



Program Review

Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” – Academic Senate for California Community Colleges

Data Driven Decision Making

*Continual improvement
Evaluation of program resource needs
Fiscal stewardship and transparency
Culture of evidence*

Reporting Cycle

Program Review will be conducted every two years beginning Fall semester 2021.

Reporting Cycle Activities	Timeline
Program Review forms posted on the Program Review website :	August 22, 2023
Data is available on the ORPIE website:	
<ul style="list-style-type: none"> Instructional Program Review Dashboard 	Available now
<ul style="list-style-type: none"> Student Services Program Review Dashboard 	Coming August 28, 2023
<ul style="list-style-type: none"> State comparison data may be found on Data Mart or Cal-Pass Plus 	Available now
Program Review Office Hours and Data Support offered in a hybrid format in the Language Arts (LA) Room 115 and by zoom.	See the Program Review website schedule information.
Program Review draft due via Dynamic Forms.	Friday, October 6, 2023
Review and Feedback Steps to Finalize Program Review:	
<ul style="list-style-type: none"> Step 1a: Technical Review by IEC (for all) and Academic Senate (for any that include a faculty request). See the technical review rubrics. 	Friday, October 6, 2023
<ul style="list-style-type: none"> Step 1b: Content Review by Deans/Director. Feedback due to author. 	Friday, October 6, 2023
<ul style="list-style-type: none"> Step 2: Completed Revisions submitted by author for final approvals by Deans/Manager and Vice Presidents. Final draft will address technical and content review feedback. 	Friday, November 3, 2023
<ul style="list-style-type: none"> Step 3: Final Program Review Approvals by Deans/ Manager, Vice Presidents, and IEC. ORPIE will post final draft to the website. 	Friday, December 1, 2023
<ul style="list-style-type: none"> Step 4: Funding Requests proceed through governance structure. 	
<ul style="list-style-type: none"> Depending on the request either the Vice President or the IEC will assign the Program Review to the appropriate committee(s), including Planning Council for prioritization. 	Friday, December 1, 2023
<ul style="list-style-type: none"> Committees forward recommendations to the Budget Committee 	Friday, December 1, 2023

• Faculty Hiring timeline:	
• Academic Senate Q&A	Tuesday, November 14, 2023
• Senator Ratings due	Friday, November 17, 2023
• Academic Senate – Special Meeting to Review Rankings	Tuesday, November 28, 2023
• Prioritized requests for faculty positions will be provided by the Academic Senate to the Executive Team	Wednesday, November 29, 2023
<ul style="list-style-type: none"> ▪ President makes final faculty decisions and reports to Senate at Special Meeting. ▪ Based on approved faculty positions, faculty submit search committee membership and supplemental questions to HR and the Academic Senate. 	Tuesday, December 5, 2023
• Hiring committee participants appointed by the Academic Senate.	Tuesday, December 12, 2023
• The Budget Committee forwards all recommended non-faculty requests to the Executive Committee	Tuesday, December 12, 2023
• President announces all funded recommendations campus-wide	Monday, April 1, 2024

AUTHOR INFORMATION

Employee ID (E# or C#): First Name Last Name
 Wing Email Address Office Phone

Dean/Manager First Name Last Name Email
 Vice President First Name Last Name Email

Program Review - Draft

*SSC VRC PR Final.pdf

Program Review - Final

Submission

*SSC VRC PR Final.pdf

This Program Review includes the following:

Pick all that apply.

Faculty Request

Facilities, Technology, Equipment Request

Classified Request

This Program Review includes the following:

Pick all that apply.

