

Program Review Division Summary Fall 2018

Dean/Administrator	Program Review Committee Reader(s)	SLO Committee Reader(s)
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Division/Area	Programs
Enrollment Services	Admissions & Records Community Education Financial Aid International Students Program Veterans First Program

<p>Executive Summary (Optional): Please describe the most important themes, trends, and developments in your division or area. Your summary should identify accomplishments, plans and obstacles to success. Your summary should be no longer than 500 words in length.</p>
<p>Themes, Trends, and Developments</p> <p>This past year the Enrollment Services Division program summaries noted the following as current themes, trends and developments:</p> <ul style="list-style-type: none"> • Enrollment Services wants to improve the overall safety of the Admissions and Records (A&R) and Financial Aid office as it poses a threat given that the counter windows are not secure. • Community Education celebrated their 20th anniversary in 2018 with a “Twenty Classes for Twenty Dollars” promotion supported by the LPC foundation. They produced a catalog with CE courses as well as other LPC courses that would be of interest to local residents. • Community Education coordinator serves as president of the statewide Association of Community and Continuing Education. • Community Education has observed a change in data regarding how students find out about classes

they are interested in taking. In the Fall of 2015, 57.5 % of evaluation respondents did not use social media to find out about events and classes that they wanted to take. In summer 2018, that percentage has gone up to 50%. Community Education has engaged the Student assistant in advertising using Facebook, and revising our advice to instructors on how to promote their own programs in an attempt to advertise more in whatever free ways that we can. The program is again thinking of engaging with Constant Contact to produce a newsletter and mail it to all students.

- Competition from the local community: three large Parks and Recreation Departments, revitalized Adult Education environments due to Adult Education Program, and active senior centers, retirement communities and arts/education business entrepreneurs and public library
- Expand local outreach efforts with high schools and area language programs.
- Continue to seek housing assistance and develop a more comprehensive housing referral service.
- Provide more opportunities to foster global relationships on campus and promote the program to the Campus community.
- Recruitment is a challenge for the International Students Program. They need more interaction with international recruiting agents and mechanisms such as CollegeWeekLive.
- International Student Program wants to partner with a company, Flywire, that could process international payments so that students could pay in their home country's currency, ensuring more timely payments. Establish a partnership with Flywire to receive out of country tuition payments directly to LPC at no cost to the College.
- Services have been expanded to Valor Crossings where staff from the Veterans First Program (VFP) will be providing information and materials to the Veteran tenants in this housing complex.
- Veterans first works with local, state and federal veterans organizations. VFP is also connected with both private and public sector business and organizations.
- Although Veterans Resource Center (VRC) has been out grown by the increase of usage and number of Veterans attending LPC, the current VRC represents the college well and is considered a model center in the state and nation.

Recommendations: Please list your most important recommendations for planning in your division or area.

Note any recommendations that are connected to our College's Planning Priorities or Educational Master Plan.

1. Continued and increased support for all Professional Development requested by Enrollment Services programs, in support of new hires and requested staff increases, as well as technology upgrades and implementations for each program. (Educational Master Plan: D. Organizational Effectiveness, #D3.)
2. Operational budgets that support program needs and program growth (EMP: C. Supportive Organizational Resources, #C3, #C2)

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3. Facilities need for the Veterans First Program (Measure A) (EMP: Educational Excellence, #A1, A2, A3). This also includes office remodel for A&R to address the office atmosphere and relocation of A&R staff. In addition, safety issues concerns were expressed by the A&R and Financial Aid.
4. Continue to encourage and collaborate amongst Enrollment Services programs and other student services entities to leverage best practices, campus communication and resources. (EMP: C. Supportive Organizational Resources, #C2, D. Organizational Effectiveness, #D1, D2, D3, D4)
5. Expand college wide planning work that encompasses enrollment services each time a new and impactful external, internal, mandated or grant-related event happens on campus. (EMP: C. Supportive organizational resources, C1, C2, C3)
6. Clarify the direction for Community Education and consider links in the organization that can be supported by and support the program (EMP: Community Collaboration, B2, B3, B4, and D4, A2, A7, A1)
7. Full staffing of all Enrollment Services programs in support of current students and expansion of enrollment and student services initiatives (EMP: A5, A2, A1, C2, C3)
8. Continued support for improving data collection and analysis for all programs with regard to effective continuous improvement of SAOs (EMP: D. Organizational Effectiveness, #D5) (College Planning Priority: Ongoing process development for SLO/SAO) Additionally, programs will continue to request additional data from Institutional Research on specific student populations that will support grant opportunities (i.e. Veterans Grant) and efforts to accurately identify students served and their retention and completion rates. (EMP: A3, A7, C3)

