

Q1 SUPPORT OF THE COLLEGE MISSION Highly Developed: Exhibits ongoing and systematic evidence of mission achievement. Developed: Exhibits evidence that planning guides program and services selection that supports the college's mission. Emerging: Evidence that planning intermittently informs some selection of services to support the college's mission. Initial: Minimal evidence that plans inform selection the of services to support the college's mission.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
Distribution	54.55% 6	45.45% 5	0.00% 0	0.00% 0	11	3.55

#	FEEDBACK:	DATE
1	clearly fulfills the mission, no changes needed	3/16/2018 1:10 PM
2	Veterans Services has consistently responded to the needs of Veterans and evolving technology that makes serving more effective.	3/15/2018 2:40 PM

Q2 ACCOMPLISHMENTS IN ACHIEVING STRATEGIC GOALS Highly Developed: Exhibits ongoing and systematic evidence of goal achievement. Developed: Exhibits evidence that planning guides services selection that supports goal achievement. Emerging: Evidence that planning intermittently informs some selection of services to support the goal achievement. Initial: Minimal evidence that plans inform selection of services to support goal achievement.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	45.45% 5	54.55% 6	0.00% 0	0.00% 0	11	3.45

#	FEEDBACK:	DATE
1	Plans and actions clearly match. However EOU is all eggs in one basket. If Base to Bachelor's can grow as promised, your Improvement Plan should at the most include a strategy to diversify agreements with universities; at the least it should include a ramped-up effort to improve the downstream admissions and completion results at EOU	3/16/2018 1:10 PM
2	The program has been proactive in achieving goals and developing new ones.	3/15/2018 2:40 PM
3	access, transfer, workforce, community partners, thoughtful planning, quality measure are all in place	3/15/2018 6:51 AM

Q3 PERSONNEL SUMMARY Highly Developed: Employs a sufficient

number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect duties, responsibilities and authority of the position. Developed: Employs an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position. Emerging: Has a plan to employ an adequate number of qualified personnel to maintain its support and operations functions, and job duties accurately reflect the majority of job duties, responsibilities and authority of the position. Initial: Staffing is insufficient to meet the needs of the program.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	27.27%	72.73%	0.00%	0.00%	11	3.27
	3	8	0	0		

#	OTHER (PLEASE SPECIFY)	DATE
1	current staffing request clearly matches a need; given the future potential of enrollment growth your Improvement Plan should include a continuous series of requests for funding office staff and a recruiter. Especially it should include projections for staffing needs based on possible enrollment gains at 10%, 20% or 30% increases.	3/16/2018 1:10 PM
2	They currently employ a sufficient number and the new student worker will allow them to meet expanding demand.	3/15/2018 2:40 PM
3	With the new Veteran's grant funds staffing will meet the demands and needs of the college Veteran population	3/15/2018 6:51 AM

Q4 STAFF DEVELOPMENT Highly Developed: Exhibits ongoing and systematic support of professional development opportunities. Developed: Exhibits support of regular professional development opportunities. Emerging: Evidence of intermittent professional development opportunities. Initial: Minimal evidence of professional development opportunities.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	45.45%	45.45%	9.09%	0.00%	11	3.36
	5	5	1	0		

#	FEEDBACK:	DATE
1	section on staff development is very well done.	3/16/2018 1:10 PM
2	Veterans services is involved in a number of training opportunities that are varied and effective.	3/15/2018 2:40 PM
3	Might look at a a staff by staff individualized plan linked to specific goals	3/15/2018 6:51 AM

Q5 FACILITIES AND EQUIPMENT Highly Developed: Facilities and resources meet current and future needs of the college. Developed: Facilities and resources meet current needs of the college. Emerging: Evidence of a plan to have facilities and resources meet current and future needs of the college. Initial: Minimal evidence that facilities and resources meet current and future needs of the college.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	27.27%	27.27%	45.45%	0.00%		
	3	3	5	0	11	2.82

#	FEEDBACK:	DATE
1	You analysis clearly addresses all facilities needs as they currently exist. Improvement Plan should lay the groundwork for	3/16/2018 1:10 PM
2	Current offices do not meet the needs of advisors or students, but the new building will be adequate for current and future needs.	3/15/2018 2:40 PM
3	New building, the Veteran's grant will provide the equipment and facilities this program will need to be successful today and in the future.	3/15/2018 6:51 AM
4	New space will meet needs.	3/13/2018 3:24 PM
5	The move to Founders Hall will address this issue.	3/7/2018 3:58 PM

