2020
ANNUAL REVIEW OF PROGRAM DATA

Veterans' Support Center

UNIVERSITY of HAWAIʻI®
KAUAʻI
COMMUNITY COLLEGE

1. Program or Unit Description

Program or Unit Mission or Purpose 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.

What is the target student or service population?

Our target student and service population are all Veteran and DoD designated students, potential students and their families.

2. Analysis of the Program/Unit

Discuss the Program's or Unit's strengths and areas to improve in terms of Demand, Efficiency, and Effectiveness based on an analysis of the program's Quantitative Indicators or comparable unit-developed measures or program-developed metrics. Include a discussion of relevant historical-trend data on key measures (i.e., last three years).

Demand Quantitative Indicators:
The Veterans population including spouse and dependents enrolled has increased from the last academic year (50 to 63). Headcount of visitors and students to the VSC has started to increase due to outreach events that took place and a new tracking system that was implemented during the Spring 2020 semester. Several outreach activities held during the Fall 2019 semester (Welcome Table, Open House Event, Campus Day Table) encouraged students and visitors to stop in and utilize the VSC. This past year 65 visitors attended the VSC.

Prior to Spring 2020, tracking visitors and students utilizing the VSC was done manually by everyone signing in at the center voluntarily as they utilized the resources, but it was determined that all visitors and students were not recorded or effectively captured. Numbers visiting the VSC were affected because only half of the year was utilizing the new tracking system and COVID-19 interrupted in-person services starting in March 2020. Headcount of all students utilizing the VSC seems inconsistent with numbers from last year. Inconsistency seems to be due to a lack of system for data collection. The new FTE was unable to identify how this number was obtained last year.

Headcount of people contacted during outreach in the community has been obtained this year (136 community contacts). This is attributed to the new FTE position being hired in August 2019. Outreach was essential in establishing rapport and building relationships with community VA services. Tracking outreach remains a manual task by the FTE position. Creating an all-inclusive tracking system continues to be identified.

Efficiency Quantitative Indicators:
Starting in August 2019, a FTE was hired to provide Veteran Services and Disability Services. This greatly increased the ability to provide support through the Veterans' Support Center, which

includes oversight of student workers and daily operations of the Center. In Fall 2019 there were 2 VA certified student workers and in the Spring 2020 semester there were 3 VA certified student workers until March 2020, when COVID-19 drastically changed our service delivery. Through ample campus outreach events and activities, staff were able to identify 30 student Veterans and dependents in the Fall 2019, 90% of whom were using VA benefits and 33 students in the Spring 2020, 82% of whom were using VA benefits. This is an increase from last year. It seems that with increased outreach and campus awareness, we were able to start identifying additional student Veterans on campus even though they weren't identified as using their VA benefits. As we identified more student Veterans on campus, we were able to increase our tracking efficiency, which then increased the percent of students self-reporting receiving VA benefits. Due to COVID-19, we continued to re-evaluate how to provide appropriate service delivery within the limited contact restrictions set forth by the CDC and State of Hawaii. At this time, zoom appointments with Veterans' Counselor and student workers are available for all student Veterans. Also, a Veterans department email was created to assist with direct remote connection to the Veterans Center so students can still receive services provided (veterans@hawaii.edu).

Effectiveness Quantitative Indicators:
In previous years' effectiveness for Veterans Services was solely determined by persistence rates. New and transfer student retention/persistence rates between Fall to Spring decreased by 29% from last academic school year. Fall to Fall decreased by 33%. A large aspect of this percentage decrease was determined to be according to the number of student Veterans being tracked. Last academic school year there were 4 students in the entering cohort and this year there were 28 (of whom were tracked) for the Fall and 21 for the Spring. This increased number of students being tracked was due to on campus outreach activities and the new FTE position being hired. Another factor that seemed to affect the persistence rate was COVID-19. Several active duty student Veterans were deployed during the Spring 2020 semester which affected their ability to return for the Fall 2020 semester. Continuing to focus on ways to increase our retention/persistence rate is of utmost priority.