Veterans have been identified as an equity gap population in our community and as Las Positas continues to expand and serve as a regional center for veterans, special focus on this population of students has continuing importance. The Veterans First Program has also received a grant that requires data analysis and reports to remain compliant in serving these students and enrolling them in and providing them with all of the opportunities available should be a focus. This includes DSPS connections, expanding mental health services for veterans, and academic and soft skills support, resume writing and networking, and intervention strategies.

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Please describe the most important themes, accomplishments and challenges for your division/area in each of the following categories. If a category does not apply to your division/area, or if that category was not discussed in your division/area's Program Reviews, please write "Not Applicable."

Category	Themes, Accomplishments and Challenges
<p data-bbox="92 375 338 475">Community Relationships and Partnerships</p> <p data-bbox="92 513 380 602">Such as outreach, recruitment, internships, industry collaborations.</p>	<p data-bbox="420 342 1955 440">Veterans First Program (VFP) - Continue the expansion to Valor Crossings where staff from the Veterans First Program (VFP) will be providing information and materials to the Veteran tenants in this housing complex. VFP is also connected with both private and public sector business and organizations.</p> <p data-bbox="420 477 1955 602">Community Education continued on-campus and community partnerships to generate income. On-campus collaborations included Adaptive Horticulture, Biotech Boot Camp, Sports Medicine Cam, Cyber Patriots Program and Expanded EMS Testing Center participation. Community connections include Tri-Valley Haven and Tri-Valley Housing and Opportunity Center along with other community business partners and nonprofits.</p> <p data-bbox="420 639 1898 737">State and federal mandates, global trends, and development of recruitment strategies significantly affect ISP. For example, there is an English language proficiency requirement (federal mandate) for all international students who want to study at LPC and with the implementation of AB 705 there might be some challenges for students!</p> <p data-bbox="420 774 1955 872">Currently, students who are maintaining their F-1 status may legally stay in the U.S. throughout their educational journey. Under the new proposal, students would be given a finite period of time to complete their education and would be required to leave the U.S. prior to their visa expiring, whether or not they have completed their education!</p> <p data-bbox="420 909 1898 969">Unfortunately, there is no intensive English program in the Tri-Valley while there is a demonstrated need (and this affects enrollment of international students to LPC).</p>
<p data-bbox="92 1170 323 1230">Curriculum Committee Items</p> <p data-bbox="92 1268 373 1455">Changes made through the curriculum committee, such as changes to course outlines, degrees and DE status.</p>	

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<p>Enrollment Management</p>	<p>Community Education - Continuing need for definition/design of the program and the intentions of the college surrounding the Community Education program. Continue to explore on-campus and community partnerships to create income for the program.</p>
<p>Changes to section offerings, such as adding/removing sections or increasing/lowering class size.</p>	<p>International Student Program- Expand local outreach efforts with high schools and area language programs. Continue to seek housing assistance and develop a more comprehensive housing referral service.</p> <p>Admissions & Records- A&R provides support for the Middle College Program for HS students ensuring applications, registration and records maintenance are timely and accurate. The program has grown from 40 students in 2016 to 103 students in Fall 2018.</p> <p>Veterans- The number of veterans attending LPC is increasing. 25% of veteran students are not college-level ready for Math. With Veteran Affairs benefits based on mandatory classes, when reducing basic skills these things need to be take into strong consideration when building the schedule and the classes being offered. Long-term planning goal is to increase retention of veteran students.</p> <p>The preparation involved for submitting the P1, P2, and Annual 320 reports requires a meticulous approach to ensuring appropriate documentation is archived to support 320 ftes data. A thorough understanding of attendance accounting and an ability to analyze enrollment data to identify discrepancies is critical.</p>
<p>External Factors</p>	<p>AB705 will impact international students, since some are admitted with lower English proficiency a required to take ESL. The college must take the needs of international students into account while determining how AB705 is implemented.</p>

