



2019-20 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: Student Services

*****Completed Program Reviews are due by March 10th, 2020. Please email Rajinder Samra and your supervisor the completed program review by the deadline*****

STATEMENT OF PURPOSE:

- Review and reflect on the support of student learning, with the goal of assessment and improvement of program effectiveness
- Provide a forum for each unit's findings to be included in institutional planning processes
- Create written records of what is working well, what can be improved, and specific plans for implementing chosen improvements
- Collect information that will contribute to institutional assessment and improvement

INSTRUCTIONS: This program review covers the timeframe between fall 2018 and fall 2019. The planning is identified for spring 2020 and academic year 2020-2021.

I. MISSION

A. State the current program mission

Student Services departments, offices, and programs have been established to help students attain their educational goals and add value to the college experience. Each Student Services entity is designed to assist students in the decision-making process by helping them identify and clarify academic, career, and personal goals. It is our hope that students will seek Student Services assistance throughout their educational journey at Las Positas College.

B. The mission of Las Positas College is the following:

Las Positas College is an inclusive, student-centered institution providing learning opportunities and support for completion of transfer, degree, basic skills, career-technical, and retraining goals.

Discuss how the program/service area supports the college mission.

Student Services supports the college mission by providing essential support services to all students so that they may benefit from instruction and complete their desired goal of transfer, associate degree, certificate, retraining, or lifelong learning.

C. List the major functions/duties of your unit.

1. Enrollment Services Division includes Admissions & Records, Community Education, DegreeWorks, Financial Aid & Scholarships, International Students, and Veterans.
2. Student Services Division includes Assessment, California Work Opportunity and Responsibility to Kids (CalWORKs), Career Center, Cooperative Agencies Resources for Education (CARE), Counseling, Disabled Student Programs & Services (DSPS), Extended Opportunity Programs & Services (EOPS), Orientation, Puente Project, Student Discipline, Transfer Center, and Umoja Program.
3. Office of the Vice President of Student Services includes Bookstore, Campus Safety & Security, Commencement, Hispanic-Serving Institution Grant, Outreach, Student Equity, Student Grievances, Student Health & Wellness Center, Student Life, Student Success & Support Program, and Title IX.

II. GOALS AND OBJECTIVES

A. Since the last Administrative Unit Program Review, what objectives, initiatives, or plans have been achieved and how?

Since the last Administrative Unit Program Review, Student Services has been able to achieve the following objectives, initiatives, and plans. Below is a brief overview:

Admissions & Records: The admission application has been updated with the technical assistance from the District's Information Technology Services and the California Community Colleges Chancellor's Office. The admission application becomes available for spring semester on September 1 and the admission application for summer/fall becomes available on October 1 each year. The admission application is now available in Spanish. The Admissions & Records Office will assist with manually entering the admission applications for incarcerated students beginning in spring semester 2020.

Assessment Center: The Assessment Center lost its full-time Assessment Specialist in September 2019. Since then, the Assessment Center has been operating with hourly-classified employees on a modified schedule. However, all assessments are still being conducted including Chemistry, English as a Second Language, French, and Spanish. The Assessment Center in coordination with the English Department, Mathematics Department, and Information Technology Services implemented Guided Self-Placement for English and Mathematics effective fall semester 2019. Results from the first semester of implementation of California Assembly Bill (AB) 705 is forthcoming.

Bookstore: The administrative oversight of the Bookstore was temporarily reassigned to the Office of the Vice President of Student Services during the absence of the Vice President of Administrative Services beginning on January 1, 2020 through the start date of the new vice president.

CalWORKs: The CalWORKs program continues to coordinate and execute programs and services targeting former and current foster youth and serving those who are homeless or at-risk of becoming homeless. A new student-housing handbook was developed to assist students who are homeless or at-risk of becoming homeless.

Campus Safety & Security: The administrative oversight of Campus Safety & Security was temporarily reassigned to the Office of the Vice President of Student Services during the absence of the Vice President of Administrative Services beginning on January 1, 2020 through the start date of the new vice president.

Career Center: As of July 1, 2019, the new Center Coordinator has been coordinating and executing programs and services including, but not limited to, cover letter and resuming writing workshops, career exploration, job fairs, and on-campus interviews.

