

**PORTERVILLE COLLEGE**  
**PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS**

Name of Program/Operational Area: Veterans Resource Center

Contact Person: Maria Roman

Submission Date: Fall 2020

*[Note: The information in this area will repeat on all pages.]*

**Porterville College Mission Statement:**

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

**Program Mission Statement:**

The mission of the Porterville College Veterans Resource Center is to provide assistance and support to veterans and their dependents as they transition from the military to the completion of their academic goals.

**Services Area Outcomes:**

The VRC staff reviews this data on a regular basis, to continuously ensure we go through the SAO cycle of collecting, analyze, identify and implement and then eventually closing the loop.

SAO #1: The academic performance, i.e. term grade point average, for those veterans who utilize the services of the Veterans Resource Center, will be higher than veterans who do not use the center.

SAO #2: As indicated on the Kern Community College District's "Report on Veteran Students," Porterville College veterans will continue to outperform their non-veteran peers in terms of retention and success rates.

SAO #3: Veterans who complete the new "Veterans Services Survey" will be knowledgeable of the VRC program's requirements and expectations..

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**SAO #1: GPA Statistical Data, based on Cognos Report compared to VRC Excel Roster**

Student Type	Average G.P.A.	# of Student Earned 2.00 or Higher	Percentage
Fall 2018 VRC	3.04	38 out of 41	93%
Fall 2018 Non-VRC	2.20	30 out of 43	70%
Fall 2019 VRC	2.92	37 out of 43	86%
Fall 2019 Non-VRC	2.25	14 out of 23	61%
Fall 2020 VRC	2.52	34 out of 36	94%
Fall 2020 Non-VRC	1.82	11 out of 20	55%

SAO #1 was assessed during three different semesters. After each assessment, the results were analyzed to provide ideas for areas of improvement i.e. revise the VRC intake form, track mid-term progress reports, upgrade technology, expand the lending library, and mentor services.

This SAO has proven VRC veterans earn a higher GPA than those that are not receiving VRC services. As of fall 2020 we can confidently say we have closed the loop to this SAO.

**SAO #2: Success Rate and Completion Rate Vets vs Non-Vets**

School Years	2017-2018	2018-2019	2019-2020
PC Veterans	Success Rate:74.1% Completion Rate: 87.5%	Success Rate: 80.5% Completion Rate:90.6%	Success Rate: 80.5% Completion Rate:86.6%
PC Non-Veterans	Success Rate:74.5% Completion Rate:90.4%	Success Rate: 76.5% Completion Rate:91.1%	Success Rate: 73.9% Completion Rate:87.5%

Source: **Tableau** <https://ir.kccd.edu/data-directory/course-completion--success-dashboard/>

*Note: Spring 20 Includes Excused Withdrawals due to COVID-19.*

The assessment of SAO #2 has demonstrated that veteran students are out performing their non-veteran peers. The success rate has been met every year according to the data provided in Tableau. The VRC will continue to increase the delivery of services i.e. tutoring, peer mentor, on campus referrals, and the lending library to ensure this trend continues.

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**SAO #3: Veterans Services Survey**

Pre-Test Outcome	Post-Test Outcome	Improvement
72%	92%	20%

*The survey results are located in the VRC Share Drive.*

During the spring 2018 Welcome Back Orientation held on Jan 10<sup>th</sup>, a pre-test and post-test were conducted to gather information on the knowledge students had and gained about the VRC program’s requirements and expectations.

Due to low participation, we will conduct the survey during the Fall 2021 semester.

**Program Analysis and Trends**

**Change in Program Over The Last Three Years:**

The Porterville College Veterans Resources Center continues to be the point of contact for veterans, spouses, and dependents (please note: not all veterans use the center). In the last three years, we have built upon the success of the students who use the center. Providing services to the spouses and dependents of veterans is unique at PC very few VRCs in the state offer these services. Since the district data only tracks veteran students, the VRC staff, tracks all VRC students via an Excel spreadsheet and Navigate which tracks the number of students who visit the center on a daily basis.

**VRC Stats:**

Semester	# VRC Students	Veterans	Spouses/Dep	Graduated	Center Visits
Spring 18	99	61	38	4	1,738
Spring 2019	81	47	34	32	1,044
Fall 19	76	43	33	6	1,020
Spring 20	93	56	37	16	1,047

***Data Review***

Many of the VRC data has already been shared in this document in this section I am including the headcount and awards based on Tableau.

**Headcount:**

Veterans Unique Headcount	2017-2018	2018-2019	2019-2020
	88	96	82

Source: <https://ir.kccd.edu/data-directory/historical-course-enrollments-unique-headcount--ftes-dashboard/>

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The number of Veterans remained steady for the past three years but one of our goals is to continue working to increase the recruiting efforts.

