

PALOMAR COLLEGE INSTITUTIONAL REVIEW

-2005 NON-INSTRUCTIONAL PROGRAMS DATA COLLECTION FORM-
PLEASE READ "2005 NON-INSTRUCTIONAL PROGRAMS GUIDELINES FORM" BEFORE PROCEEDING.

Non-Instructional Program Reviewed in this Document: Veterans' Services

1. Progress Report. Review previous year's institutional review. Describe the progress made on any recommendations or areas of need identified in your previous year's review. Specifically, describe progress made toward current department goals and objectives, and learning outcomes.

Have Excel spreadsheets reports placed on menu as reports which can be used to generate needed reports on a daily or as needed bases. Two of the reports (queries) have been placed on the Peoplesoft menu.

Develop capabilities to collect statistical data on veteran's population, using Peoplesoft data base. Including numbers generated by veteran students. No progress has been made on this goal due to time constraints.

Investigate the possible use of our Palomar College Veterans' Web page for submission of request for certifications to our office on line. No progress has been made on this goal due to time constraints.

Automate system to monitor and report F, FW, Inc, and N/C grades. Use of mail merge letter directly from the spread sheet has been very successful and has greatly improved our ability to notify student, and the VA.

Automate system to monitor and report probation and disqualification of veteran students. Use of mail merge and spread sheet has allowed us to shorten the processing time for monitoring and reporting of student progress to the VA.

Document office procedures, develop time outline for office, and forms manual. The forms manual was completed and work was started on the outline and office procedures portions.

2. Provide effective data sources to evaluate this department. Insert qualitative and quantitative data elements that can be used to evaluate this department—what information do you typically use to document your success and justify expanding your department or budget.

Number of veterans requesting certification 2004-2005 was up slightly from our 1454 total in 2003-2004.

Summer 2004	390
Fall 2004	623
Spring 2005	<u>602</u>
Total	1615

Money paid to the students by the VA for the 2004-2005 year was \$ 4,429,171.35

*Note: Your Non-Instructional Program institutional review submission will be posted on IRC password-protected sharepoint site.
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Veteran evaluations referred to the Evaluations for progressing – 480

Counter contact for 2004-2005 – 2,850 veterans and dependents

3. Program assessment. Assess needs of your department dictated by changes in staffing, equipment, training, software/technology and facility needs .

The greatest challenge for the Veterans' Services office is the need for automation of our reports which are currently ran for us as queries. This is especially desirable since the Veterans' Advisor position is not being replaced. The present system of reporting and monitoring is very bulkily and time consuming and while we have made progress using merge programs for F letters and monitoring of probation and disqualification we have a real need to develop more efficient systems that can be handled by one full time person.

With the delay in implementing the probation and disqualification system under Peoplesoft the monitoring of standard of progress for veterans is still being done by hand in the Veterans' Office. With the reduction in staffing in Veterans the successful implementation and monitoring by Peoplesoft needs to be pursued to relieve the veterans' office a hand monitoring process.

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4. List accomplishments department has made in the last year.

Development of merge system for F letters and for Standards of progress.

Revamp of office forms and certification work flow and procedures which have shorted the processing time of students request for certification from three to four weeks to one to two week at peak periods. Use of new system to provide students with an orientation on VA educational benefits when they apply for VA benefits at Palomar College.

Up date of monitoring procedures to allow for a three day turn over on weekly monitoring of student adds and drops.

Worked with Evaluation Office on the development of new system for the evaluation of veteran students. Allows the veteran evaluations to be processed as transcripts are received. In the past most evaluation for veterans were processed during the third or fourth month of the semester. Now the bulk of the evaluations are completed and sent to the student by the first or second month of the semester. This provides the students with the courses stilled needed for their degree prior to the next semesters registration and helps in retention of the student.

The Veterans' Service Office was selected in December 2004 to be the west coast test site for a new VA web based certification program VAOnce. Working with the VA in San Diego we helped the Education Liaison in San Diego test and document procedures for the program. Currently the Supervisor in Veterans' Services serves as a contact point for those schools that are having a problem with the system.

5. List the department's current goals and objectives. (2-3 measurable goals that are congruent with Palomar College Strategic Planning Goals)

Finish the development of an online procedure manual and office time line.

Development of query reports as need from menu selections through Peoplesoft.

Cross training of Admissions and Financial Aid Supervisors on Veterans Office procedures and federal and state regulations and requirements.

Up date web page and continue to pursue the development possible submission of request for certifications to our office on line.

This Report Prepared By: Judith K. Duncan 12-22-05
 Name (print and initial) Date

This Report Submitted To: Herman Lee 12-22-05
 Name (print and initial) Date

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FEEDBACK & SUGGESTIONS TO INSTITUTIONAL REVIEW COMMITTEE FOR NEXT REVIEW: