



**2022-23 ADMINISTRATIVE UNIT PROGRAM REVIEW**

**UNIT: Student Services**

**\*\*\*Please submit your completed Program Review to Sheri Moore by 12 pm on January 31, 2023 to Sheri Moore.\*\*\***

**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

**Timeframe:** This program review reflects on the time period between spring 2022 through fall 2022 and plans for spring 2023 through fall 2023.

**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 provides an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.*

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

Student Services supports the college mission by providing essential support services with equity and inclusiveness at the core to support all students so 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: Admissions & Records, Community Education, Online Services, DegreeWorks, Financial Aid, Scholarships, and International Students.

2. Student Services Division: Assessment, California Work Opportunity and Responsibility to Kids (CalWORKs), Career, Transfer, & Employment Center, Cooperative Agencies Resources for Education (CARE), Counseling, Disabled Student Programs & Services (DSPS), Extended Opportunity Programs & Services (EOPS), New Student Orientation, Outreach, Puente Project, Umoja Program and Psychology-Counseling (PCN) Guidance instruction and Student Discipline

3. Student Equity and Success & Related Support Programs: Student Life, Student Government, Student Quity and Achievement, Basic Needs ~ Mini Market and Ombudsman.

4. Office of the Vice President of Student Services: Commencement, Outreach Team, Student Health & Wellness Center, Religious Exemptions, Student Grievances and Title IX Coordinator.

## II. GOALS AND OBJECTIVES

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

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:

## **Enrollment Services**

### **Admissions & Records:**

Improved Student Services:

- Facilitated enrollment in special projects (LFCI, apprenticeships, Middle College, concurrent enrollment)
- Worked on a new process around student-preferred names
- Helped create a Pilot program allowing students to audit LPC courses
- Redesigned A&R webpages for clarity, enhance communication with students, easier access, and onboarding processes for students.

### **Community Education**

- Added an equity question to our student evaluations “Do you feel respected by your instructor?” Results: 96.7% of evaluation respondents felt respected by their instructor.

### **Financial Aid**

- Software Campus Logic was fully implemented and made the transition to working off campus very smooth with respect to collection of student documentation.
- Implementation of OCELOT texting software to proactively reach prospective and current students (rather than relying on email which is clearly not effective). Able to reach more students with targeted messages and ultimately greatly improve our communication, resulting in a much higher response rate.
- Created a Promise Program outline for first-Time, full-time students who apply for FASA, regardless of income, may receive free tuition starting Fall 2023.

### **International Students**

- Obtain Priority Registration for International Students: Beginning Spring 2022, International Students were included as a College Priority Group for registration purposes.
- Simplified the ISP Application Procedure: Revised and updated the International Student Supplemental Application to simplify the application process.
- Updated the Website: Updated the ISP website to conform with the College’s redesigned format. All website content was reviewed for relevance and accuracy.
- Converted internal ISP forms to PDF fillable format

## **Student Services**

### **CalWORKs**

- Shifted all forms to online, while increasing in-person services and student spaces
- Hired a Counselor Assistant I

- Created a Canvas course for students on workforce development

### **Career & Transfer Center**

- Brought back LPC campus tours.
- Increased presence on social media which allowed students to see more information about the Career and Transfer Center.
- Utilized online platforms such as Cranium Café to be able to connect with students in real-time to assist with applications, answer questions, and create transfer plans.
- Provided transfer services in the BCRC to eliminate barriers to success and transfer for African American students
- Increased SmartShop offerings, especially helping students to declare their major sooner.
- Initiated Transfer Tuesdays - Mini Transfer Fairs weekly on Tuesdays in 1600 Lobby

### **Counseling**

- Used Cranium Cafe to serve students virtually while also increasing availability for in-person counseling. The contract for Cranium Cafe has now been extended through Dec 2024.
- Increased support for program functions by hiring a classified counselor assistant, four student assistants, and one intern (after the suspension of the internship program for the past two years).
- The new tentative FA contract states that Counseling will have access to student data to build a data dashboard to help them direct resources and design programming.
- Reaching out to help students whose applications for degrees/certificates were denied.
- Prioritizing professional development opportunities

### **DSPS**

- Held outreach events with regional high schools and organizations
- Hired counselor assistant and alt media specialist
- Purchased Symplicity operational management software.