**Degrees and Certificates:**

Academic Year	2017-2018	2018-2019	2019-2020
Degrees/Certificates Awarded	18	29	19
Veterans Awarded	15	23	13
Veterans Awarded Multiple Degrees/Certificates	3	6	6

Source: <https://ir.kccd.edu/data-directory/historical-program-award-dashboard/>

In the 2018-2019 academic year the VRC had the highest number of graduates. Unfortunately, due to the COVID-19 pandemic, the number of graduates declined the following academic year. The staff made contact with the veterans who dropped and found that students dropped either because taking online classes was difficult for them and many found the need to work to support their family whom some had lost their jobs.

***Program Strengths***

Many of the programs strengths are well documented through our newsletter published at the end of each semester, here is the link: <https://www.portervillecollege.edu/vrc-newsletters>

One of the biggest strengths that the VRC has is the camaraderie that is built between veterans. They get along by sharing their military experiences in a judgement free center. They also help each other with homework; they form their own study groups. Since our last program review, the center has gone through much transformation:

We now have a dinette set that was donated by the EOPS Program, a huge screen TV that was mounted on the back wall that was donated by the college, we have a water dispenser where veterans can fill their water bottles, the college president donated a sofa and chair, the Food Link has added the VRC to their monthly food distribution. Also, several of the student veterans and parents of dependents donate, drinks and snacks. We have several staff and faculty that donate coffee, creamer, and snacks. Many times, when food is left over from events they are donated to the VRC.

The VRC has increased activities that students can be involved in these include: chili cook-off, Friendsgiving where we have one hundred and twenty people participate, BBQs, birthday celebrations, and potlucks. We have increased activities in the community that also serve as outreach, these include Lake Success National Lands Day which students painted the benches, dug ditches for the irrigation, planted trees and repaired playground equipment.

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Community Partners have increased with AMVETS by attending their meetings and activities, hosted the CALVIN meetings on campus which is a group of veteran programs.

Other activities for both on and off campus include, participate in the Veterans Parade which we won Grand Prize for the float and won \$500 each year in 2018 and 2019. Student really enjoy participating and being part of the construction team.

Continue to partner with the Family Crises Center and Kings/Tulare Homeless Alliance to serve the homeless living in the Tule River. We had a generous donate from community in which we were able to buy solar operated cell phone charges to give out.

We have increased the recruited activities both on and off campus, these include: Have a separate booth during the Iris Festival, set up booth at the Apple Festival, Tule River Tribe Stand Down, Porterville American Legion Stand Down, and Veterans Parade booth. Due to COVID, our efforts to redirect recruiting to street billboard ads, Public Transit buses, and newspaper ads. We have also reached out to former inactive students.

Transfer increased activities include Fresno State conducting orientation on campus, Fresno Pacific presentation, student fields trips to UC Berkley, and Fresno State. Also participated in the PC Transfer Fair.

Mental Health include partnering up with the PC DRC, Kings View Mental Health Center, VA Voc Rehab and the Porterville Wellness Center; they conducted workshops and set up table at the VRC.

Other Workshops include partnering with the PC JEC, AMVETS, VA Home Loan, Family Health Care Network, A Combat Veterans Hope, Cal-TAP via Zoom, Be Grad Ready, Virtual Transfer Fair, VA Health Care.

The Veterans Resource Center response to COVID-19 included:

1. Created a Canvas VRC Virtual Center
2. Modified the VRC website and included all student documents
3. Conducted weekly zoom meetings
4. Conducted virtual workshops
5. Participated in the drive through graduation
6. Conducted drive through activities including backpack w/school supplies and lending book library.
7. Purchased ten laptops to lend to students.

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***Areas for Improvement:***

**Recruiting:**

Over the last three years, we have experienced a decline in the number of veterans attending Porterville College. There seems to be no single factor why we are experiencing the decline and keep in mind that we do not have a military base located close to the college.

**Student Participation:**

Another area of improvement is to increase the participation of students in activities, events and meetings. On average, we will have five or six students participate in an event that planned for twenty students. Another example, during PC Salutes Our Veterans, we have planned for fifty students and only fifteen attended.

**Study Room:**

During the high peaks within the semester i.e. beginning of each semester, priority registration, during mid-semester and finals, the VRC is overcrowded due to students needing assistance with a variety of services i.e. Tutoring, technology use increases during those times.

**Technology:**

A larger study room with a high capacity printer and additional computers would be beneficial. An additional ten laptops with MIFIs would help decrease the overcrowding of the center. The laptops and MIFIs can be add to the lending library and checked out for home use.

**Improve Kitchen Area:**

A sink would be beneficial to staff and student in that we can accommodate the demand for students to bring their own lunches. The staff and students would like to have a place where it is easier to host events. This would also help with the cleanliness of the area after an event.

**Safety and Security Needs:**

Reposition the front counter to allow staff to exit the back door in case of an emergency. The counselor's office needs to be closed off at the top for more privacy.

**Professional Development:**

Increase mental health awareness that is tailored to assist veterans.