Q6 BUDGET Highly Developed: Financial resources meet current needs and are projected to meet future needs. Developed: Financial resources meet current needs. Emerging: Evidence of a plan to acquire financial resources to meet current needs. Initial: Minimal evidence that financial resources meet current needs.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	45.45%	54.55%	0.00%	0.00%		
	5	6	0	0	11	3.45

#	FEEDBACK:	DATE
1	Use of grants is highly commendable. There is no question you have developed a product that is desirable to military personnel; the question remains as stated in the budgetary challenges section if you are prepared to scale up. Improvement Plan should include clear statements of the benefit to the college by scaling up operations.	3/16/2018 1:10 PM
2	I am impressed at the willingness of staff members to seek out methods of funding.	3/15/2018 2:40 PM
3	Resources meet needs and are sustainable.	3/15/2018 6:51 AM

Q7 STRENGTHS AND WEAKNESSES Highly Developed: Strengths and

weaknesses are described accurately and thoroughly. Developed: Most strengths and weaknesses are described accurately and thoroughly. Emerging: Some strengths and weaknesses are described accurately and thoroughly. Initial: Minimal evidence that strengths and weaknesses are described accurately and thoroughly.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	45.45%	45.45%	9.09%	0.00%		
	5	5	1	0	11	3.36

#	FEEDBACK:	DATE
1	This section is also well done. GEMS is in a sufficiently strong position to request a dedicated recruiter. EOU remains the weak link in the B2B program.	3/16/2018 1:10 PM
2	Marked Emerging due to space requirements.	3/16/2018 9:38 AM
3	While there are many strengths in this department, the report is honest about areas of improvement.	3/15/2018 2:40 PM
4	I think there are many more strengths highlighted in other areas of this document that did not make it to the conclusion statements. An additional strength that is hard to quantify is the amount of college wide support for this department.	3/15/2018 8:48 AM
5	Veteran's services provides services for more Veteran's than institutions of comparable sizes. The quality of services and student satisfactions regarding these services are better than comparable institutions.	3/15/2018 6:51 AM

Q8 NEW GOALS AND PLAN Highly Developed: Multiyear planning process with evidence of use of assessment data in planning. Developed: Multiyear planning process with some assessment data. Emerging: Short-term planning process recently implemented. Initial: Minimal evidence of planning process.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	45.45%	45.45%	9.09%	0.00%		
	5	5	1	0	11	3.36

#	FEEDBACK:	DATE
1	Improvement plan in the "new goals" area should address the issue of growing off-site tutoring, especially for GEMs students	3/16/2018 1:10 PM
2	Maybe a goal for Customer?	3/16/2018 9:38 AM
3	Goals are very specific and include a reasonable timeline.	3/15/2018 2:40 PM
4	Veteran's Services consistently sets high standards of performance that are measureable and they have met or exceeded these standards.	3/15/2018 6:51 AM

Q9 OVERALL PROGRAM EVALUATION Highly Developed: Evidence of ongoing systematic use of planning in selection of programs and services. Developed: Program exhibits evidence that planning guides program and services selection that supports the college. Emerging: There is evidence that planning intermittently informs some selection of services to support the college. Initial: Minimal evidence that plans inform selection the of services to support the college's mission.

Answered: 11 Skipped: 0

	HIGHLY DEVELOPED	DEVELOPED	EMERGING	INITIAL	TOTAL	WEIGHTED AVERAGE
(no label)	45.45%	54.55%	0.00%	0.00%	11	3.45
	5	6	0	0		

#	FEEDBACK:	DATE
1	A very good program review.	3/16/2018 1:10 PM
2	I thought it seemed well reasoned out.	3/16/2018 9:38 AM
3	This program is working the way that it should, and the staff plan well for the future. The plan itself is well written and should be a sample for future program assessments.	3/15/2018 2:40 PM
4	Lending library, access to computers and tutors and additional supports have been added to meet the needs of Veteran students. Veteran's Services could take a leadership role in the Veteran's club to increase Veteran student moral and on campus participation.	3/15/2018 6:51 AM

Q10 Should this non-instructional department review be accepted by CIIC or sent back to the department lead for further work?

Answered: 11 Skipped: 0

ANSWER CHOICES	RESPONSES
Accept department review document	100.00% 11
Send back to department lead	0.00% 0
TOTAL	11

Q11 Please highlight the strengths of the department.

