Support Services Review Template

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?
(What is the purpose of the unit? What do you do?)

Assist veterans, active-dury service members and military families achieve educational and professional goals.

1.1.1 How does the mission of the unit support the mission of the college?

The Veterans Affairs mission mirrors the college's mission of counseling, advising and assisting veteran students in achieving educational, occupational and personal goals. Veterans Affairs facilitates the intended outcomes of the college's mission including: 1. Increase persistence (term-to-term & fall to fall) 2. Increase completion of all attempted courses with a "C" or better 3. Increase degree/certificate graduates and transfer rates

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1.2   Please tell us who you serve.
      (Faculty, staff, external partners, distance learning, students, etc.)

The Veterans Affairs office provides information concerning all facets of veteran-related federal and state educational opportunties to all eligible students. The VA office also provides secondary services to academic faculty and staff.

1.3   What services or products does the unit provide?

The Veterans Affairs office provides information concerning all facets of veteran-related federal and state educational opportunties to all eligible students.

1.3.1   What is the impact of your unit's activities on students or other key stakeholde

The primary services directly impact veteran student success by increasing student retention, decreasing student withdrawals and increasing student success in their courses.

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Affairs

Mark
Harden

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

SSI1 *Increase persistence (term-to-term & fall to fall)*
SSI2 *Complete developmental and adult education course progression to credit courses*
SSI3 *Increase completion of all attempted courses with a "C" or better*
SSI4 *Increase degree/certificate graduates and transfer rates*
SSI5 *Increase success equity across all racial/ethnic/gender/income groups*

Institutional Effectiveness

IE1 *Balanced instructional offerings among the College's mission elements;*
IE2 *A teaching and learning environment that encourages students to be active, life-long learners;*
IE3 *Accessible and affordable post-secondary and higher education programs and services for all who qu[...] ability to benefit;*
IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent th[...] populations of our Service Area;*
IE5 *Job placement from career workforce programs into family-wage careers;*
IE6 *Efficiently administered programs and services that create an institution that is a good place to work, [...] otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1							
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3
UG1	*The Veterans Affairs office provides information concerning all facets of veteran-related federal and state educational opportunties to all eligible students.*	☑	☑	☑	☑	☑	☑	☑	☑
UG2		☐	☐	☐	☐	☐	☐	☐	☐
UG3		☐	☐	☐	☐	☐	☐	☐	☐
UG4		☐	☐	☐	☐	☐	☐	☐	☐

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Goal #	Unit Goal (description)	Board Policy A-1							
UG5		☐	☐	☐	☐	☐	☐	☐	☐

➢ *this table will link to other areas in this report*
➢ *If you need more space than this table allows, contact OIEA for a separate form.*

Support Services Review Template

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	IE4	IE5	IE6
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

Support Services Review Template

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1.3.2 What are Unit Outcomes and Unit Measures?

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*		**Example outcome:** *Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .*	
UG1	*The Veterans Affairs office provides information concerning all facets of veteran-related federal and state educational opportunties to all eligible students.*	UO1.1	*Maintain a process for inform eligible students about educational benefits for military veterans.*	UM1.1.1
				UM1.1.2
		UO1.2	*Maintain a process for inform eligible students about educational benefits for military veterans.*	UM1.2.1
				UM1.2.2
		UO1.3		UM1.3.1
				UM1.3.2
		UO1.4		UM1.4.1
				UM1.4.2
		UO1.5		UM1.5.1
				UM1.5.2
UG2	*0*	UO2.1		UM2.1.1
				UM2.1.2
		UO2.2		UM2.2.1
				UM2.2.2
		UO2.3		UM2.3.1
				UM2.3.2
		UO2.4		UM2.4.1
				UM2.4.2
		UO2.5		UM2.5.1

