

Student Learning Outcome and Service Area Outcome Report: Veterans Affairs 2016-2018



Overview of Results

Type	Outcome	Results
SLO – 16-17	VA students will understand how to best utilize her/his VA benefits.	<p>24% considered themselves very or extremely knowledgeable about their benefits prior to visit.</p> <p>After their visit, 79% considered themselves very or extremely knowledgeable about their benefits.</p>
SLO – 17-18	VA students will understand how to best utilize her/his VA benefits.	<p>37% considered themselves very or extremely knowledgeable about their benefits prior to visit.</p> <p>After their visit, 92% considered themselves very or extremely knowledgeable about their benefits.</p>
SAO – 16-17	VA students will report that having their VA advisor, certified official and work-studies in one office led to a positive learning experience at PAC.	<p>97% liked Advisors and Certifying Officials in one office.</p> <p>93% were satisfied or very satisfied with assistance from VA work-studies</p>
SAO – 17-18	VA students will report that having their VA advisor, certified official and work-studies in one office led to a positive learning experience at PAC.	<p>97% liked Advisors and Certifying Officials in one office.</p> <p>93% were satisfied or very satisfied with assistance from VA work-studies</p>



Use of Results

- One-Stop VA Office reduces stress for student population
- Importance of Work-Studies
- Continue to request additional space. Specific comments call advising areas “too small” for one-on-ones.
- Also the need for more snacks and water.

Action Item	Owner	Timeline
Work-Study Training	VA Coordinator	Monthly
Course and Speed Adjustments	VA Coordinator	CFM Monthly
Space Allocation (outgrown current area)	VA Coordinator	Continuous



2016-2018 Assessment Plan

Palo Alto College Student Success SLO/SAO Assessment Cycle Template

DEPARTMENT NAME: Veterans Affairs

Academic Year: 2016-2018

Department Mission: The PAC Veterans Affairs Office is dedicated to providing comprehensive student services in the application and attainment of VA educational benefits.

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/Communication of Results
1. VA Students will understand how to best utilize their VA benefits.	Strategic Direction 1: Empowering Students for Success ILO 1, 6	<ul style="list-style-type: none"> Student Survey (What is known before/What is known after) 	At the end of each semester	Student Success Tactical after each semester
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/Communication of Results
1. As a result of a positive learning experience students will be more likely to re-enroll for the subsequent semester.	Strategic Direction 1: Empowering Students for Success ILO 1, 2, and 6	<ul style="list-style-type: none"> Retention (PAC Home School) Customer Service Satisfaction Survey 	Census day of the subsequent semester (16 week part of term)	Student Success Tactical one month following census date