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<p>Such as state/ accreditation mandates or advisory board directives.</p>	<p>ISP must respond to potential changes in immigration policy. There are proposed changes that haven't been confirmed yet. Currently students on F-1 visas can stay in the US as long as they are in school. The proposal would instead give students a prescribed time to complete their education, after which time their visa would expire. An additional proposal would force LPC to pay \$1200 biannually to maintain certification to accept F-1 visa students. Currently this recertification is free.</p> <p>International students are being affected by a number of issues such as current political climate and policies hostile to immigrants. Domestic and World events continue to have a tremendous negative impact on the program.</p> <p>USCIS Policy on filing bridge applications for students who apply for change of status was instituted in April 2017. This new policy makes it very difficult for potential students to change status while in the United States. Potential students are required to return home and often are unable to secure a student visa.</p> <p>The Admissions and Records Office is still not eligible to receive SSSP funding based on the current guidelines. 3. Implications of the new statewide funding formula.</p> <p>Community Education-The Public library is still offering the exact same 6-week online classes for free to library card holders in Livermore.</p> <p>Financial Aid - The Loss of Bog regulations implemented Fall of 2016 continue to negatively impact the number of BOGW recipients as students not meeting standards of progress now lose their BOGW. This serves to reduce our reported number of financial aid recipients and the dollar value of fees waived.</p> <p>A new Community College Completion Grant was provided to colleges in the late summer with the expectation to implement provisions during Fall and requires significant manual workload each term to determine initial and continuing eligibility.</p> <p>A new Dreamer Emergency Grant program was also provided to CA community colleges in September to be implemented in fall. While funds are very limited and are one-time funds (about \$10,500), procedures are to be determined, along with allocation rules; this again has created additional manual workload.</p> <p>The federal government has reinstated Year-Round Pell for the 2017-18 school year, to be implemented summer 2018 after many years. This will be significant additional workload as it will require full testing before implementing, and will require updates to our policies, procedures, website, literature, and additional communication with students so they understand the implications.</p>
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Facilities, Supplies, and Equipment	A&R -Due to safety issues, the Admissions and Records front counter windows/doors and the Online Service Center glass panels will need to be replaced with a more secure structure. 6. Storage room - Admissions and Records file room is inadequate to maintain our student records. 7. The Admissions and Records Office will need to reconfigure the office
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Purchasing or upgrading	space. For example, more cubicles are needed with higher panels for security and privacy.