Community Education: During the 2019-2020 Academic Year, the Community Education program has been able to offer the largest course and training offerings compared to recent years. Thankfully, the passage of California Assembly Bill 5 (independent contractors) did not adversely affect the operation of the program.

Counseling: The Counseling Department is preparing to assist with the implementation and rollout of the newest version of DegreeWorks now that Student Centered Funding Formula rollback funding has been approved.

DegreeWorks: DegreeWorks will be updated from its current version to the most up-to-date version of the software now that Student Centered Funding Formula rollback funding has been approved. Various Student Services entities will be working collaboratively with Chabot College and Information Technology Services (ITS) to implement and rollout the new software.

Disabled Student Programs & Services (DSPS): The DSPS program has undergone significant personnel changes since spring and summer 2019 with the loss of two full-time DSPS Counselors and the Director of DSPS. A full-time DSPS Director has been hired as of February 2020 and a recruitment has been initiated to hire two full-time DSPS Counselors for fall semester 2020. Despite the personnel limitations, the DSPS program has continued to provide support to students and faculty alike for reasonable accommodations.

Extended Opportunity Programs & Services (EOPS)/Cooperative Agencies Resources for Education (CARE): The state categorical programs continue to provide academic and student support services to student participants. The EOPS program is planning to serve of 300 students for the first time during the 2019-2020 Academic Year. The CARE program student population has maintained steady.

Financial Aid & Scholarship: The Financial Aid & Scholarships Office continues to award and assist with the disbursement of federal, state, and local aid in the form of scholarships. In preparation for the 2020-2021 Academic Year, the Financial Aid Office in coordination with the Foundation Office plans to disburse over \$400,000 in scholarships to eligible students.

Hispanic-Serving Institution Program: The Title V Hispanic-Serving Institution program took the lead in launching the new online student orientation in October 2019 that replaces a 10-year old orientation that had been utilized. The new orientation is now available in English and Spanish and is accessed via CLASS-Web. The grant will be concluding on September 30, 2020.

International Student Program: Despite the changes to federal immigration laws and the national rhetoric regarding international students, Las Positas College has been able to maintain a program of approximately 110 international students.

Orientation: A new online student orientation was developed during summer and fall 2019 by the Hispanic-Serving Institution grant in collaboration with multiple Student Services entities, Information Technology Services, and the college's webmaster. The new online student orientation went live in October 2019 and is now available in English and Spanish.

Outreach: The Outreach Services Office hosted its fifth FastPass series, which is a one-stop shop model for new and returning students to complete the matriculation process from admission application through course registration. Outreach Services has also created new outreach publications in coordination with the Office of Public Relations, Marketing, and Government Relations to help highlight the academic and student support services, matriculation steps (Six Steps to Success), and the college in general.

Puente Project: The learning community continues to provide academic and student support to the student participants including, but not limited to, intrusive counseling, financial support, mentorship, and field trips to four-year universities and cultural sites.

Student Equity & Achievement Program: The Student Equity & Achievement (SEA) program became a reality during the 2019-2020 Academic Year with the consolidation of Basic Skills Initiative, Student Equity, and the Student Success & Support Program (SSSP). A new Director of Student Equity & Success was hired in September 2019 following the resignation of the former Director in June 2019. A new SEA Committee was created that consists of faculty, classified professionals, students, and administrators.

Student Health & Wellness Center: The Student Health & Wellness Center was instrumental in helping the Chabot-Las Positas Community College District obtain a second statewide mental health grant for \$500,000. Las Positas College will receive \$100,000 for the next two-year period to assist with mental health services for students.

Student Life Office: The Student Life Office hired a new Program Coordinator of Student Life and Leadership in August 2019. The program coordinator is responsible for oversight of the Las Positas College Student Government (LPCSG), Inter-Club Council (ICC), and the approximately 30 student clubs.

Transfer Center: The Counseling Department has identified and assigned a full-time General Counselor to serve as the Transfer Counselor. The Transfer Counselor will be responsible for coordinating and executing programs and services including, but not limited to, hosting transfer workshops, hosting the annual transfer fair, and hosting four-year universities admission representatives on-campus to meet with students.

