Support Services Review Template

Unit Name: Vetrans Affairs

Unit Review Leader: Mark Harden

Today's Date: 7/28/2014

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 opportunities 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 stakeholders?

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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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 qualify and have the ability to benefit;*
IE4   *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local 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, learn, and 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	IE4	IE5	IE6
UG1	*Conduct refresher VA Once certification training two weeks prior to term certification.*	☑	☑	☑	☑	☑	☑	☑	☑	☐	☐	☐
UG2		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG3		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG4		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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.*

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1.3.2 What are Unit Outcomes and Unit Measures?

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	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 .*		**Example measure:** *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	*Conduct refresher VA Once certification training two weeks prior to term certification.*	UO1.1	*Improve efficiency and effectiveness of certification by reducing processing errors*	UM1.1.1	*Measure error rates by file correction comparison, tuition and fees correction comparison, teaching term correction comparision*
				UM1.1.2	
		UO1.2		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	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
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*
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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)	Outcome # (linked from 1.3.2)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Measure error rates by file correction comparison, tuition and fees correction comparison, teaching term correction comparision*	5.00	8.00	4.00	2.00	*UO1.1*
UM1.1.2	*0*					*UO1.1*
UM1.2.1	*0*					*UO1.2*
UM1.2.2	*0*					*UO1.2*
UM1.3.1	*0*					*UO1.3*
UM1.3.2	*0*					*UO1.3*
UM1.4.1	*0*					*UO1.4*
UM1.4.2	*0*					*UO1.4*
UM1.5.1	*0*					*UO1.5*
UM1.5.2						*UO1.5*
UM2.1.1						*UO2.1*
UM2.1.2						*UO2.1*
UM2.2.1						*UO2.2*
UM2.2.2						*UO2.2*
UM2.3.1						*UO2.3*
UM2.3.2						*UO2.3*
UM2.4.1						*UO2.4*
UM2.4.2						*UO2.4*
UM2.5.1						*UO2.5*
UM2.5.2						*UO2.5*
UM3.1.1						*UO3.1*
UM3.1.2						*UO3.1*
UM3.2.1						*UO3.2*
UM3.2.2						*UO3.2*
UM3.3.1						*UO3.3*
UM3.3.2						*UO3.3*

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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)	Outcome # (linked from 1.3.2)
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1						UO5.1
UM5.1.2						UO5.1
UM5.2.1						UO5.2
UM5.2.2						UO5.2
UM5.3.1						UO5.3
UM5.3.2						UO5.3
UM5.4.1						UO5.4
UM5.4.2						UO5.4
UM5.5.1	0					UO5.5
UM5.5.2	0					UO5.5

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

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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)	Outcome # (linked from 1.3.2)
Fall 2011 - 5% F12 - 6% Target F14 - 4% F13 - 8%						

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3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

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

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	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 certification refresher training prior to certification	Compare number of files processed against files corrected.	8.00	4.00	SWOT identified insufficient resources as an area of weakness	Mark Harden	UO1.1	Improve efficiency and effectiveness of certification by reducing processing errors
OB1.2							UO1.2	0
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1							UO2.1	
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

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

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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3.3 Objectives and Key Strategies with Timeline and Costs
> <mark>(NO more than 3 strategies for each objective (improvement)</mark>

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	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					$ 20,000	OB1.1	
OKS1.1.1								OB1.1	Conduct certification refresher training prior to certification
OKS1.1.2									
OKS1.1.3									
OKS1.2.1								OB1.2	0
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									

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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	*Related Objective* *(Improvements)*	*Related Objectives* *(Improvements)*
OKS1.5.3									
OKS2.1.1									
OKS2.1.2								OB2.1	
OKS2.1.3									
OKS2.2.1									
OKS2.2.2								OB2.2	
OKS2.2.3									
OKS2.3.1									
OKS2.3.2								OB2.3	
OKS2.3.3									
OKS2.4.1									
OKS2.4.2								OB2.4	
OKS2.4.3									
OKS2.5.1									
OKS2.5.2								OB2.5	
OKS2.5.3									
OKS3.1.1									
OKS3.1.2								OB3.1	0
OKS3.1.3									
OKS3.2.1									
OKS3.2.2								OB3.2	
OKS3.2.3									

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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	*Related Objective (Improvements)*	*Related Objectives (Improvements)*
OKS3.3.1									
OKS3.3.2								OB3.3	
OKS3.3.3									
OKS3.4.1									
OKS3.4.2								OB3.4	
OKS3.4.3									
OKS3.5.1									
OKS3.5.2								OB3.5	
OKS3.5.3									
OKS4.1.1									
OKS4.1.2								OB4.1	
OKS4.1.3									
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3									
OKS4.5.1									

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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	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.5.2								OB4.5	
OKS4.5.3									
OKS5.1.1								OB5.1	0
OKS5.1.2									
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

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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	*Related Objective (Improvements)*	*Related Objectives (Improvements)*

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

3.5   Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

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4   Evaluation and Reporting

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

4.1   Evaluation of Implemented Objectives

<mark>(some data linked to table 3.1)</mark>

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
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.*					*UO1.1*
OB1.1	Conduct certification refresher training prior to certification	Compare number of files processed against files corrected.	5.00	8.00	4.00	200%	*UO1.1*
OB1.2	0	0	0.00		0.00	#DIV/0!	*UO1.2*
OB1.3	0	0	0.00		0.00	#DIV/0!	*UO1.3*
OB1.4						#VALUE!	*UO1.4*
OB1.5						#VALUE!	*UO1.5*
OB2.1						#VALUE!	*UO2.1*
OB2.2						#VALUE!	*UO2.2*
OB2.3						#VALUE!	*UO2.3*
OB2.4						#VALUE!	*UO2.4*
OB2.5						#VALUE!	*UO2.5*
OB3.1	0					#VALUE!	*UO3.1*
OB3.2						#VALUE!	*UO3.2*
OB3.3						#VALUE!	*UO4.3*
OB3.4						#VALUE!	*UO3.4*
OB3.5						#VALUE!	*UO3.5*
OB4.1						#VALUE!	*UO4.1*

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.2 Briefly summarize the degree to which the targets were met.

> *Note the key strategies or activities designed to implement the objectives (improvements)*

The plan to conduct formalized training prior to certification met with some success, although the results are more qualitative than quantative. Reduced staffing during the training was an unexpected distractor- not all of the specialists were able to attend. TIme permitting, scheduled alternative training sessions would mitigate unforseen absences. The decision to eliminate hard copy files has an impact on the target as well. The measurement tool for error identification became the daily withdrawal listing, as it provided a good random sampling of all categories of veteran types. Based upon the number of veterans certified in the fall of 2013 (2200) and the errors discovered during the withdrawal reporting process (approximately 3 errors per 50 veterans), a slight improvement might be discerned. One semester does not provide enough historical data to accurately assess these numbers. More data is needed to validate this outcome.

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

The Department Plan is currently in revision. Changes include new Ellucian screen that combine several previous processes into one. Eliminating hard copy degree tracking worksheets and inculcating Degree Map into the course validation activity is a contributing factor in error reduction and increased efficiency of processing. The implemented improvement did have a positive impact on unit goals. Because the training took place immediately preceeding the certification process it held more value than if it was conducted halfway between certification events. One unintended outcome was the slightly reduced time it took to complete the certification process. Whether or not this can be attributed to the training in and of itself can't be accurately stated without futher certification sessions and subsequent reviews.

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.4   Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.