Program Review Division	<p data-bbox="401 73 1980 406">Summer/Fall 2019 We have expressed serious safety concerns with respect to our work area in a recent survey. Surrounded by a wall of glass at the front counter and at both side door entrances, active shooter training has made it clear that we are extremely unsafe in the event of a perpetrator. Additionally, our automatic motion-sensor lights and our hallway lights within our area do not turn off and we were clearly told to turn off lights at our active shooter training. These issues must be mitigated. Office space to accommodate future program growth: we have one small office that is currently not occupied by a full-time employee, and is used by our student assistants. Should we have one more position approved we will then be out of office space. This should be addressed for the future with the new bond measure. The remaining office is very small compared to the rest and rather claustrophobic for full-time occupancy. If the college is expected to continue to grow in the future, securing additional workspace is imperative.</p> <p data-bbox="401 406 1980 828">Currently we have an internal Auditor visit for several days at least once/year, sometimes twice. There are also occasional outside audits that occur, by the California Student Aid Commission (Cal Grant audit) and possibly by the federal government. It is important that auditors be given a private room with banner access on a desktop, and internet access for their laptops to be able to work. We have utilized our extra office for this purpose, but if we hire one additional position we will lose that space for the future. We must be able to address this need by providing a secure room nearby where an auditor can have access to banner and to the internet. Training room for webinars and meetings: We have a small storage room with a table that we use for Staff meetings, but it is much too small, especially if we include student assistants (and hourly staff as in the past). We also have need to view many training webinars and conference calls on a large screen, and have to rely on limited availability of other conference rooms for our training needs; the existing room availability is often limited. Please plan for additional smart conference rooms when reviewing facilities, as we have great need for them for meetings and for web-based training. Need additional storage space, especially for larger items to be stored.</p> <p data-bbox="401 828 1980 1039">International Student Program-Affordable housing is a critical need. One of the most frequent questions asked is, “Do you have dormitories?” Each semester we deal with students in need of emergency housing. Recently, a student arrived with all of his belongings and no place to stay. He spent the first night in SFO and the next night his emergency housing fell through and he slept on our Campus. The addition of dormitories would most definitely set LPC apart from other area community colleges.</p> <p data-bbox="401 1039 1980 1299">Veterans Program- The current VRC no longer meets the needs of the student Veterans. Because of the additional support, more office spaces are needed. With Measure A approved and with one of its major items which voters voted for being improved services for Veterans, the new space needs to be designed with the idea of continued future growth. Veteran’s first needs a new and larger Veterans’ Resource Center to accommodate larger numbers of veterans on campus. Especially important are adequate relaxation/study area and private offices for confidential services. Veteran’s first needs an updated transportation cart, used to help disabled veterans travel around campus. International Students Program needs a tablet for use at recruiting events.</p> <p data-bbox="401 1299 1980 1380">Community Education needs office and classroom.</p> <p data-bbox="401 1380 1980 1494">Admissions and Records needs new or expanded storage space for records. They also need reconfigured office space including more cubicles with higher privacy partitions.</p> <p data-bbox="401 1494 1980 1624">Admissions and Records and Online Service Center need replacement existing doors, windows and glass panels for safety reasons and have make it easily accessible to the public on the weekends,.</p>

