

**Kaua'i Community College
Annual Program Review Update (APRU) for
Veterans Support Center
2017-2018**

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.

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	N/A
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

Part II. Analysis of Quantitative Indicators

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

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

The Overall Program Health is [CAUTIONARY](#).

Demand Quantitative Indicators:

The Veterans population including spouse and dependents enrolled went down by 11 students 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 grant funds expiration last

term and the transition between student workers management in the center. Historically, visitors were tracked by signing in at the center but not all are recorded or effectively managed. As a result, a tracking mechanism will be created and maintained by the student workers and VA coordinator. Temporarily, 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 a minimum of two student workers 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:

The retention/ persistence between Fall to Spring increased by 20% from last academic school year. Fall to Fall decreased by 10%.

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. <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. 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.

Part III. Assessment Data (EP 5.202)

Assessment results for Program Student Learning Outcomes (PSLOs).

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.

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	Y		On going	2018-2019
Veterans will continue to receive additional support services through the VSC.	N	Once Veterans Coordinator implemented a 100% of students that visit the VSC will receive support.	On going	2018-2019
VSC staff will collaborate with local communities and	N	Once Veterans Coordinator implemented	On going	2018-2019

organizations, including government agencies, to align and coordinate various services for Veterans.		collaboration with local communities and organizations, including government agencies, to align and coordinate various services for Veterans will be significantly increased.		
VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention, and degree completion.	N	Once Veterans Coordinator implemented Veterans demographics, retention, degree completion and services used by the VSC will be properly tracked.	On going	2018-2019

Part IV. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome
FTE Veterans' Retention	<ul style="list-style-type: none"> ● Build community 	Was not funded in

Counselor	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 	2016/2017 review. System funding to create combined position VA/Disabilities Counselor for 2019/2020.
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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 counselors responsibilities. By not having a dedicated coordinator/counselor, veterans’ could be provided varying information from one counselor to the next.

With a dedicated 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.

Part V. 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
Increase the #					

of Veterans’ completion of degrees and certificates. <i>Strategic Goal 1: Increase the Number of Graduates</i>					
Review transcripts/expe rience for PLA <i>Strategic Goal 5: Eliminate Access and Success Gaps</i> <i>Strategic Goal 7: Reduce the Time to Degree: Increase Student Retention and Credit Accumulation</i>					

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

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

*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 visitors that come to the center and any community outreach activities					2018-2019
VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention, and degree completion.					2019-2020
VSC staff will collaborate with local communities and organizations, including government agencies, to align and coordinate various services for Veterans.					2020-2021
VSC Coordinator will create a Survey to assess Support to VA					2021-2022

Part VI. 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).

If no resources are being requested, place an "X" here. _____