### **EOPS-CARE**

- Balanced online and in-person services, each was available on all days
- Hired a counselor assistant II (shared with CalWORKS) and two student assistants
- SAO results showed that students were learning needed information from the student orientation

### **Psychology-Counseling**

- Restored core ADT course “Intro to Social Work and Human Services” (PCN 5), to be offered each semester (Fall and Spring)
- Integrated use of Career Coach within Psychology-Counseling curriculum
- Established a success team (including full-time & part-time Counseling /PCN instructional faculty) for Society, Culture, and Human Development pathway

### **Puente**

- LPC was chosen as one of five CC's to be granted \$100K over two years to introduce math into our Puente model. The broadening of Puente disciplines was a result of the influence of Guided Pathways at the state level.
- Reactivated mentoring – dormant during the Covid shutdown
- Reactivating all Puente activities this year: field trips, Puente club, in-person conference attendance

### **Umoja**

- Hired two new adjunct Umoja Coordinators (Counseling-Coordinator and English-Coordinator)
- Piloted a fully fast-track Umoja program in Sp22
- Switched most course offerings to Hy-Flex
- Collaboration with math and communication studies to provide a full Umoja curriculum
- Created a Transfer “how to” video for African American Scholars Project H.S. students to address CCC transfer questions and myths.
- Collaboration with other campus initiatives including ConnectUp and BCRC to create a supportive environment for Black students.

### **Student Equity and Success and Related Programs:**

- Student Equity and Success: The completion and state certification of the 2022-2025 Student Equity Plan. This document guides our DEIA efforts for the next three years. Partnered with Guided Pathways to ensure equity and race consciousness.
- Basic Needs: Hired a full-time basic needs coordinator. Planned for, developed, and opened an on campus “mini market” that provides food, cleaning supplies, and toiletries for students who desire them. Secured a 26k plus grant.
- LPCSG: Developed a comprehensive student representative onboarding process. Developed an internal conflict resolution process.
- Revamped marketing/narrative to invite more varied students to run for office.

### **VPSS Office**

#### **Commencement**

- Successful return to in person Commencement for 2022. Held two sessions on a Saturday and everything went smoothly.
- All Student services websites have been redesigned for a friendly onboarding process for current and potential students.

#### **Student Health Center**

- Offered Chill & Chats for targeted groups in addition to those for all students; developing more to meet the needs of students are very satisfied with their Chill & Chat experiences.
- The MFT trainees were able to provide 1:1 counseling virtually or in-person; served 79 students in 21-22; students have access to 6 free sessions.
- Will continue to have both online and in-person services for students.

- There will be drop-in counseling 2 times per week in 22-23 in response to student requests for additional mental health services.

**Title IX**

- Created an online self-pace Title IX Certificate that all students can access.
- Behavioral Intervention Resource Team (BIRT) members include VPSS-Title IX Coordinator, Dean of Student Services- Student discipline Coordinator, Director of Equity & Success-Ombudsman, Director of Campus Safety, Health Center Coordinator, Faculty Mental Health Counselor and District HR Director.

**Outreach Team**

- Outreach Specialist from both Academic services and Student Services meet monthly to ensure all community outreach efforts are targeted and coordinated. A comprehensive outreach and marketing plan is being developed with district and the new Marketing Director.
- A new Marketing Publication was designed and mailed to all Tri-Valley homes to remind the community of why LPC is the #1 College in the Bay Area.
- Open House & Registration event is scheduled for Saturday, March 25, 2023. The Tri-Valley community will be invited.

**B. Major Goals and Objectives for Spring 2023 through Fall 2023.**

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
First Time Full Time FREE College Promise	Fall 2023	Ongoing	Overtime to current Financial Aid staff to create the new program. Hire a FA II to oversee the program.	
Dean of Special Programs & Services	Fall 23	Ongoing	Funding for this position is not currently available. Part of the Presidents realignment proposal.	

3. Establish a process to provide Basic Needs support to students with essentials needs (food, housing help, etc.) so academic progress is not impeded.	Spring 2022	Ongoing		
4. Create a program plan for NextUp Foster Youth support program. New categorical funding provided annually by the state chancellors office.	Spring 2022	Ongoing		

### III. STAFFING

#### A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2018	2019	2020	2021	2022	2023-2024	2024-2025
Administration	5	5	5	5	5	6	6
Supervisory	1	2	2	2	2	3	3
Classified Staff FT	30	31	30	33	33	35	35
Classified Staff PT	1	1	1	1	2	2	2
Confidential Staff FT	1	1	1	1	1	1	1
<b>Total Full Time Equivalent Staff</b>							

