



2018-19 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: Student Services

*****Completed Program Reviews Are Due to Rajinder Samra by 12 pm on **Tuesday, December 4, 2018*******

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 fall 2017 and spring 2018, inclusive. The planning is identified for spring 2019 and academic year 2019-2020.

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, Umoja Program, and Workability III.

3. Office of the Vice President of Student Services includes 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 revised to capture only relevant data and the timelines for submission have been changed to support the college's enrollment goals along with the course registration dates. The admission application went live on October 1, 2018, four months earlier compared to past years.

Bookstore: The administrative oversight of the Bookstore was shifted from Student Services to Administrative Services as of July 1, 2018 due to a reorganization at the College.

CalWORKs: The CalWORKs program was successful in coordinating and executing programs and services targeting former and current foster youth and serving those who are homeless or at-risk of becoming homeless. The CalWORKs program also helped launch “The Market” the food distribution/food pantry with the Student Life Office.

Career Center: In September 2018, a new Career/Transfer/Employment Center Coordinator was hired for the first time in six years. The Center Coordinator will be responsible for 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.

Counseling: The Counseling Department embraced the usage of DegreeWorks as of January 2018. All full-time and part-time Counselors are utilizing DegreeWorks to develop or update student educational plans. Counseling is also actively participating in Guided Pathways and the Online Exchange Initiative (OEI).

DegreeWorks: DegreeWorks successfully launched in January 2018. All full-time and part-time Counselors are utilizing DegreeWorks to develop or update student educational plans. The Student Record Evaluators are utilizing DegreeWorks to perform degree audits. Students are learning how to use DegreeWorks to monitor their status towards their defined educational goal.

Financial Aid & Scholarship: The Financial Aid & Scholarships Office went live with a new software called “AcademicWorks” to coordinate the scholarship application and selection process in fall 2017.

Hispanic-Serving Institution Program: The Title V Hispanic-Serving Institution program was successful in obtaining a supplemental award for \$60,000 from the U.S. Department of Education to revise the online orientation and provide additional information on financial literacy to students.

Outreach: The Outreach Services Office hosted the first 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.

Student Health & Wellness Center: The Student Health & Wellness Center was instrumental in helping the Chabot-Las Positas Community College District obtain a statewide mental health grant for \$350,000 to support mental health programs and services for students for the next two-year period. The Center underwent a transition in its Nurse Practitioner Coordinator in June 2018 without any interruption of services to students. In addition, Chabot-Las Positas Community College District is currently negotiating with Stanford Health Care – ValleyCare to renew a two-year contract to begin in late May 2019 pending board approval.

Transfer Center: In September 2018, a new Career/Transfer/Employment Center Coordinator was hired for the first time in six years. The Center Coordinator 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.

Veterans: The Veterans First Program was successful in obtaining a \$200,000 one-time grant from the state to strengthen the Veterans Resource Center.

B. Major Goals and Objectives for spring 2019 and AY 2019-20.

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. Student Discipline & Student Grievances Revisions	01/2018	Partially Completed	Need District Office Support	EMP D1
2. AB 540 Identification, Recording, and Reporting	10/2018	Partially Completed	Need to Ensure Accuracy	EMP A5
3. Auto Awarding of Certificates and Degrees	10/2018	Ongoing	Need District Office Support	EMP A7
4. Hiring of Financial Aid Advisors	09/2018	Ongoing	Need District Office Support	EMP A5
5. Increase CA College Promise & Pell Grant Recipient	10/2018	Ongoing	Need District Office Support	EMP A5

III. PROGRAM ASSESSMENT VIA ADMINISTRATIVE OFFICES USER SURVEY (please fill out this section only if your program was listed in the survey)

A. Program Assessment via the fall 2018 Administrative Offices User Survey.

What results did you get from the survey?	If applicable, how will you address any challenges identified in the results?	Educational Master Plan Goals or Planning Priorities Linked to How You Will Address the Results.
<p>The majority of respondents to the survey reported having had very positive experiences with the Office of the Vice President of Student Services. In comparison to the survey conducted a few years ago, the percentage of respondents who reported their satisfaction had increased. When compared to other administrative offices at the College, the Office of the Vice President of Student Services fared better.</p>	<p>One of the comments addressed how one colleague may not have felt as if his/her concerns were addressed and the feedback/information received following the submission of the report. The Office of the Vice President of Student Services will continue to improve in its policies, procedures, and protocol when it comes to responding to alleged student incidents of discipline, grievances, mental health, and Title IX.</p>	<p>EMP D2. Ensure transparency and accountability.</p> <p>This particular Educational Master Plan goal is linked to how the Office of the Vice President of Student Services plans to address the results of the survey because colleagues need to be made aware of the existing policies and procedures, the laws and regulations that govern them, and learn how matters are resolved.</p>