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #
		UO2.5		UM2.5.2

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #
UG3	0	UO3.1		UM3.1.1
				UM3.1.2
		UO3.2		UM3.2.1
				UM3.2.2
		UO3.3		UM3.3.1
				UM3.3.2
		UO3.4		UM3.4.1
				UM3.4.2
		UO3.5		UM3.5.1
				UM3.5.2
UG4	0	UO4.1		UM4.1.1
				UM4.1.2
		UO4.2		UM4.2.1
				UM4.2.2
		UO4.3		UM4.3.1
				UM4.3.2
		UO4.4		UM4.4.1
				UM4.4.2
		UO4.5		UM4.5.1
				UM4.5.2
UG5	0	UO5.1		UM5.1.1
				UM5.1.2
		UO5.2		UM5.2.1
				UM5.2.2
		UO5.3		UM5.3.1
				UM5.3.2
		UO5.4		UM5.4.1
				UM5.4.2
		UO5.5		UM5.5.1
				UM5.5.2

➢ *this table will link to other areas in this report*
➢ *If you need more space than this table allows, contact OIEA for a separate form.*

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Unit Measure (description)
Example measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
Number of eligible students contacted by Veterans Affairs Office and provided information on veterans educational benefits.
Number of eligible students contacted by Veterans Affairs Office and provided information on veterans educational benefits.

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Unit Measure (description)

Support Services Review Template

Unit Measure (description)

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2.5.2   Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*				
UM1.1.1	*Number of eligible students contacted by Veterans Affairs Office and provided information on veterans educational benefits.*	5.00	8.00	4.00	2.00
UM1.1.2	*0*				
UM1.2.1	*Number of eligible students contacted by Veterans Affairs Office and provided*				
UM1.2.2	*0*				
UM1.3.1	*0*				
UM1.3.2	*0*				
UM1.4.1	*0*				
UM1.4.2	*0*				
UM1.5.1	*0*				
UM1.5.2					
UM2.1.1					
UM2.1.2					
UM2.2.1					
UM2.2.2					
UM2.3.1					
UM2.3.2					
UM2.4.1					
UM2.4.2					
UM2.5.1					
UM2.5.2					
UM3.1.1					
UM3.1.2					
UM3.2.1					
UM3.2.2					

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)
UM3.3.1					
UM3.3.2					
UM3.4.1					
UM3.4.2					
UM3.5.1					
UM3.5.2					
UM4.1.1					
UM4.1.2					
UM4.2.1					
UM4.2.2					
UM4.3.1					
UM4.3.2					
UM4.4.1					
UM4.4.2					
UM4.5.1					
UM4.5.2					
UM5.1.1					
UM5.1.2					
UM5.2.1					
UM5.2.2					
UM5.3.1					
UM5.3.2					
UM5.4.1					
UM5.4.2					
UM5.5.1	0				
UM5.5.2	0				

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)

2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

Fall 2011 - 5%
F12 - 6%
Target F14 - 4%
F13 - 8%

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)

Support Services Review Template

Outcome # (linked from 1.3.2)
UO1.1
UO1.1
UO1.2
UO1.2
UO1.3
UO1.3
UO1.4
UO1.4
UO1.5
UO1.5
UO2.1
UO2.1
UO2.2
UO2.2
UO2.3
UO2.3
UO2.4
UO2.4
UO2.5
UO2.5
UO3.1
UO3.1
UO3.2
UO3.2

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Outcome # (linked from 1.3.2)
UO3.3
UO3.3
UO3.4
UO3.4
UO3.5
UO3.5
UO4.1
UO4.1
UO4.2
UO4.2
UO4.3
UO4.3
UO4.4
UO4.4
UO4.5
UO4.5
UO5.1
UO5.1
UO5.2
UO5.2
UO5.3
UO5.3
UO5.4
UO5.4
UO5.5
UO5.5

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Outcome # (linked from 1.3.2)	

Outcome #
(linked from

1.3.2)

Support Services Review Template

3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section Include a list of the objectives (improvements) you propose and measures for success.