Answered: 11 Skipped: 0

#	RESPONSES	DATE
1	Clear support for mission Outstanding results from a long fight for resources and recognition Huge future potential	3/16/2018 1:10 PM
2	FTE and Revenue Full service office.	3/16/2018 9:38 AM
3	Planning, supporting students, and growth in partnerships.	3/15/2018 3:36 PM

Non-Instructional Department Review: Veterans Services

4	This program responds to the actual needs of the population it serves, and planning is used to drive future initiatives.	3/15/2018 2:40 PM
5	One of the biggest strengths in the department is the consistent employment of individuals who are highly qualified for this work. If this department was experiencing a high amount of staff turn over it would not be in the place it is today.	3/15/2018 8:48 AM
6	High touch high support base to bachelors and seamless transfer opportunities, CCAF and GEMs programs. Lending library	3/15/2018 6:51 AM
7	Personal/individual service for its clients. The widely spaced locations from which it gets students.	3/14/2018 1:02 PM
8	The department has worked hard and successfully to connect with potential students, identify needed training and financial resources, and serve the specialized needs of their veteran students.	3/13/2018 3:24 PM
9	Positive CMA, student satisfaction	3/7/2018 3:58 PM
10	Customer service and high-touch advising throughout entire process, "one-stop shop" is convenient for students, external partnerships, GEM/CCAF enrollment revenue covers department budget.	3/6/2018 6:04 PM
11	A "one-stop shop" for veterans and their families that will have a fantastic new work space with additional resources in Founder's Hall.	3/6/2018 3:39 PM

Q12 Please outline weaknesses of the department.

Answered: 11 Skipped: 0

#	RESPONSES	DATE
1	Success of B2B relies on fickle partners.	3/16/2018 1:10 PM
2	I think additional space would help.	3/16/2018 9:38 AM
3	As identified by the department, cross-training of employees and training/information for faculty and staff on how to meet veteran students' unique needs would be helpful.	3/15/2018 3:36 PM
4	The lack of facilities is a real problem, and the new offices are critical for the program to continue to grow.	3/15/2018 2:40 PM
5	Square footage has been limited. This weakness is being addressed.	3/15/2018 8:48 AM
6	Limited penetration of active military base personnel	3/15/2018 6:51 AM
7	Cross training	3/14/2018 1:02 PM
8	None noted except those stated in the review..	3/13/2018 3:24 PM
9	Current facility	3/7/2018 3:58 PM
10	Small size of department means outreach is limited in certain markets.	3/6/2018 6:04 PM
11	Additional Jenzabar trainings, as needed	3/6/2018 3:39 PM

Q13 Please make recommendations for department improvement.

Answered: 11 Skipped: 0

#	RESPONSES	DATE
1	Encourage admin to seek additional university partner agreements for B2B -- and personnel time dedicated to seeking and inking such agreements. Your department personnel's time cannot be diverted to courting universities.	3/16/2018 1:10 PM
2	Maybe a goal in customer Service. Defiantly, set goals after additional space is secured.	3/16/2018 9:38 AM

Non-Instructional Department Review: Veterans Services

3	Carry out your good plans for expanding space via Phase II construction. Find a cost-effective way to inform faculty and staff on how to better support veteran students.	3/15/2018 3:36 PM
4	The discussion of the need to inform faculty on unique veteran needs was a good one, and I look forward to seeing what they come up with.	3/15/2018 2:40 PM
5	No recommendations at this time	3/15/2018 8:48 AM
6	Additional training in Leadership, marketing	3/15/2018 6:51 AM
7	None at this time.	3/14/2018 1:02 PM
8	None.	3/13/2018 3:24 PM
9	Develop a point-of-service survey (can be paper) to track student satisfaction as CCSSE may not be conducted each year.	3/7/2018 3:58 PM
10	Continue to look for outreach opportunities, improve partnership with EOU and Base-to-Bachelor program, and pursue rolling enrollment options.	3/6/2018 6:04 PM
11	Need additional college support from the Registrar and IS to implement electronic transcripts. Develop a stronger partnership with EOU	3/6/2018 3:39 PM

Q14 Please enter your name.

Answered: 11 Skipped: 0

#	RESPONSES	DATE
1	Tom Nejely	3/16/2018 1:10 PM
2	Chris Stickle	3/16/2018 9:38 AM
3	Ronda Wery	3/15/2018 3:36 PM
4	Jeanne LaHaie	3/15/2018 2:40 PM
5	Bill Jennings	3/15/2018 8:48 AM
6	Jamie Jennings	3/15/2018 6:51 AM
7	Pat Hockersmith	3/14/2018 1:02 PM
8	Meg Buchanan	3/13/2018 3:24 PM
9	Franklin Clark	3/7/2018 3:58 PM
10	Alex Jenner	3/6/2018 6:04 PM
11	Elizabeth White-Hurst	3/6/2018 3:39 PM