Increased data was obtained during the last academic year that assists with determining effectiveness. During this reporting period we included data on:
1. % of VA students that completed at least one class
2. Average cumulative GPA of VA students
3. Average Completion % for VA students
4. Completion Success
5. Met Semester SAP

This data will provide a baseline for the program as we continue to move forward.

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

Since 2014, the VSC developed into the establishment of a true Veterans Program at KCC. During the last academic year that establishment has continued to evolve to provide 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 (on and off campus)
- Creation of a Veterans' website within the Kauai CC website that provides information specific to current and potential student Veterans
- Outreach by the Veterans' Coordinator and student Veteran workers to Kauai Veterans
- On-going outreach to active duty and recently discharged Veterans regarding educational opportunities at Kauai CC
- Re-activation of a Student Veterans of America Club on campus

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 Kauai Vet Center, the VA Community Based Outpatient Clinic, VA Vocational Rehabilitation, Kauai Office of Veteran Services, VFW, DAV and US Vets
- Faculty and Staff training on Military Culture and working with student Veterans

Discuss significant program or unit actions (new certificate(s), stop outs, gain/loss of position(s), results of prior year's action plan, etc.). Include external factors affecting the program or unit.

The gain of one FTE position was instrumental in strengthening the services provided for the student Veteran population. The fact that the position is also shared with Disability Services has affected the amount of time that is allocated to Veteran services on campus. One positive of the combined position is that supporting student Veterans who may qualify for Disability Services has become a more streamlined process.

COVID-19 has also played an instrumental role in impacting the in-person services that are provided through the VSC. One main strength of the VSC is student Veteran camaraderie, which ties in to retention. When classes moved online and students weren't encouraged to come to campus, that negatively impacted student Veterans being able to connect with each other personally. According to student Veteran's, Veteran camaraderie is one of the most important services provided through the VSC. With the re-activation of the Student Veterans of America Club-KCC VETS, monthly zoom meetings have connected student Veterans and community Veteran services and have begun to fill that void. Effectively providing remote services continues to be identified.

DEMAND	2017-2018	2018-2019	2019-2020	2020-2021
Headcount of ALL Veteran/Spouse/Dependent Students Enrolled at KCC – Unique	63	50	63	
Headcount of ALL Students Who Utilized the VSC – Unique	No data	137	23	
Headcount of Visitors to VSC – Not Unique	No data	12	65	
Headcount of People Contacted During Outreach In Community – Not Unique	No data	No data	136	
EFFICIENCY	2017-2018	2018-2019	2019-2020	2020-2021
Number of Full-Time VA Support	0	0	1	
Number of VA Work Study Support	2	2.5	2.5	
% of VA Self-Reported that Receive Benefits	53%	47%	86%	
EFFECTIVENESS	2017-2018	2018-2019	2019-2020	2020-2021
% Fall to Spring Persistence	85%	100%	71%	
% Fall to Fall Persistence	38%	100%	67%	
% Completed at least one class	No data	No data	86%	
Average Cumulative GPA	No data	No data	2.85	
% Average Completion	No data	No data	85%	
% Completion Success	No data	No data	85%	
% Met Semester SAP	No data	No data	81%	

3. Program Student Learning Outcomes or Unit/Service Outcomes

a) List of the Program Student Learning Outcomes or Unit/Service Outcomes
b) Program or Unit/Service Outcomes that have been assessed in the year of this Annual Review.
c) Assessment Results.
d) Changes that have been made as a result of the assessment results.

1. PLSO #1: Increase % of Veterans that applied will be processed to receive their benefits. Assessed during current APRU cycle. Findings were an increase in rate from 47% to 86%. Implementation of FTE position affected the result of the assessment findings from last year. Changes to increased collaboration with A&R staff and Veterans Counselor will be made to next year's assessment. Ongoing assessment will continue for next APRU cycle 2020-2021.

2. PLSO #2: Veterans will continue to receive additional support services through the VSC. Assessed during the current APRU cycle. Findings concluded that 100% of students that visited the VSC received support. Implemented data collection system supported findings that showed services were provided to each student Veteran that visited the VSC. Changes to data collection system will be made for next year's assessment. Ongoing assessment will continue for next APRU cycle 2020-2021.