Faculty Request

Facilities, Technology, Equipment Request

Classified Request

Faculty Requests (up to 3)

One upload per request

Faculty Upload1

Faculty Upload2

Faculty Upload3

Faculty Requests (up to 3)

One upload per request

Faculty Upload1

Faculty Upload2

Faculty Upload3

Facilities, Technology or Equipment Draft Requests (up to 5)

FTE Upload1

FTE Upload2

FTE Upload3

Facilities, Technology or Equipment Update Requests (up to 5)

FTE Upload1

FTE Upload2

FTE Upload3

FTE Upload4

FTE Upload5

FTE Upload4

FTE Upload5

Classified Personnel Draft Requests (up to 3)

One upload per request

Classified Upload1

Classified Upload2

Classified Upload3

Classified Personnel Updated Requests (up to 3)

One upload per request

Classified Upload1

Classified Upload2

Classified Upload3

Supporting Materials (Optional)

Upload1

Upload2

Upload3

Supporting Materials (Optional)

Upload1

Upload2

Upload3

...3738333039

David Negreros Lobles

10/06/2023

Author - Draft Signature

Date

...313388990

David Negreros Lobles

11/22/2023

Author - Final Signature

Date

Dean/Manager Draft Feedback

FileUpload2

IEC Feedback

FileUpload4

Program Review Rubric Upload

Academic Senate Executive Board Feedback

FileUpload1

Program Review Rubric Upload

Dean/Manager Final Feedback

FileUpload2

...3437343639

Carla Martinez

11/22/2023

Dean/Manager Signature

Date

Vice President Feedback

FileUpload3

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Claudia Lee

Vice President Signature

11/30/2023

Date

Downloaded to the following Committee Teams folder on:

-- Choose --



...3935383938

Lauren Davis-Losenko

IEC Signature

12/04/2023

Date

Dean/Manager -
Feedback Signature

Electronically signed by Carla Martinez on 10/23/2023 8:35:31 AM

Academic Senate:
Technical Review
Signature

Signature not required

Academic Senate
Signature

Signature not required

IEC: Technical Review
Signature

Electronically signed by Bill La on 10/19/2023 9:33:34 PM



Program Review Request – Student Services Veterans Resource Center

Program Review Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009

SUBMITTER INFORMATION

Submitter’s First Name:	David
Submitter’s Last Name:	Negreros
Submitter’s Email:	Dnegreros@gwc.cccd.edu
Submitter’s ID:	
Submitter’s Phone Number:	714-892-7711 ext 55144
Who is your Dean/Supervisor?	Dr. Carla Martinez
Are you the Department Chair?	No

GENERAL PROGRAM QUESTIONS

Name of Program:
Veterans Resource Center

Please provide a brief description and any significant change in your program since the last Program Review cycle.
<p>The Veterans Resource Center (VRC) serves veterans, active duty, and military-connected students through holistic services including onboarding, retention, and completion as well as transitional services from military to civilian life. The VRC, located within the Student Services Center, includes a lounge, break room, two private offices, a computer lab, and a study room. Services include tutoring (in mathematics and English), financial planning to maximize Veterans Affairs (VA) benefits to cover academic costs at GWC, and financial planning to transfer to four-year universities smoothly. The VRC continues to partner with the counseling department to offer academic counseling and continues to partner with U.S Vets Outside the Wire to provide mental health/emotional support counseling, which includes case management services connecting students to off-campus resources. The VRC continues to partner with ASGWC to secure funding for special veteran events. A strong partnership with the Assistance League of Huntington Beach continues, providing military-connected students with monthly donations for food resources and scholarship opportunities. The VRC recently began workshops to discuss CalFresh benefits with military-connected students who may benefit from them.</p> <p>Significant changes include the addition of VA work-study students who support their peers by connecting them to resources and promoting in-reach activities. Students are contacted every week through text messages, emails, and phone calls. The Assistance League of Huntington Beach has</p>



Program Review Request – Student Services Veterans Resource Center

increased financial support by providing over \$50,000 in scholarships to military-connected students. Although the grant supporting financial planning has been successfully completed, this service continues with alternative funding. The US Vets Outside the Wire expanded services by adding a Marriage and Family Therapist (MFT) and a Case Manager to their team. The VRC is also partnering with the Tierney Center to provide employment assistance to military-connected students and their working dependents.