Umoja Program: The learning community continues to provide academic and student support to the student participants including, but not limited to, intrusive counseling, financial support, mentorship, and field trips to four-year universities and cultural sites.

Veterans: The Veterans First Program continues to receive funding from the California Community Colleges Chancellor’s Office, community-based organizations, corporations, and private donors for the support of the Veterans Resource Center and student veterans. Most recently, the Veterans First Program secured a \$40,000 donation from the Safeway Foundation to assist student veterans.

B. Major Goals and Objectives for Spring 2020 and AY 2020-2021

Major Goals and/or Objectives	Start Date	Status: Ongoing, date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	Educational Master Plan (EMP) Goals or Planning Priorities linked to this Goal/Objective
1. Auto Awarding of Certificates and Degrees	01/2021	Ongoing	Need DegreeWorks Update	EMP D1
2. Street Banner Replacement	07/2020	New	Need District Office Support	EMP B4
3. Maxient Implementation	07/2020	New	Need District Office Support	EMP C4
4. Commencement 2020 Scheduling	05/2020	New	Need Guidance from Chabot	EMP D1
5. DegreeWorks Implementation	07/2020	Ongoing	Need District Office Support	EMP D1

III. STAFFING

A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2015	2016	2017	2018	2019	2020-2021	2021-2022
Administration	3	3	4	5	5	6	6
Supervisory	31	35	40	1	2	2	2
Classified Staff FT	19	25	29	30	31	33	33
Classified Staff PT	9	8	8	1	1	1	1
Confidential Staff FT	1	1	1	1	1	1	1
Total Full Time Equivalent Staff	54	64	74	37	40	43	43

B. Staffing Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

<p>List Staff Positions Needed for Academic Year 2020-2021</p> <p>Place titles on list in order (rank) or importance.</p>	<p>Indicate (N) = New or (R) = Replacement</p>	<p>Estimated Annual Total Cost</p>	<p>EMP Goals or Planning Priorities Linked to Position</p>
<p>1. Director of Financial Aid (administrative position)</p> <p><u>Reason:</u> Reorganization of Financial Aid Office due to new Student Centered Funding Formula and the need to have equal representation to Chabot College which employs a Director of Financial Aid</p>	<p>N</p> <p>Fall 2020</p>	<p>\$165,437</p>	<p>EMP A1, A2, A3, A4, A5, A6, B1, B4, C2, D1</p>
<p>2. International Student Specialist (classified professional position)</p> <p><u>Reason:</u> Need to replace the vacant Admissions Specialist position within the International Student Program to provide administrative support to the International Student Program Coordinator and approximately 130 international students.</p>	<p>N</p> <p>Fall 2020</p>	<p>\$79,139</p>	<p>EMP A1, A2, A3, A7, B4, C1, D2</p>

<p>3. Admissions & Records Assistant II (classified professional position)</p> <p><u>Reason:</u> Need to replace the vacant Admissions & Records Assistant II position lost due to the supplemental employee retirement plan (SERP) offered in 2018 and the position has gone unfilled ever since. The Admissions & Records Assistant II would be assigned to address the ever-growing demand/need to respond to concurrent enrollment, incarcerated students, and Middle College.</p>	<p>N</p> <p>Fall 2020</p>	<p>\$69,972</p>	<p>EMP A1, A2, A3, A7, B4, C1, D2</p>
<p>4. Counselor/Instructor – Retention (faculty position)</p> <p><u>Reason:</u> Need to have a full-time Counselor/Instruction assigned to assist with student retention efforts.</p>	<p>N</p> <p>Fall 2020</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>5. Counselor/Instructor – Career/Transfer Center (faculty position)</p> <p><u>Reason:</u> Need to have a full-time Counselor/Instruction assigned to assist with students within the Career and Transfer Center.</p>	<p>N</p> <p>Fall 2020</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>6. Counselor/Instructor – Disabled Student Programs & Services (faculty position)</p> <p><u>Reason:</u> Need to have a full-time Counselor/Instruction assigned to assist with students within the Career and Transfer Center.</p>	<p>N</p> <p>Fall 2020</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>

