b>	VCSA, Counselors, Student Workers
<b>Timeline</b>	2018
<b>Indicator of Improvement</b>	Program sustainability, Increase of 5% new veteran students
<b>PSLO Impacted</b>	Providing a coordinator and student workers who are familiar with the mandates of the Dept of Veterans allows veterans to have a one stop shop for questions, answers and support. The veterans support center has been able to provide this for the last two years.
<b>Current Status</b>	Retention Counselor supervises one student worker. Student worker is funded by Dept. of Veterans Affairs.

#### Part IV. Resource Implications

<b>RESOURCES NEEDED</b>			<b>OUTCOMES</b>
<b>Initial Acquisition Cost</b>	<b>Annual Recurring Cost</b>	<b>Useful Life</b>	<b>(Identify and Quantify)</b>
\$63,276 Faculty, Rank 2	\$63,276 +	Ongoing	FTE Veterans' Retention Counselor

Requirements for Dept. of Veterans Affairs Student Worker funding:

1. \* Per Department of Veterans Affairs Work-Study Program requirements, in order for VA Work-Study Veterans to be paid they must have a FT Employee who will provide direct supervision.
2. The Veteran Student-Worker must be enrolled in and pursuing an approved college degree, vocational or professional program of education at a rate of 3/4 time or greater and receiving VA educational benefits. Payment is not a deduction from their benefits.

**Part V. Program Student Learning Outcomes and Assessment**

<b>Program Actions</b>	<b>Meeting Objective</b>	<b>2018 Action Plan</b>
1. Veterans will receive their benefits in a timely manner.	Yes	Continue Effort
2. Veterans will continue to receive additional support services through the VSC.	Yes	Continue Effort
3. VSC staff will collaborate with local communities and organizations, including government agencies, to align and coordinate various services for Veterans.	Yes	Continue Effort
4. VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention, and degree completion.	Yes	Continue Effort
5. Develop a CPR	N/A	Develop a CPR

Veterans’ benefits are critical in supporting these students who are entering or continuing in higher education. At times, there are gaps to the release of these benefits sometimes due to the students not completing paperwork in a timely manner or the incorrect form, or personnel needing to certify or recertify documents. The goal is to eliminate these delays to ensure Veterans will receive their benefits in a timely manner .

Veterans can utilize the support center daily. With a trained coordinator and student workers, veterans will know not only the services that are available to them while on campus but also in the community. Through community partnerships and meetings, veterans will have other resources to support them.

Currently, retention counselor created a temporary database system to effectively acquire tracking data for reports such as this APRU. Although data is still not readily available it is primarily due to the lack of staff support for the center.

**Part VI. Programs Cost Per SSH**

**Part VII. Capacity**