The VRC was able to hire an academic counselor for military-connected students who are utilizing benefits. The counselor works ten hours per week and is able to help with walk-ins and create appointments to work with student schedules. This in-person counselor has helped students with their educational plans and has helped students maximize their benefits.

What are your program's strengths?

The Veterans Resource Center (VRC) continues to maintain strong relationships with campus departments. Service referrals are made to appropriate on-campus departments that can augment the level of services provided to student veterans and military-connected students. These strong relationships also expand to community organizations that continue to provide free services and resources to students. In addition, the VRC team continues to expand services with minimal fiscal impact. Operations are funded by categorical and auxiliary funds with minimal human resources. In-reach support has improved with the inclusion of work-study students. This additional support has allowed the VRC to create more events that promote student success (e.g., workshops, resource fairs, etc.). After the re-establishment of the Student Veteran Organization (SVO), the VRC collaborated with the SVO to promote student engagement at the VRC. Because of this partnership, the VRC has been able to increase participation in the VRC after years of minimal in-person interactions.

What are the challenges for your program? (If there are regulations or requirements for your program that require additional support, please note those here)

Challenges continue in the area of veteran self-identification in the Banner system. The majority of students identified as veteran students in Banner are those who are receiving Veterans Affairs (VA) benefits to fund their education. Those who are not receiving VA benefits are only identified in Banner if they self-identify in the application process or if they seek services. Oftentimes, when military-connected students are not utilizing benefits, they are under the misconception that they may not use the resources offered in the VRC. Finding a way to reach all military-connected students to inform them that they may utilize resources regardless of whether they are using benefits would increase overall engagement in the VRC.

Another challenge is participation within the VRC. Although in-person participation has increased since last year, the number of students utilizing the resources in the VRC has not yet returned to what it was prior to the COVID-19 lockdown.

How has your department/program utilized SAO (Student Activity Outcome) results to make changes or improvements to your services?

Due to the program manager leaving the institution, VRC SAOs were not assessed. However, moving forward, the VRC will assess at least one SAO each semester for program improvement.



Program Review Request – Student Services Veterans Resource Center

How does your department/program support the goals of diversity, equity, inclusion, and accessibility?

The Veterans Resource Center supports the goals of diversity, equity, and inclusion (DEI) as well as accessibility by serving as an advocate for veterans by promoting policies and practices that ensure diversity, equity, and inclusion. This includes advocating for improved accessibility to healthcare, education, employment, and other resources for military connected students from all backgrounds. The VRC also offers training initiatives that foster understanding and empathy towards diverse veteran populations. The training (Vet Net Ally) educates members of the college community to foster a supportive campus atmosphere and establish a network of visible Allies for veterans. The VRC provides tailored support, based on the student and their specific needs. This ensures equitable access to resources, services, and opportunities for all military connected students regardless of their background, gender, race, or ethnicity.

How does your department/program collaborate with other areas on campus to advance student success?

The Veterans Resource Center collaborates with other areas on campus in several ways to advance student success. The VRC works closely with the counseling department to provide specialized student education plans for military connected students. Counselors have extensive knowledge on VA benefits to ensure that students are maximizing benefits. The VRC also collaborates with financial aid to help military connected students navigate the process of applying for and receiving financial aid. A financial aid representative also informs students on scholarships, grants, loans, and CALFRESH opportunities to ensure that financial issues are not a barrier to student success. Disabled Students Programs and Services (DSPS) also collaborates with the VRC to ensure that veterans are aware of the services and accommodations they can receive if they have a disability. This is a key role for veterans since most veterans do not have the information on what qualifies them and how this can help with academic success. DSPS can assist with services such as test taking, to get extended time in a distracted reduced environment which allows standing breaks. Students can also have a note taker and alternative media to ensure academic success. Additionally, EOPS students often overlap with military-connected students. EOPS provides students with book vouchers to purchase their books as well as gas cards to ease transportation costs. Basic Needs helps students by providing them with essential resources, including free groceries, free professional clothing, Chromebook loans, and emergency grants. Campus Life sometimes partners with the VRC. In order to promote engagement among military-connected students, the VRC promotes Campus Life and ASGWC events to their students.