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<p>Financial/ Budgetary</p>	<p>Veteran’s Program -The program continues to have to raise own funds through fund raisers, grants, etc. In addition to the center, the VFP acquired an old electric cart that has been extremely useful in providing rides for student Veterans with disabilities, carrying outreach items and also with set up for events. The current cart needs to be retired and replaced with a more modern and efficient cart. Funding always seems to be an issue and the VFP still continues to do fund raising to build its budget. Short term plans include a fundraising event called 2.2 and Cycle for Veterans this fall.</p> <p>Community Education to continue to explore how fee-based education organizational structure and program should be handled.</p> <p>Admissions and Records – The office is still not eligible to receive SSSP funding based on the current guidelines. Implications of the new statewide funding formula may have an effect on that in the future.</p>
<p>Program budgets or special funding.</p>	
<p>Human Resources</p>	<p>Veteran’s First hired a full-time veterans’ specialist in Fall 2017. Two part-time support specialists also started in October 2018, focusing on mentorship and follow-up. They are also hiring two academic support specialists to help with</p>

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<p>Hiring and staffing needs.</p>	<p>math. They need a front desk assistant so that there will be consistent coverage in the Veteran’s Resource Center.</p> <p>In ISP, the Admissions Specialist position is currently vacant, which is a hardship for the program. They would like this position to be filled or else to create a new position in lieu of it, an International Admissions Specialist.</p> <p>A theme across the division was high levels of recent turnover due to retirements and other reasons. All of the programs below cite significant turnover. This creates the need for reorganization of duties across the program, as well as the need for training of new or reassigned employees.</p> <p>Community Education’s coordinator has been reduced from FT to 50%. Community Education has hired a CALWorks student assistant.</p> <p>Community Education struggles to find qualified instructors who can teach interesting subjects. This challenge is compounded by the paperwork that instructors must fill out as district employees, which is a deterrent for some potential instructors. The Community Education program believes it would be more effective to treat instructors as contractors who will submit invoices and do their own taxes.</p> <p>Admissions and Records needs to refill AR II position vacated due to a retirement. They also need increased staffing to help with increased reporting responsibilities. In addition, their resources are stretched due to A&R role in initiatives such as Veteran’s programs, Middle College and the math tutoring for high school student’s pilot.</p>
<p>Learning Support</p>	<p>Veteran’s Program - Another area of concern is 25% of Veterans are not college-level ready for math. With the new AB705 reducing basic skills math, more resources such as embedded tutoring in the VRC is needed. Many Veterans have been out of school after service, 4-8 years, which math is one of those subjects if you don’t use it you lose it. With VA benefits based on mandatory classes, when reducing basic skills these things need to be taken into strong consideration when building the schedule and the classes being offered.</p>
<p>Services provided to support student learning, such as tutoring and library support.</p>	<p>Goal is to continue to work closely with institutional research to set the base so with the new VRC grant and hiring specialists, the goal is to increase retention rate. Working with IR to increase and focus on useable data, such as completion and retention rates which is now being federally mandated for those who utilize VA educational benefits</p>
<p>LPC Collaborations</p>	<p>A&R- Revisit the High School Concurrent Enrollment program policy and procedures. Restrict High School concurrent enrollment and align policies to Chabot college to the extent possible. Continue to define the distribution of job duties and provide ongoing training to maintain quality service to our campus community.</p>

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<p>Collaborative projects bringing together different programs/areas within LPC</p>	<p>Community Education -Offered a number of camps such as: Bio Tech Boot Camp, Cyber Patriots Program, Adaptive Horticulture Certificate, Sports Medicine Camp, and Expanded EMS Testing Center Participation. Continue to explore on-campus and community partnerships to create income for the program. Community Education will need to participate in a broader discussion of types of courses at LPC (presumably considering how they will fit in with noncredit for example) and how they all fit together.</p> <p>International Student Program-Work with Institutional Research to extrapolate data regarding goal completion. Currently, program staff is manually obtaining and interpreting data.</p> <p>Veteran’s Program-The IR Department has been working closely with the Veterans First Program to better collect needed data, such as retention and graduation rates. By Dec. 2018, the Veterans program must provide data to VA on those who utilized VA education benefits</p>
<p>LPC Planning Priorities</p>	<p>Financial Aid -Professional development and training of all staff is a fundamental key to continuing to serve students and maintain compliance with federal and state regulations in the coming year, Financial Aid is an environment where regulations, policies and procedures are in a constant state of change.</p>
<p>Available here: https://goo.gl/LU99m1</p>	<p>International Student Program</p> <ul style="list-style-type: none"> • Establish a partnership with Flywire to receive out of country tuition payments directly to LPC at no cost to the College. B3; B4 • Expand local outreach efforts with high schools and area language programs. B1 • Continue to seek housing assistance and develop more comprehensive housing referral service. B3 • Provide more opportunities to foster global relationships on campus and promote the program to the Campus community. A1; A7 • Fill the International Student Specialist position. C3
<p>Pedagogy/ Teaching Methods</p>	
<p>The process of teaching students. Not limited to instructional programs/ areas. Might include teaching/counseling/</p>	