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**Goals**

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)
1. Increase Recruitment	Spring 2019	Funding	All Staff	Funding

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 \_\_\_ Item 2 X Item 3 \_\_\_ Item 4 \_\_\_ Item 5 \_\_\_ Item 6 \_\_\_

Progress on Goal:

X Completed (Spring 2019)

\_\_\_ Revised (Date )

Comments:

We had a slight increase of students from the previous year however during the Spring 2019, we had the highest graduation rates. We increased our recruiting efforts throughout the last three years.

Note: Due to COVID 19 pandemic, we are including this goal as an Area of Improvement.

Goal(s)	Completion Date	Needed resources	Person(s) Responsible	Obstacles to completion (if any)

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 \_\_\_ Item 2 \_\_\_ Item 3 \_\_\_ Item 4 \_\_\_ Item 5 \_\_\_ Item 6 \_\_\_

Progress on Goal:

\_\_\_ Completed (Date )

\_\_\_ Revised (Date )

Comments:

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**Goals:**

<b>Goal(s)</b>	<b>Timeline for Completion</b>	<b>Needed resources</b>	<b>Person(s) Responsible</b>	<b>Obstacles to completion (if any)</b>
1. Increase Student Participation in the VRC activities, events and meetings.	Spring 2023	Funding for incentives	Program Tech, Counselor and Dean Of Counseling	

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 \_\_\_ Item 2 X Item 3 \_\_\_ Item 4 \_\_\_ Item 5 \_\_\_ Item 6 \_\_\_

Progress on Goal:

\_\_\_ Completed (Date )

\_\_\_ Revised (Date )

Comments:

Will need to come up with a variety of strategies to increase student participation in activities, events and workshops i.e. establishing incentives, set up a rewards system, or competition series.

<b>Goal(s)</b>	<b>Timeline for Completion</b>	<b>Needed resources</b>	<b>Person(s) Responsible</b>	<b>Obstacles to completion (if any)</b>
2. Increase Recruiting by 10% each year	Spring 2023	Funding	Program Tech, Counselor and Dean of Counseling	

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 \_\_\_ Item 2 X Item 3 \_\_\_ Item 4 \_\_\_ Item 5 \_\_\_ Item 6 \_\_\_



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Progress on Goal:

\_\_\_ Completed (Date        )

\_\_\_ Revised (Date        )

Comments:

Due to COVID 19 pandemic, our headcount have dropped so we will need to increase our recruiting activities. Increase our community partnership.

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**STAFFING REQUEST**

<b>Staff Resources:</b>				
<b><u>Current Staffing Levels</u></b>				
<b><u>Full-time Staff</u></b>			<b><u>Part-time Staff</u></b>	
Faculty	1	Faculty		
Temporary		Temporary		
Classified	2	Classified		
Management	1	Management		
Project dates of temporary staff:				
 <b><u>Request for New/Replacement Staff</u></b>				
Use one line for each position requested. Justify each position in the space below.				
	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1				
Position 2				
Position 3				
Justification: (Address each position requested)				

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**TECHNOLOGY REQUEST**

Use this section to list any technology needs for your program. If you have more than two technology needs, add rows below.

<u>Technology Need</u>	<u>Justification</u>
Item 1	Mifi's to lend to students
Item 2	Large capacity printer for staff and students
Item 3	Laptops to lend to all student veterans

**FACILITIES REQUEST**

Use this section to list any facilities needs for your program. If you have more than two facility's needs, add rows below.

<u>Facilities Need</u>	<u>Justification</u>
Item 1	A larger VRC to accommodate a study room where students can form study groups.
Item 2	A sink so students can clean their items like utensils, dishes and water bottles.

**SAFETY & SECURITY REQUEST**

Use this section to list any safety & security needs for your program. If you have more than two safety & security needs, add rows below.

<u>Safety &amp; Security Need</u>	<u>Justification</u>
Item 1	The front counter area needs to be repositioned to allow staff to exit in case of emergency
Item 2	Counselor's office needs closing off at the top for more privacy.

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**PROFESSIONAL DEVELOPMENT REQUEST**

Use this section to list any professional development opportunities you would like to have available for your program. If you have more than two professional development needs, add rows below.

<u>Professional Development Need</u>	<u>Justification</u>
Item 1	Increase mental health awareness training for Program Tech tailored to veterans
Item 2	

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**BUDGET REQUEST**

(Do not include staff increases in this section)

	Current Budget	Amount of Change	Revised Total
2000 (Student Worker Only)	5000	0	5000
4000	1000	0	1000
5000	2534	0	2534
Other	0	0	0

**Justification:**

(Include justification for each change requested.)

Current allocation for 20-21 for Veterans Ongoing Funding from the State Chancellor's Office is \$17,699. This is categorical funding, not general funds, and the allocations are not guaranteed from year to year.

Student Equity funding also supports the Veterans Resource Center throughout the years since this is a minimal allocation for our Veterans.