How does your department/program utilize technology to support student success?

Over the past two years, the VRC successfully installed a digital check-in system with SARS-Track to document the number of student visits and unduplicated students served. This system also tracks the type of service students access when visiting the center. This helps the center identify service trends to maximize efficiency and provide services that impact the success of each student. The VRC also uses the GWC app to manage check-ins and monitor the frequency of resource utilization in the VRC.



Program Review Request – Student Services Veterans Resource Center

KEY PERFORMANCE INDICATORS

Unduplicated headcount:	81
Duplicated headcount (served):	2114
Number of students eligible for services:	98
Number of new students served:	Click or tap here to enter text.
Number of returning students served:	Click or tap here to enter text.

Demographics (CO #'s to be provided to Institutional Research for demographic breakdown):

Golden West College has a 43.4% male population and a 53.6% female population. The VRC has a 76.5% male population and a 18.5% female population. The gender breakdown does not resemble the general GWC student population. This is because, historically, there have been more men than women in the military.

31% of students at the Veterans Resource Center are between the ages of 20 and 24. 31.1% of Golden West College students are between the ages of 20 and 24. The Veterans Resource Center breakdown resembles that of the general student population of Golden West College.

Currently, there are 98 military-connected students using benefits at Golden West College. Of those students, 81 students being served by the VRC.

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more students.

We will look at goals (increasing student engagement, establishing Vets Task Force, and increasing collaborations) in order to help increase the number of students being served by the Veterans Resource Center. Our plans are to do in-reach to establish rapport and promote our services to students who have not yet self-identified as military-connected in Banner. We also intend to use social media to inform students about the Veterans Resource Center and the way in which it can help students. Different platforms include Facebook, Instagram, X, and the GWC app.

PROGRAM-SPECIFIC QUESTIONS:

VETERANS RESOURCE CENTER

Are current support services meeting the needs of current veteran and military connected students? Are there unmet needs?

Current support services are meeting the needs of current military-connected students as we provide academic support as well as support to address non-academic barriers that our students may face. At this time, there are no unmet needs. Students are able to leave feedback on the GWC app to let us know what we can improve. At this time, all feedback has been positive, and no requests have been made. In addition to this, when asking students in the Veterans Resource Center what resources they



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feel we need to incorporate, student feedback overwhelmingly stated that provided resources were adequate for meeting their needs.

How do Veterans Resource Center (VRC) services support the transition from military to academic life?

The Veterans Resource Center serves as a hub and provides a range of services to support the transition from military to academic life. The VRC offers information and guidance specific to veterans, by helping them navigate the academic process. We assist with admission procedures, course selection, financial aid options, and academic requirements. This helps veterans understand what to expect and make informed decisions that are best for them. The VRC offers academic support with Academic Counselors who understand the unique challenges and needs of veterans. They assist veterans in creating academic plans, selecting the right courses, and ensure that they are in compliance with VA guidelines. Another service that the VRC provides is peer support and mentorship: The VRC facilitates connections between veterans on campus to foster a sense of community and support. This includes social events, the student veteran organization, and we hire VA work studies to help fellow veterans who help ease the transition and provide a support system. A main factor is helping veterans who may have physical or mental health challenges resulting from their service. The VRC works to ensure that veterans have access to appropriate resources and accommodations, such as disability services, counseling, or healthcare referrals. They can help veterans connect with campus support services both within and outside the VRC.

What are the opportunities for VRC collaboration efforts/initiatives with School Certifying Official (SCO) to streamline access and retention services to maximize benefits for students?

There are several opportunities for collaboration between the Veterans Resource Center (VRC) and School Certifying Officials (SCO) to streamline access and retention services for student veterans. The VRC and SCO do coordinated programming to develop joint programs and initiatives that address the specific needs of student veterans. We can do workshops, training sessions, and mentorship programs aimed at improving access to and utilization of benefits, as well as enhancing student retention. Another collaboration can consist of data sharing and analysis to help identify trends, challenges, and areas for improvement in supporting student veterans and retention. The VRC and SCO can also combine their outreach efforts to reach a wider audience of potential student veterans. This can involve joint marketing campaigns, participation in college fairs and career events.