3.1   Unit Objectives (improvements), Measures, Challenges or opportunities

<mark>(data linked to table 4)</mark>

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**Example:** *Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.*	
OB1.1	Conduct refresher VA Once certification training two weeks prior to term certification.	Compare number of files processed against number of files corrected (this is a percentage).	8.00	4.00	SWOT identified insufficient resources as an area of weakness	Mark Harden
OB1.2	Conduct refresher VA Once certification training two weeks prior to term certification.	Number of people trained (are these eligible students?)			SWOT identified insufficient resources as an area of weakness	Mark Harden
OB1.3						
OB1.4						
OB1.5						
OB2.1						
OB2.2						
OB2.3						
OB2.4						

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person
OB2.5						
OB3.1						
OB3.2						
OB3.3						
OB3.4						
OB3.5						
OB4.1						
OB4.2						
OB4.3						
OB4.4						
OB4.5						
OB5.1						
OB5.2						
OB5.3						
OB5.4						
OB5.5						

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person

3.2   Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?
YES   ☑   NO   ☐

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person

Support Services Review Template

(Part 2).

Related Unit Outcome #	Related Unit Outcome
UO1.1	Maintain a process for inform eligible students about educational benefits for military veterans.
UO1.2	Maintain a process for inform eligible students about educational benefits for military veterans.
UO1.3	
UO1.4	
UO1.5	
UO2.1	
UO2.2	
UO2.3	
UO2.4	

Support Services Review Template

Related Unit Outcome #	Related Unit Outcome
UO2.5	
UO3.1	
UO3.2	
UO3.3	
UO3.4	
UO3.5	
UO4.1	
UO4.2	
UO4.3	
UO4.4	
UO4.5	
UO5.1	0
UO5.2	0
UO5.3	0
UO5.4	0
UO5.5	0

Support Services Review Template

Related Unit Outcome #	Related Unit Outcome

Support Services Review Template

Related Unit Outcome #	Related Unit Outcome

Support Services Review Template

3.3 Objectives and Key Strategies with Timeline and Costs

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					$ 100
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					$ 1,500
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					$ 20,000
OKS1.1.1	Update and enhance certification refresher training.	Year 1					$ -
OKS1.1.2							
OKS1.1.3							
OKS1.2.1	Implement new training program.	Year 2					
OKS1.2.2							
OKS1.2.3							
OKS1.3.1							
OKS1.3.2							
OKS1.3.3							
OKS1.4.1							
OKS1.4.2							
OKS1.4.3							

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs
OKS1.5.1							
OKS1.5.2							
OKS1.5.3							
OKS2.1.1							
OKS2.1.2							
OKS2.1.3							
OKS2.2.1							
OKS2.2.2							
OKS2.2.3							
OKS2.3.1							
OKS2.3.2							
OKS2.3.3							
OKS2.4.1							
OKS2.4.2							
OKS2.4.3							
OKS2.5.1							
OKS2.5.2							
OKS2.5.3							
OKS3.1.1							
OKS3.1.2							
OKS3.1.3							
OKS3.2.1							
OKS3.2.2							
OKS3.2.3							
OKS3.3.1							
OKS3.3.2							
OKS3.3.3							
OKS3.4.1							
OKS3.4.2							
OKS3.4.3							
OKS3.5.1							

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs
OKS3.5.2							
OKS3.5.3							
OKS4.1.1							
OKS4.1.2							
OKS4.1.3							
OKS4.2.1							
OKS4.2.2							
OKS4.2.3							
OKS4.3.1							
OKS4.3.2							
OKS4.3.3							
OKS4.4.1							
OKS4.4.2							
OKS4.4.3							
OKS4.5.1							
OKS4.5.2							
OKS4.5.3							
OKS5.1.1							
OKS5.1.2							
OKS5.1.3							
OKS5.2.1							
OKS5.2.2							
OKS5.2.3							
OKS5.3.1							
OKS5.3.2							
OKS5.3.3							
OKS5.4.1							
OKS5.4.2							
OKS5.4.3							
OKS5.5.1							
OKS5.5.2							

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs
OKS5.5.3							

Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs

3.4   Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

Previously VA training was conducted informally during certification and post-certification. The relevance of formalized prior to certification as determined by quantative analysis (number of files processes vs. number of files corrected) will continuous cycle of quality-of-work improvement.