IV. STAFFING

A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2014	2015	2016	2017	2018	2019-2020	2020-2021
Administration	3	3	3	4	5	6	6
Supervisory*	25	31	35	40	1	2	2
Classified Staff FT	21	19	25	29	30	32	33
Classified Staff PT	6	9	8	8	0	0	0
Confidential Staff FT	1	1	1	1	1	1	1
Total Full Time Equivalent Staff	50	54	64	74	37	41	42

*It is important to note that prior to 2018, the row titled, "Supervisory" used to include part-time employees including, but not limited to, hourly classified, and professional experts. Effective 2018, the "Supervisory" row will only be used to report employees who serve as supervisors.

B. Staffing Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

<p>List Staff Positions Needed for Academic Year 2019-2020</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 2019</p>	<p>\$165,437</p>	<p>EMP A1, A2, A3, A4, A5, A6, B1, B4, C2, D1</p>
<p>2. Program Coordinator – Student Life (classified professional position)</p> <p><u>Reason:</u> Need to have a full-time and permanent employee assigned to the Student Life Office that includes Las Positas College Student Government (LPCSG), Inter-Club Council (ICC), and approximately 40 student clubs.</p>	<p>N</p> <p>Fall 2019</p>	<p>\$89,635</p>	<p>EMP A1, A2, A3, A4, A5, A6, A7, B4, D1, D2</p>
<p>3. International Student Specialist (classified professional position)</p>	<p>N</p> <p>Fall 2019</p>	<p>\$79,139</p>	<p>EMP A1, A2, A3, A7, B4, C1, D2</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>4. Counselor/Instruction – 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 2019</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>5. Counselor/Instruction – 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 2019</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>6. Counselor/Instruction – Puente Project</p> <p><u>Reason:</u> Need to have a full-time Counselor/Instruction assigned to assist with the coordination of the Puente Project.</p>	<p>N</p> <p>Fall 2019</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>7. Counselor/Instruction – 50% Student Athletes / 50% General</p> <p><u>Reason:</u> Need to have a full-time Counselor/Instruction assigned to assist with student athletes and assist with general counseling.</p>	<p>N</p> <p>Fall 2019</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>8. Counselor/Instruction – 50% Middle College / 50% General</p> <p><u>Reason:</u> Need to have a full-time Counselor/Instruction assigned to assist with students enrolled in Middle College and assist with general counseling.</p>	<p>N</p> <p>Fall 2019</p>	<p>\$93,052</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>

V. FACILITIES

A. Facilities Needs

FACILITIES NEEDS

List the Facilities Need and the Reason	EMP Goals or Planning Priorities Linked to Position
<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>
<p>5. Lactation/Nursing Rooms</p> <p><u>Reason:</u> By law, the College needs to identify lactation/nursing rooms for use by employees, students, and campus visitors. Restrooms should not be assigned for this purpose due to sanitary reasons.</p>	<p>EMP A2</p>

VI. 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</p>
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			to Position
1. New Computers for Student Services <u>Reason:</u> Most Student Services entities have had the same computers since they moved into the Student Services & Administration Building approximately five years ago. The computers are very slow or breaking down. New computers are needed to improve efficiency and effectiveness of personnel to better serve students and colleagues alike.	R	Not applicable	EMP C4
2. Safety Measures <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.	N	Not applicable	EMP A2

VII. PROFESSIONAL DEVELOPMENT

Professional Development Needs

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.	Annual TC	
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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.	Cost per item	Number Requested	Total Cost	EMP Goals or Planning Priorities Linked to Position
<p>1. Annual Student Services Associations Conferences and Trainings</p> <p><u>Reason:</u> Various Student Services entities including, but not limited to, Admissions & Records, Financial Aid, Veterans, etc. have annual or semi-annual association conferences and/or trainings. 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>	Not applicable	Varies	Not applicable	EMP D3, D4
<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>	\$2,500	4 People	\$10,000	EMP A1, A7