

Assessment: Assessment Plan

Operational (Student Services) - Veteran's Resources

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The Veterans Resource Center's mission is as widespread as the rural GBC service area. Our main goal is to provide Military Veterans with the resources, support, and advocacy needed to succeed in higher education. However, our services are open to our entire community by providing the proper local, state, and federal resources to meet the unique needs of each Veteran; to include their families.

Outcome: Student Satisfaction

Veterans are satisfied with the services provided by the Veterans Resource Center

Outcome Status: Active

Assessment Year: 2017-2018, 2021-2022

Start Date: 07/01/2016

Assessment Measures

Survey - Veterans are satisfaction with the services provided by the Veteran's Service Center. Veteran's are surveyed who have utilized the center by a phone call. (Active)

Criterion: 80% are satisfied with the services provided

Outcome: Operation Bravo

Interns, sponsors, and businesses are satisfied with the effectiveness of Operation Bravo

Outcome Status: Active

Assessment Year: 2017-2018, 2020-2021

Start Date: 07/03/2017

Assessment Measures

Field Placement/Internship Evaluation - Discuss advantages, issues, and needs of program to see what needs to be changed after the first year. (Active)

Notes: This is a qualitative measure as a check on how things are and what needs to be changed going forward.

Outcome: Sustainability of Services

VRC services offered are effective and sustainable over time.

Outcome Status: Active

Assessment Year: 2018-2019, 2022-2023

Start Date: 07/03/2017

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Assessment Measures

Internal Tracking - Evaluate state and federal reporting requirements to make sure they capture the necessary data to assess VRC services. SOP's, positions, equipment and budget have been finalized. (Active)

Criterion: Data are already being captured and continues to be captured to support positions and equipment.

Outcome: VA Certification Process

Satisfaction audit

Outcome Status: Active

Assessment Year: 2019-2020, 2022-2023

Start Date: 07/05/2017

Assessment Measures

Audit - Veterans are satisfied with process through an audit. (Active)

Criterion: 80% of veterans are satisfied with the Veteran's Resource Center from findings in the Veterans audit.

Outcome: Website

Improve GBC's Veteran's website

Outcome Status: Active

Assessment Year: 2018-2019

Start Date: 07/05/2018

Assessment Measures

Internal Tracking - Change platform for Veteran's Resource Center website to include how to utilize benefits. (Active)

Criterion: New website is up and running by January 2019