3.5   Describe the process used to evaluate the results of your improvements (objectives), and indicate who participate

A post-certification analysis and review of files processed against files corrected will be conducted by the Veterans Affairs manager.

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs

Support Services Review Template

Related Objective (Improvements)	Related Objectives (Improvements)
OB1.1	
OB1.1	
OB1.1	
OB1.1	Conduct refresher VA Once certification training two weeks prior to term certification.
OB1.2	Conduct refresher VA Once certification training two weeks prior to term certification.
OB1.3	0
OB1.4	

Support Services Review Template

Related Objective (Improvements)	Related Objectives (Improvements)
OB1.5	
OB2.1	
OB2.2	
OB2.3	
OB2.4	
OB2.5	
OB3.1	0
OB3.2	
OB3.3	
OB3.4	

Support Services Review Template

Related Objective (Improvements)	Related Objectives (Improvements)
OB3.5	
OB4.1	
OB4.2	
OB4.3	
OB4.4	
OB4.5	
OB5.1	0
OB5.2	
OB5.3	
OB5.4	
OB5.5	0

Support Services Review Template

Related Objective (Improvements)	Related Objectives (Improvements)

Support Services Review Template

Related Objective (Improvements)	Related Objectives (Improvements)

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Support Services Review Template

Related Objective (Improvements)	Related Objectives (Improvements)

Support Services Review Template

4   Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strateg and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (in been implemented and data has been collected on the success of the improvements.

4.1   Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data
Example	*Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	*Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			
OB1.1	Conduct refresher VA Once certification training two weeks prior to term certification.	Compare number of files processed against number of files corrected (this is a percentage).	5.00	8.00	4.00
OB1.2	Conduct refresher VA Once certification training two weeks prior to term certification.	Number of people trained (are these eligible students?)	0.00		0.00
OB1.3	0	0	0.00		0.00
OB1.4					
OB1.5					
OB2.1					
OB2.2					
OB2.3					
OB2.4					
OB2.5					
OB3.1	0				
OB3.2					
OB3.3					

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data
OB3.4					
OB3.5					
OB4.1					
OB4.2					
OB4.3					
OB4.4					
OB4.5					
OB5.1	0				
OB5.2					
OB5.3					
OB5.4					
OB5.5	0				

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data

4.2   Briefly summarize the degree to which the targets were met.
> *Note the key strategies or activities designed to implement the objectives (improvements)*

4.3   What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?
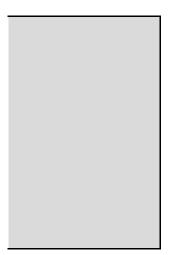
Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data
4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.					

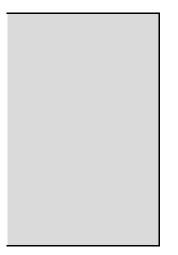# Support Services Review Template

*y in your unit plan,
nprovements) have*

Current data (as % of target)	Related Unit Outcome
	UO1.1
200%	UO1.1
#DIV/0!	UO1.2
#DIV/0!	UO1.3
#VALUE!	UO1.4
#VALUE!	UO1.5
#VALUE!	UO2.1
#VALUE!	UO2.2
#VALUE!	UO2.3
#VALUE!	UO2.4
#VALUE!	UO2.5
#VALUE!	UO3.1
#VALUE!	UO3.2
#VALUE!	UO4.3

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Current data (as % of target)	Related Unit Outcome
#VALUE!	UO3.4
#VALUE!	UO3.5
#VALUE!	UO4.1
#VALUE!	UO4.2
#VALUE!	UO4.3
#VALUE!	UO4.4
#VALUE!	UO4.5
#VALUE!	UO5.1
#VALUE!	UO5.2
#VALUE!	UO5.3
#VALUE!	UO5.4
#VALUE!	UO5.5

Support Services Review Template

Current data (as % of target)	Related Unit Outcome

Support Services Review Template

Current data (as % of target)	Related Unit Outcome