

STUDENT SERVICES PROGRAM REVIEW 2013-2014

Admissions, Records and Welcome Center

Assessment and Matriculation (SSSP)

CalWORKs

Career Center

Counseling

Educational Assistance Center (EAC)

Extended Opportunity Programs and Services (EOPS)

Financial Aid

International Students

Student Activities


Student Health Center

Transfer Center

2012-13 CLOSING THE LOOP

- | | |
|---|---|
| 1. Increase CalWORKs Program Placement Specialist to 100% | <u>Stalled at
Chancellors Cabinet</u> |
| 2. Shift International Student Specialist to A&R | <u>completed</u> |
| 3. Institutionalize Student Ambassador Program | <u>completed</u> |
| 4. Convert Guthrie Hall into smart classroom to use for orientation | <u>completed</u> |
| 5. Purchase Q-Less Data Collection System | <u>Not completed</u> |
| 6. Replace 3 counseling vacancies | <u>completed</u> |
| 7. Data storage for alt media | <u>completed</u> |
| 8. HAVAC inspection, repair roof, termite extermination for EOPS | <u>completed</u> |
| 9. Purchase IPods and laptops to improve in reach for Financial Aid | <u>completed</u> |
| 10. Officer financial aid literacy workshops using technology | <u>completed</u> |
| 11. Purchase workstations for check in and create window | <u>completed</u> |
| 12. Upgrade computers in transfer center | <u>completed</u> |

PROGRAM REVIEW PRESENTATION

- I. Process Overview
 - II. Initiatives Not Requiring Additional Resources
 - III. Findings, Initiatives, and Requests for Resources
 - IV. Program Discontinuance
 - V. Minority opinions on other resource requests
 - VI. Appeals
 - VII. Additional Information
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I. PROCESS OVERVIEW


The Division held two facilitated meetings

The first meeting was to establish who votes and have each department present their program reviews, clarify any questions and seek further opportunities for collaboration.

The second meeting was to vote.



FIRST FACILITATED MEETING

- Held in Guthrie Hall on 10/17/13
 - Departments presented their initiatives, both individual and collaborative
 - Meeting was facilitated by Sandy Hajas
 - Some departments expressed concerns about the voting process and thought that it disadvantaged categorical programs
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SECOND FACILITATED MEETING

Held in Guthrie Hall on 11/5/13

Facilitated by Kathy Scott

All departments presented their initiatives

Concerns were reiterated by the categorical programs (EOPS & EAC) about the fairness of the process

Some initiatives were identified as “division” initiatives or collaborations

II. INITIATIVES NOT REQUIRING ADDITIONAL RESOURCES - HIGHLIGHTS

Relocate A&R staff 40% to Veteran's Center

Create and implement customer services training for all student services student workers

Reactivate International Students Program

Create a realistic budget plan for summer hourly counseling

Increase use of SARS Grid to capture data in the Career Center


Counselors to learn D2L

Assign Institutional Researcher to do research on EAC students

Increase male Latino enrollment in EOPS

Increase AB 540 enrollment in EOPS

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES

1. Personnel – Faculty
 2. Personnel - Other
 3. Facilities
 4. Equipment – Computer
 5. Equipment - Other
 6. Grants
 7. Operating Budget
 8. Other
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III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES

1. PERSONNEL/FACULTY

1. Personnel - Faculty

Initiative: Hire a lead full-time counselor/financial aid liaison

- Ranked – High
- Finding: Students filing financial aid appeals are increasing and take long to process.
- Rationale: A financial aid counselor/liaison will expedite the appeal process and increase flow in communication between the financial aid office and counseling
- Resources Requested: \$95,000

Initiative: Hire a full time general counselor to meet needs of AB 1456

- Ranked - High
- Finding: AB 1456 will require all new students to participate in assessment, orientation and counseling
- Rationale: More counselors are needed to serve new students
- Resources Requested: \$95,000

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES - CONTINUED

1. Personnel - Faculty (continued)

Initiative: Hire a full time Learning Disabilities (LD) Specialist and reinstate disability testing

- Ranked - Medium
- Finding: Students who are identified as LD can access EAC services.
- Rationale: Students identified as LD result in more funding from the State.
- Resources Requested: \$95,000

Initiative: Increase Transfer Center Staffing (one full time and two part time counselors)

Ranked – Medium

Finding: The transfer center has one full time counselor/coordinator

Rationale: Increase counselors will result in an increase in transfer students

Resources Requested: \$95,000

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES – 2. PERSONNEL OTHER

2. Personnel - Other

Initiative: Institutionalize funds for two full time classified positions as requested by Title V Collaborative Grant

- Ranked #1 – Required
- Finding: Grant requires position institutionalization
- Rationale Presented: Continuation of services provided through the welcome center including outreach.
- Resources Requested: \$187,838

Initiative: Increase clerical assistant in Transfer Center to 1.0, 12 months

- Ranked: High - Career/transfer center (carried over from 11-12 and 12-13)
- Finding: Center is currently closed on Fridays due to lack of staff
- Rationale Presented: Current position is only funded at .80 10 months
- Resources Requested: \$12K

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES - CONTINUED

2. Personnel – Other (Continued)

Initiative: Establish and fill a student services Specialist for Student Records (New Position)

Ranked # – High

Finding: Need to have a position to establish course-to-course articulation and manage document imaging project.