3. PLSO #3: VSC staff will collaborate with local communities and organizations, including government agencies, to align and coordinate various services for Veterans. Assessed during current APRU cycle. Findings were 136 community outreach contacts, which allows for a baseline for future assessment. No data was collected in previous years. Implementation of FTE position affected the result of the assessment findings from last year. No changes made for next year's assessment. Ongoing assessment will continue for next APRU cycle 2020-2021.

4. PLSO #4: VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention and degree completion. Assessed during the current APRU cycle. Information was collected, but not effectively tracked in collective database. Creation of collective database continues to be ongoing for next APRU cycle 2020-2021.

4. Action Plan

Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Comprehensive Review date. Be sure to focus on areas to improve identified in ARPD data, student learning or unit/service outcomes, results of survey data, and other data used to assess your program or unit. This plan should guide your program/unit through to the next program/unit review cycle and must detail measurable outcomes, benchmarks and timelines. Include an analysis of progress in achieving planned improvements.
* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

With a dedicated Veterans Counselor, the enrollment and graduation numbers are projected to increase. This position has taken on the responsibility of community outreach and providing one on one assistance to the Veterans' population. Students knowing that the VSC is accessible and staffed has encouraged students to utilize the space more often. Collecting adequate data related to the services provided by the VSC continues to be a focus.

Goal (implemented 2019-2020): VSC Coordinator will create a database to collect and track information on Veterans including demographics, retention and degree completion (KauCC Priority 1,2,3,4,5,6,7).
Activity: Develop a baseline statistic for those visiting the center by utilizing the implemented database and VA student workers. Continue to work with Institutional Research and Star Balance Coordinator to amend and adjust database to accurately collect desired data.

Unit of measure, benchmark and goal: VA student retention rate will be the unit of measure. Fall to Fall persistence rate was 67% this year and the program goal is to continue to increase percentage for next year.

The next CPR will be completed in the Fall 2021. New action plan goals have been developed and implemented from now until the CPR date, due to inconsistent data collection over the last 2 years. Since there was a change in staff, data collection seems to not have been collected consistently due to limited information on how data was collected previously.

Goal (implemented in 2020-2021): Develop a system for data collection to ensure consistency across years (KauCC Priority 1,2,7).
Activity: Veterans Counselor will continue to work with counselors, Institutional Research, Star Balance Coordinator and VA student workers to identify areas of data collection that need to be consolidated and to develop an effective system with accurate results.
Unit of measure, benchmark and goal: Head count of VA students, headcount of KCC students using the VSC and headcount of visitors to the VSC will be the measures. Unique headcount of all Veterans was 63, unique head count of KCC students utilizing the VSC was 23 and unique headcount of visitors to the VSC was 65. Program goal is to meet or exceed each count for 2020-2021.

Goal (implemented in 2020-2021): Increase student Veteran enrollment (KauCC Priority1,2,3,4,5,6,7).
Activity: Veterans Counselor and VA student workers will continue to collaborate with community Veteran resources to attend and host outreach events.
Unit of measure, benchmark and goal: Head count of people contacted during outreach in the community and head count of visitors to the VSC. Head count of visitors to the VSC (not unique) was 65 and head count of people contacted during outreach in the community (not unique) was 136. Program goal is to meet or exceed each count for 2020-2021.

Goal: (implemented 2020-2021): Improve student Veteran degree completion (KauCC Priority 4,5,6,7).
Activity: Provide faculty and staff training on Military Culture and working with student Veterans.
Unit of measure, benchmark and goal: Total number of trainings provided to faculty and staff. Obtained data for 2020-2021 will provide benchmark. Program goal is to provide one military training during the 2020-2021 academic year.

Discuss how these recommendations for improvement or actions will guide your program or unit until the next Comprehensive Review. Be sure to list resources that will be required, if any, in section 5 below.

*The action plan may be amended based on new initiatives, updated data, or unforeseen external factors.

5. Resource Implications

Detail any resource requests, including reallocation of existing resources (physical, human, financial)

☒**I am NOT requesting additional resources for my program/unit.**