B. Staffing Needs

**NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)**

<p><b>List Staff Positions Needed for Academic Year <u>2023</u></b></p> <p>Place titles on list in order (rank) or importance.</p>	<p><b>Indicate (N) = New or (R) = Replacement</b></p>	<p><b>Estimated Annual Total Cost</b></p>	<p><b>EMP Goals or Planning Priorities Linked to Position</b></p>
<p><b>1. Administrative Assistant I</b></p> <p><u>Reason:</u></p> <p>Former administrative assistant moved support Admissions &amp; Records with the Online Services Department in response to multiple suggestions/complaints on the Presidents barriers to student success list. Needs, SLWC, and LPCSG need assistance with taking meeting minutes, forms, welcome center coverage etc.</p>	<p><b>R</b></p>	<p><b>\$108,000</b></p> <p><b>Salary</b></p> <p><b>and</b></p> <p><b>Benefits</b></p>	<p><b>EMP</b></p> <p><b>C3, C5</b></p>
<p><b>2. Dean of Special Programs &amp; Services</b></p> <p><u>Reason:</u></p> <p>To split the responsibilities of the current Dean of Student Services. This will also allow for Student Success Teams to be supported by a Student Services Administrator.</p>	<p><b>N</b></p>	<p><b>\$220,000</b></p> <p><b>Salary</b></p> <p><b>and</b></p> <p><b>Benefits</b></p>	<p><b>EMP</b></p> <p><b>C3, C5</b></p>
<p><b>3. NextUp Foster Youth Coordinator</b></p> <p><u>Reason:</u> Create a program plan for NextUp Foster Youth support program.</p> <p>New categorical funding provided annually by the state chancellor’s office to develop a Foster Youth support program.</p>	<p><b>N</b></p>	<p><b>\$158,000</b></p> <p><b>Salary</b></p> <p><b>and</b></p> <p><b>Benefits</b></p>	<p><b>EMP</b></p> <p><b>C3, C5</b></p>



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A. Facilities Needs

**FACILITIES NEEDS**

<b>List the Facilities Need and the Reason</b>	<b>EMP Goals or Planning Priorities Linked to Position</b>
<p><b>1.</b></p> <p><u>Reason:</u> Storage Reason: Most Student Services entities assigned to the Student Services &amp; 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><b>2. 1. Student Center Reason:</b> A Student Center would accommodate the Las Positas College Student Government, Bookstore, Student Health &amp; Wellness Center, Student Life Office, and Veterans Resource Center. Currently all the above noted entities are in different buildings on-campus which makes it difficult for students to access resources or support services or they have outgrown their currently assigned facilities.</p> <p><u>Reason:</u></p>	EMP A2, A3, A4, A5, C3, C4
<p><b>3. Multicultural Welcome Center</b></p> <p><u>Reason:</u> Will provide a safe and welcoming space that fosters a community for Undocumented, AB 540, DACA, Dreamers, Puente, Umoja, LGBTQ+, AAPI, and other identified groups that encompasses a rich and diverse mix of cultures, backgrounds, talents, and perspectives. This diversity is an essential part of our academic excellence, our creative and innovative spirit, and our warm campus climate.</p>	EMP A2, A3, A4, A5, C3, C4

A. Technology and Equipment Needs

**TECHNOLOGY AND EQUIPMENT NEEDS**

<p><b>List the Technology and Equipment Needs</b> Place titles on list in order (rank) or importance.</p>	<p><b>Indicate (N) = New or (R) = Replacement</b></p>	<p><b>Estimated Annual Total Cost of Ownership</b></p>	<p><b>EMP Goals or Planning Priorities Linked to Position</b></p>
<p>1. <u>Reason:</u> A&amp;R Equivalency Database Reason: To support the proactive Awarding of Certificates and Degrees</p>	<p>N</p>	<p>EMP D1</p>	
<p>2. Texting Platform - OCELOT Reason: To enhance communication with students.</p>	<p>N</p>	<p>\$25,009/yr</p>	<p>EMP A3, C4, D1, D</p>

**IV. PROFESSIONAL DEVELOPMENT**

Professional Development Needs

<p><b>List Professional Development Needs.</b> 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>	<p><b>Annual TC</b></p>			<p><b>EMP Goals or Planning Priorities Linked to Position</b></p>
	<p>Cost per item</p>	<p>Number Requested</p>	<p>Total Cost</p>	

<p><b>1. Reason:</b> Annual Student Services Associations Conferences and Trainings Reason: 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><b>2. Reason:</b> Title IX Training Reason: Student Services personnel are in need of continued Title IX (gender equity) training to learn how to respond to allegations of sexual.</p>	\$2,500	2 Employees	<b>\$5,000</b>	EMP A1, A7
<p><b>3. Reason:</b> . Classified Leadership Institute for Professionals (CLIP) Reason: 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><b>4. Reason:</b> Las Positas College FLEX Day Reason: Student Services classified professionals would like to continue to participate in Las Positas College Flex Day activities annually.</p>	Not applicable	Varies	Not applicable	EMP D3, D4