IV. FACILITIES

A. Facilities Needs

FACILITIES NEEDS

<p>List the Facilities Need and the Reason</p>	<p>EMP Goals or Planning Priorities Linked to Position</p>
<p>1. Student Center</p> <p><u>Reason:</u> Need a Student Center to accommodate the Las Positas College Student Government, Bookstore, Student Health & Wellness Center, Student Life Office, and Veterans Resource Center. Currently all of the above noted entities are located in different buildings on-campus which makes is difficult for students to access resources or support services or they have outgrown their currently assigned facilities.</p>	<p>EMP A2, A3, A4, A5, C3, C4</p>
<p>2. Regional Center for Veterans</p> <p><u>Reason:</u> The Veterans First Program has outgrown its current facility and would like a new facility to accommodate the anticipated growth in students and be able to provide additional support services to veterans and eligible dependents. This may be accomplished with the new Student Center if it is approved and incorporated into the 2018 Facility Master Plan. If not, then a separate building on-campus will need to be identified.</p>	<p>EMP A2, A3, A6, A8, C4</p>

<p>3. Storage</p> <p><u>Reason:</u> Most Student Services entities assigned to the Student Services & Administration Building have very limited to no storage space. This is a concern since some entities are required to save hard copy records and other entities need easy access to equipment for hosting events and conducting outreach.</p>	<p>EMP A2</p>
<p>4. Office/Building Signage</p> <p><u>Reason:</u> Some Student Services entities have requested new or updated office or building signage to keep up with ever-changing name changes, entity moves, or to clarify information to prospective students, their families, and campus visitors.</p>	<p>EMP A3</p>

V. TECHNOLOGY AND EQUIPMENT

A. Technology and Equipment Needs

TECHNOLOGY AND EQUIPMENT NEEDS

<p>List the Technology and Equipment Needs</p> <p>Place titles on list in order (rank) or importance.</p>	<p>Indicate (N) = New or (R) = Replacement</p>	<p>Estimated Annual Total Cost of Ownership</p>	<p>EMP Goals or Planning Priorities Linked to Position</p>
<p>1. Safety Measures</p> <p><u>Reason:</u> Most Student Services entities have asked for safety measures to be installed or concerns to be address by college and college district management. Service windows were built without locks, offices will built with windowed walls, no panic buttons were installed, and counters need to be raised to avoid theft of office equipment or harassment or injury of employees.</p>	<p>N</p>	<p>Not applicable</p>	<p>EMP A2</p>
<p>2. Height Adjusting Desks</p> <p><u>Reason:</u> Student Services employees have asked for height adjusting desks for the respective offices or workstations. Employees have reported that sitting for extended periods is not healthy and in some cases is contributes to an unsafe work environment when working at service windows or front counters when serving the public.</p>	<p>R</p>	<p>Not applicable</p>	<p>EMP A2</p>

VI. PROFESSIONAL DEVELOPMENT

Professional Development Needs

<p>List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>	Annual TC			<p>EMP Goals or Planning Priorities Linked to Position</p>
	Cost per item	Number Requested	Total Cost	
<p>1. Annual Student Services Associations Conferences and Trainings</p> <p><u>Reason:</u> Various Student Services entities have annual or semi-annual association conferences and/or trainings including those for new directors or coordinators. Student Services personnel (faculty, classified professionals, and administrators) would like to continue to receive support to attend these professional development opportunities.</p>	Varies	Varies	Varies	EMP D3, D4
<p>2. Classified Leadership Institute for Professionals (CLIP)</p> <p><u>Reason:</u> Student Services classified professionals would like to continue to receive support to participate in the annual CLIP program by CLPCCD.</p>	Not applicable	Varies	Not applicable	EMP D3, D4

<p>3. Las Positas College FLEX Day</p> <p><u>Reason:</u> Student Services classified professionals would like to continue to participate in Las Positas College Flex Day activities annually.</p>	<p>Not applicable</p>	<p>Varies</p>	<p>Not applicable</p>	<p>EMP D3, D4</p>
<p>4. Title IX Training</p> <p><u>Reason:</u> Student Services personnel are in need of Title IX (gender equity) training to learn how to respond to allegations of sexual misconduct that involve students. Federal law requires invention to include an investigation.</p>	<p>\$2,500</p>	<p>4 Employees</p>	<p>\$10,000</p>	<p>EMP A1, A7</p>