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<p>tutoring methodology, class activities or course design.</p>	
<p>Professional Development</p>	<p>A&R -Admissions and Records needs training opportunities due to shifts in staffing and job responsibilities as well as the new funding formula and AB705. They need to develop staffing schedules that allow for professional development opportunities as well. With the promotion of employees, there was a need for dedicated time to support training efforts. Professional development and training is an essential obstacle for A&R in AY2018-2019. More professional development in all areas of A&R for new and reorganized staff. New procedures, new state mandated requirements, and new technologies all need time to learn, and training in conjunction with IT, other college staff, and software providers.</p>
<p>Activities and resources to enhance employee knowledge and skills.</p>	<p>Financial Aid- Last year we had a series of online trainings and one course that everyone took together regarding direct loan information. The online trainings were on a variety of FA topics, and are offered by NASFAA with our level of membership to that organization. Department of education webinars and some trainings from the state were also helpful and informative. All of this training worked well because staff could view at their desks or we could view together in a conference setting and discuss and reinforce what we learned together. All staff attended at least one professional conference, which is essential to learn the latest Federal regulatory updates. Everyone was able to get away to at least one of these conferences. Funding was, for the most part, out of BFAP (Board Financial Assistance Program) funds. Having this type of funding this type of funding and having staff trained in this way is key to maintaining compliance with ever changing Federal and State Regulations and policies and procedures.</p> <p>Professional development and training of all staff is key to continuing to serve students and maintain compliance with federal and state regulations in the coming year, in an environment where regulations, policies and procedures are in a constant state of change.</p> <p>International Student Program-The Program Coordinator attends local, Regional and National Conferences to receive training on important issues impacting international students and remain abreast of immigration regulations. These conferences also provide valuable information on marketing and recruitment strategies and best practices in international education.</p> <ul style="list-style-type: none"> • An immediate need is to train additional staff as Designated School Officials (DSO) to provide emergency services to students when the Program Coordinator is out of the office. • Moving forward, the program anticipates needing training time for the Admission Specialist. Program staff will need additional training on SARS, Banner 9 and the Recruit module—ISP is slated to be a pilot program for Recruit. • Additional training is needed from vendors (CollegeWeek Live and Hot Courses) to fully utilize recruitment tools. <p>Veteran’s Program-The program counselor, coordinator, and specialist attend various workshops and trainings provided by the CCCCO and other Veterans organizations such as Veterans Affairs and the Student Veterans of America.</p>

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	<p>This often requires applying for small grants and fundraising. This kind of professional development has allowed the VRC to continue to be regarded as a regional and statewide model program.</p> <p>Continue developing skills and knowledge in best practices and policies when serving Veterans. For example, there is a new GI Bill called the forever GI Bill, which has many new requirements. It is important for the staff to be trained and kept updated on these new policies and procedures. We envision the program to continuing to provide outstanding services to Veterans, and remaining a statewide leader in the Community Colleges for successful Veteran education.</p>
<p>Services to Students</p>	<p>A&R - Utilizes the Online Services Center to a much larger extent. Strategies were developed on how to increase student use of the services in the center. Full time Online Services Center use was implemented, and during non-peak times, all A&R windows were closed and students were routed to the Online Services Center.</p>
<p>Non-instructional services provided to students. Not limited to Student Services programs/areas.</p>	<p>Community Education - 70% of Community Education evaluation respondents would take another class from the same instructor 93% of Community Education evaluation respondents felt respected by their instructor 83.3% of Community Education evaluation respondents would take another class with Community Education.</p> <p>Financial Aid-Completed the migration of videos, continuing to make the website more functional for students: We are currently in the process of continuing our website redesigned and update. In addition to our involvement in this process, we want to be diligent about embedding the Financial Aid TV and GetSAP informational videos throughout the financial aid website as appropriate.</p> <p>Veteran's Program-Variou s state and federal research are showing that colleges which offer comprehensive services similar to programs like EOPS, Puente, and other special serving populations tend to be very successful in supporting student success. Current data is being done to see the impact some of the state funding given to Veterans Resource Centers is having a positive impact. In addition, the research being conducted should demonstrate colleges with support and best practices, such as a one stop VRC will show the need for more funding and standards tied to the funding to continue to produce higher Veterans student success.</p> <p>Some student Veterans have said they stayed in school because of the welcoming atmosphere of the VRC and the comradery which occurs there that they miss from when they served. Even a few student Veterans have said the program saved their life. With resources and services from outside and inside the college being provided in the VRC helped them set and achieve their goals. Programs such as the Engineering Tech program initially for just Veterans, has outstanding employment results into great careers. Operation Gateway, the summer transition program for veterans, helps them navigate college resources.</p> <p>International students struggle with the lack of affordable housing and absence of a housing referral system. The International Students Program has been working on the accessibility and effectiveness of their orientation. SAO results</p>

