

SPRING 2020
PROGRAM REVIEW STEERING COMMITTEE
Non-Instructional *Comprehensive* Evaluation
Committee Feedback Report

Department/Program: Veterans Services
 Author(s): Osvaldo Torres

SECTIONS	Initial	Evolving	Established	N/A
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Section I: Program Overview and Update		X		
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Commendations:

Recommendations:

Continue to work on updating catalog description.

Ideally the goal is to collaborate with other departments in preparing the program review (e.g., General Counseling, Admissions and Records, etc.). Work to involve other stakeholders so as to present a comprehensive picture of the work Veteran’s Services is doing.

Additional Comments:

Section II: Program Reflection and Description		X		
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Commendations:

Recommendations:

It is evident through reading the totality of the program review document that Veteran’s Services staff works to ensure that the unique needs of Veteran’s students are met, however the response to the college mission question was somewhat broad. It would be advisable to present a more focused explanation of how the services support the Colleges Strategic Plan.

Additional Comments:

Section III: Course Curriculum				N/A
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Commendations:

Recommendations:

Additional Comments:

Section IV: Degree & Certificate				N/A
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Commendations:

Recommendations:

Additional Comments:

Section V: Student Service Area Assessment & Data Analysis		X		
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Commendations:

Ensuring a host of specialized support services are in place to improve the success of Veteran students (e.g., one on one application registration assistance, Veteran specific appointment and drop-in times, referrals to campus, local, state and federal resources).

Recommendations:

Provide more detail about how the \$200,000 grant is being used to expand and/or improve services.

Additional Comments:

Section VI: Service Area Assessment and Institutional Effectiveness		X		
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Commendations:

Dedication to and support of the student Veterans as evidenced by the range of support services offered.

Excellent work collaborating with multiple departments across the campus to improve student success. The comprehensive services highlighted on Page 9 were impressive, particularly with the limited staff/faculty directly supporting the program.

Organizing/facilitating Veteran’s Week which honors U.S. Service members with a full week of activities.

Recommendations:

You mention working with IESE on data/comparison reports which help inform student programs. It is advisable that you share some of the data and discuss more specifically how it impacts program planning.

Consider sharing steps that are being taken to address mental health issues faced by Veteran students.

Additional Comments:

Section VII: Previous Goals

X

Commendations:

Completion and intended expansion of the Veteran’s pantry in January of 2019. This is a much needed support for students!

Recommendations:

Additional Comments:

Section VII: New Goals

X

Commendations:

Recommendations:

Additional Comments:

Looking forward to hearing about the use of the new facilities to increase both services offered and the number of students served!