Rationale Presented: Position needed for Degree-Works implementation

Resources Requested:\$76,000

Initiative: Hire a Bilingual Financial Aid Specialist

Ranked– High

Finding: Students are waiting long times to receive aid

Rationale Presented: Staff will be able to process financial aid files faster reducing student wait time

Resources Requested:\$76,000

Initiative: Increase clerical assistant in the information center from .49 FTE to 1.0 FTE

Ranked # High

Finding: Counseling office served over 10,000 students with 1.49 FTE

Rationale Presented: Students will be better served with 2 full time classified staff at the information desk.

Resources Requested: \$50K

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES - CONTINUED

2. Personnel – Other (Continued)

Initiative: Hire .40 FTE classified staff to do job development

Ranked # – Medium (Carry over from 2011-2012 & 2012-2013)

Finding: Students need assistance in job placement

Rationale Presented: Students will be able to be placed into jobs

Resources Requested: \$18,500

Initiative: Hire a full-time Bilingual Office Assistant in EOPS

Ranked – Medium (Carry over from 2012-13)

Finding: There is currently no clerical staff in the EOPS office

Rationale Presented: Provide increase services to students, faculty, staff and the public

Resources Requested: \$73,355

Initiative: Hire .4 FTE Administrative Assistant to share between Student Activities and Assistant Dean of Student Services

Ranked # Medium –

Finding: Currently, Assistant Dean and Student Activities have no clerical staff.

Rationale Presented: Assistant Dean and student government, clubs and organizations need clerical assistance.

Resources Requested: \$35K

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES - CONTINUED

2. Personnel – Other (Continued)

Initiative: Hire 1.0 FTE Administrative Assistant for Student Activities and Assistant Dean of Student Services

Ranked: Medium

Finding: There is currently no clerical support for the two areas.

Rationale Presented: Assistant Dean shares Deans Admin Assistant

Resources Requested: \$70k

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES - CONTINUED

2. Personnel – Other (Continued)

Initiative: Hire a part-time Instructional Learning Technician I

Ranked: Medium

Finding: Students enrolled in ACT courses need more classroom support

Rationale Presented: Students will have more support in class

Resources Requested: \$18,500

Initiative: Hire full time Student Services Specialist for the Information Center

Ranked: Medium

Finding: Over 10,000 students were served by the Information Desk with 1.49 FTE

Rationale Presented: A higher level employee is needed for student information and triage

Resources Requested: \$70k

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES 3. FACILITIES

CalWORKs	Facilities	H	H		CW1203	Provide private office for counselor	Build an enclosed office in the CalWORKs center	5,000
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COUN	Facilities	H	H		COUN1405 SSSP1403	Convert Guthrie Hall into Guthrie Student Success and Support Center	Provide a multi-functional space for new student assessment, orientation and educational planning	\$50,000
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III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES

6. GRANTS

Initiative: Increase CalWORKs Program Project Specialist position to 100%

- Ranked– High (carried over from 11-12 and 12-13)
- Finding: Current position is .4 FTE
- Rationale Presented: Additional support is needed to provide better services to CalWORKs students
- Resources Requested: \$70,000 (part of current categorical allocation – No general fund)

Initiative: Hire a full-time Matriculation Specialist II

- Ranked– High
- Finding: Assessment, orientation and counseling will be mandatory effective Fall 2014 due to SB 1456 Student Success Act
- Rationale Presented: Additional support is needed to provide better services to first time matriculating students
- Resources Requested: \$78,000 (part of SSSP allocation – No general fund)

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES

6. GRANTS (CONTINUED)

Initiative: Hire a full time Counselor/Matriculation Coordinator

- Ranked– High
- Finding: SB 1456 Student Success Act will require increased coordination between assessment, orientation and counseling
- Rationale Presented: Need better coordination between counseling and assessment, Dean has served as Coordinator since 2008
- Resources Requested: \$95,000 (part of SSSP categorical allocation – No general fund)

Initiative: Purchase 40 laptops and a charging station for Guthrie Hall

- Ranked– High
- Finding: Use technology for assessment testing and education plan development using Degree Works
- Rationale Presented: Additional support is needed to provide better services to first time matriculating students
- Resources Requested: \$75,000 (part of SSSP allocation – No general fund)

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES

6. GRANTS (CONTINUED)

Initiative: Purchase rolling tables and chairs for Guthrie Hall

- Ranked– High
- Finding: As a multi-functional center, staff will be able to perform quick set up and take down
- Rationale Presented: Guthrie will be used for assessment testing, orientation, counseling as well as special events
- Resources Requested: \$100,000 (part of SSSP categorical allocation – No general fund)

III. FINDINGS, INITIATIVES, AND REQUESTS FOR RESOURCES - CONTINUED

7. Operating Budget

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\$50,000 hourly fund for summer
counseling

IV. PROGRAM DISCONTINUANCE INTERNATIONAL STUDENT SPECIALIST

- None

V. MINORITY OPINIONS ON OTHER RESOURCE REQUESTS

None Received to date

VI. APPEALS

- * None received to date



THANK YOU