How do community partnerships support the academic success of military connected students?

Our community partnerships provide free services to our students for nonacademic needs. These services include individual and family counseling, group counseling, financial assistance, employment assistance, housing resources, behavioral health services, legal assistance, transportation, financial counseling, and educational workshops. With these tools, our students can adjust to unfamiliar campus culture to be successful in their academic career. By assisting their basic needs and emotional/mental health support, our students can focus on school without having to worry about other needs being met.



Program Review Request – Student Services Veterans Resource Center

The following is a list of our community partners.

- U.S Vets Outside the Wire
- Tierney Center for Veteran Services
- Assistance League of Huntington Beach
- American Legion Midway City
- CalVet
- Veterans Affairs, Community & Engagement Partnerships Program
- Veteran of Foreign Wars (VFW) (Anaheim)
- Patriots & Paws

GOALS AND REQUESTS FOR FUNDING

Requests – If you are requesting any of the following, they MUST be addressed within your Department goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review) including resource



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requests and if they were funded or not.

Previously, our goals were to increase enrollment in the college and participation in the Veterans Resource Center, to complete all requirements to be in compliance with Veteran Affairs changes regarding enrollment and cost of attendance, and to explore options to identify veterans not using VA benefits to fund their education in Banner. These goals did not include resource requests or funding requests. Unfortunately, due to the COVID-19 pandemic, we were unable to increase enrollment, but we were able to complete all requirements to be in compliance with the VA changes. We were also unable to explore different options to identify military-connected students who are not using benefits.

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:

Increase collaborations across campus to support and celebrate military-connected students.

What actions will be taken to accomplish the goal?

Re-establish the Veterans Task Force to support and celebrate military-connected students through special events such as Veterans' Day Celebration, Holiday Celebration, Graduation Celebration, and others. In addition to this, we can hold VetNet Ally training on campus. This training educates members of the education community to foster a supportive campus atmosphere and establish a network of allies for military-connected students to focus on their needs and concerns.

What metric will you use to measure your goal?

Successful implementation of special events and event survey data.

Which of the College's missions and goals does this goal support? (check all that apply)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

GOAL 2 (Required)



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Description of goal:

Increase community outreach to recruit new military-connected students.

What actions will be taken to accomplish the goal?

We will be reaching out to community resources such as Veteran of Foreign Wars (VFW) establishments and American Legion establishments to build connections that will allow us to host tables at their events. This will build rapport and maintain a network in the community. We will also be attending military-related fairs and continuing the CalVet Fair which allows us to reach out to community members who may become interested in Golden West College.

What metric will you use to measure your goal?

The number of community outreach events and data regarding military-connected student enrollment will be used to measure our goal.

Which of the College's missions and goals does this goal support? (check all that apply)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

GOAL 3 (Required)

Description of goal:

Increase engagement of military-connected students within the VRC.

What actions will be taken to accomplish the goal?

To increase engagement, the VRC will be implementing field trips and monthly military-connected student programs. The VRC will be hosting workshops and will be surveying students to determine what events are most beneficial to students. This will help us increase the events that students will be looking forward to.

What metric will you use to measure your goal?

To measure this goal, we will use data from GWC app check-ins and SARS.

Which of the College's missions and goals does this goal support? (check all that apply)

- Enrollment
- Equity and Success



Program Review Request – Student Services Veterans Resource Center

- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

OTHER INFORMATION

What additional information would you like to share about your program?

Click or tap here to enter text.

Submitter's Signature:

[Handwritten Signature]

Date: 10/6/2023

Supervisor's Review

As the supervisor of this program, I have reviewed this request.

No concerns

No concerns

I have concerns

Comments: Click or tap here to enter text.

Supervisor's Signature:

Carla Martinez

Date: 10/6/2023

Vice President's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.