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	<p>show that in Fall 17, all students reported understanding almost all of the orientation (up 45% from the year before).</p>
<p>SLOs/SAO Process</p>	<p>Financial Aid - 2018: first year of Academic Works software: 273 applicants. Now that Financial Aid is settled on a software that meets program needs, we would like to continue to increase the number of applicants for available scholarships. Goal for AY 2018- 2019 is to create an assessment for this SAO in eLumen, and close the loop in this SAO. Financial Aid plans to continue analyze the SAO data around Scholarship applications. Financial Aid plans to make sure any SAOs that are currently in eLumen have assessment results added.</p>
<p>The process of creating, recording and assessing SLOs/SAOs (not the SLO findings; those could appear under pedagogy, curriculum, enrollment management, equipment, etc.)</p>	<p>International Student Program - Elumen is not user friendly, nor is it intuitive. Working with a software that is easier to navigate might facilitate more meaningful assessment of SAOs for this program.</p> <p>In Fall 2017, 100% of the students self-reported they understood at least 95% of the information provided which represented a significant increase in understanding from previous terms. This increase in understanding may be partially attributed to the large number of transfer students who attended Orientation, as they had previous exposure to the material presented. In Fall 2018, 65% of students self-reported understanding 90-100% of the information provided. 21% understood between 70-89% and 14% stated they understood 50-60% of the information. Students with a lower language proficiency level understandably had a more difficult time with grasping the complex information. Of interest, more than 50% of the students were new and had not previously attended College in the United States.</p> <p>Veteran's First- Qualitative results through student surveys with Op Gateway. Various comments from the survey demonstrate the satisfaction of the various workshop topics and presenters. Need to continue to work on data to see if any impact from Operation Gateway helped them gain priority registration and utilize the various services offered on campus. Part of the new VRC 2- year grant is designed to collect data to support the importance of the Operation Gateway. Qualitative results with increase of utilization of VRC – SARS and student surveys demonstrate this.</p> <p>Data has not been tracked sufficiently to note. Student Veterans, dependents/spouses of Veterans, and reservists/national guard will know about the resources and services available from the Veterans First Program. Over all changes. From the initial Operation Gateway in 2008, which had a little over 20 student Veterans attend, to the 40 plus we now have each year has been a significant increase. Need to dedicate more support from institutional research toward the Veterans First Program, if the goal is to college and analyzing meaningful data to help improve services and programs provided to student Veterans from the Veterans First Program</p>

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<p>Technology Use</p> <p>How technology is used to instruct/serve students or for other college functions.</p>	<p>A&R - Degreeworks launched in Spring 2018. Counseling uses the software as a tool to provide counseling services to students. A&R Evaluators are using the software to review the request for completion of degree/certificate requests. In essence, the software will assist to award degrees. A&R continued to review and update the office website for clarity and accuracy of information. The updating of the website was assigned to one staff member, so as to streamline and create a better process for updates when they are necessary.</p> <p>Admissions and Records is considering use of Credential Solutions program would provide automated transcript processing for students. They hope to start using it during Spring 2019.</p> <p>Admissions and records wants to create real-time chat support for students (possibly using Cranium Café).</p> <p>Community Education- Improve the social media marketing for the program without increasing marketing budget. In the Fall of 2015, 57.5 % of evaluation respondents did not use social media to find out about events and classes that they wanted to take. In summer 2018, that percentage has gone up to 50%. Community Education has engaged the Student assistant in advertising using Facebook, and revising our advice to instructors on how to promote their own programs in an attempt to advertise more in whatever free ways that we can. The program is again thinking of engaging with Constant Contact to produce a newsletter and mail it to all students.</p> <p>Financial Aid - Completed: Academic Works implementation (requires significant training, software set-up and testing); go live date February 2018. Admissions and Records want to increase student use of the Online Service Center. A number of programs are making materials and services accessible for students online:</p> <p>Financial Aid began using Academic Works software in February 2018. They switched to this software after SAO results showed a decline in applications with the previous online application process. They also continue to update their website to make it more useful and accessible for students.</p>