

# Student Services Program Review 2012-13

Admissions, Records and Welcome Center

Assessment and Matriculation

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

# 2011-12 Closing the loop

1. Hire a fulltime Director/Coordinator for CalWORKs Not funded
2. Move CalWORKS office from EAC to Foundation Completed
3. Replace PC's in Testing area with thin clients In progress
4. Expand outreach for Student Health Center Completed
5. Expand funding for student ambassadors Completed through Title V Coop Grant
6. Hire a Deaf/Hard of Hearing Coordinator Dept. did not hire, used funds for other expenses.
7. Hire a financial aid specialist Completed
8. Purchase new work stations for FA Techs Completed
9. Develop a sign in station for financial aid Still exploring
10. Purchase large screen TV for financial aid & mount Not funded
11. Purchase ergonomic office chairs for financial aid staff Completed
12. Enhance training for ASVC students Completed
13. Increase hourly counseling budget by \$140,000 Not funded
14. Hire a full time Veterans Tech in A&R Not funded
15. Purchase online job posting software Completed, Funded through Title V Coop
16. Increase student hourly funds for International Student Office Not Funded
17. Purchase data collection software Not funded

# 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

# I. Process Overview

- The Division held three facilitated meetings
- The first meeting was to establish who votes
- The second meeting was for each department to present their program reviews and ask questions/answers and seek opportunities for collaboration.
- The third meeting was to vote.

# I. Process Overview - continued

- The division met for two hours on 10/8/12 to agree upon the following goals for the 10/25 meeting:
  - Each department to describe their departmental initiatives for 2012-13
  - Presentations limited to 7 minutes with 2 minutes for Q&A
  - Every department must have initiatives
  - Each of 12 departments receives one vote
  - If there is disagreement about the division vote, there will be an appeal process through CPC

# Second facilitated meeting

- Held 10/25/12 in Guthrie Hall
- Facilitated by David Keebler
- All departments presented their initiatives
- There was dialogue about possible collaborations between services/departments
- Some initiatives were identified as “division” initiatives or collaborations

# Third Facilitated Meeting

- Held 10/28/12
- 12 members of the division voted
- None of the votes were contested

## II. Initiatives Not Requiring Additional Resources - Highlights

- Shift International Student Specialist to A&R with International Student Program phase out over 3 years
- Meet with Dean and Department Chair to discuss workload reallocation for prerequisite verification
- Recognize staff doing more with less
- Update all career center workshops
- Create online student services newsletter
- Assign one dedicated staff to oversee web site updates
- Develop an online counseling binder



## II. Initiatives Not Requiring Additional Resources – Highlights (Continued)

- Survey students to identify emerging student needs (collaborative)
- Improve data collection methods
- Update all transfer center workshops
- Collaborate with International Students club to fund special events
- Increase student participation on governance committees
- Assess success of smoking cessation program
- Create an outreach plan for Spring
- Train counselors to use educational technology

# 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

# III. Findings, Initiatives, and Requests for Resources - continued

## 1. Personnel - Faculty

Initiative: Replace 3 full time counseling vacancies.

Ranked #1 – High

Finding: 1 fulltime counselor transferred in August 2012 and 2 will retire at the end of 2012-13 Department Ranking is (1) Athletics (2) General (3) Career

Rationale: With new legislative changes, counselors are required to provide services to students

Resources Requested: \$340,000

Initiative: Hire 1.0 FTE Bilingual Counselor in EOPS

Ranked #2 – Medium

Finding: EOPS students need access to bilingual counseling

Rationale: More bilingual counselors are needed in EOPS

Resources Requested: \$100,000

# III. Findings, Initiatives, and Requests for Resources - continued

## 2. Personnel - Other

Initiative: Half Time Career Tech – 50%

- Ranked #1 – High
- Finding: Classified support is needed for job development
- Rationale Presented: Additional support is needed to provide better career services to students
- Resources Requested: \$40,000

Initiative: Increase CalWORKs Program Project Specialist position to 100%

- Ranked– High
- Finding: Current position is .40 FTE
- Rationale Presented: Additional support is needed to provide better services to CalWORKs students
- Resources Requested: \$40,000 (part of current categorical allocation – No general fund)

• Initiative: Increase clerical assistant in Transfer Center to 1.0

- Ranked #2 High –career/transfer center (closed on Fridays)
- Rationale Presented: Current position is only funded at .80
- Resources Requested: \$10K

# III. Findings, Initiatives, and Requests for Resources - continued

- **2. Personnel – Other (Continued)**

- Initiative: Increase Student Activities Specialist from 11 to 12 months
- Ranked: Medium
- Finding: Students need to be served by the office over a 12 month period
- Rationale Presented: The Student Activities Specialist is the only staff person in the area
- Resources Requested: approx. \$25,000 (salary and benefits)
  
- 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
  
- Initiative: Hire 1.0 Bilingual Clerical Assistant for EOPS
- Ranked: Low
- Finding: EOPS currently has no classified clerical support
- Resource Requested: \$50,000
-

# III. Findings, Initiatives, and Requests for Resources - continued

Line Number	Program	Category	Program Priority (R, H, M, L)	Division Priority (R, H, M, L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Full Time or Part Time	Votes
1	Counseling	Computer Equipment	R	H			Coun1311	Collaborative - Convert Guthrie Hall into smart classroom to use for orientation	College orientations are required/mandated by SB1456 Seymour-Campbell Act 2012)	25,000		12
2	Transfer Center	Computer Equipment	R	H			TC1201	Collaborative - Purchase student data tracking system Q Less	Purchase a data collection station (i.e.. check-in computer/kiosk)	5,000		12
3	EAC	Computer Equipment	H	H			EAC1301	Data storage for alt media	EAC needs to have a new and updated backups system for alternative media storage	516		7
4	Assessment/Matric	Computer Equipment	H	H			AM1301	Improve services to students	Purchase new computers for Administrative Assistant and Matriculation Specialist I	3,000		5
5	Transfer Center	Computer Equipment	H	H			TC1304	Computer upgrades	Update computers/technology to improve online transfer services, workshops and data collection	8,000		5
6	Admissions and Records	Computer Equipment	H	M			AR1302	Maintain adequate staffing in A&R	Replace computer used for SEVIS/UCIS reporting	1,400		4
7	Counseling	Computer Equipment	H	M			Coun1205	Upgrade equipment	Update computers and purchase scanners and color printers	7,000		4
8	EOPS	Computer Equipment	L	M			EOPS1203	Information Technology Access	Ability to pull data from BANNER into an ACCESS database	-		4
9	EAC	Computer Equipment	M	M			EAC1302	Updated technology for Alt Media	Purchase IPAD	900		4
10	Career Center	Computer Equipment	M	L			CS1304	Update and improve career exploration software	Replace KUDER with updated program for career exploration	3,500		2
11	Financial Aid	Computer Equipment	H	L			FA1301	Loan default management system	Implement USA Funds Borrower connect and life skills program	-		
12	CalWORKs	Computer Equipment	H	L			CW1202	same as TC1201	Upgrade SARS to include cardswipe	10,000		
13	Counseling	Computer Equipment	M	L			Coun1203	Train counselors in D2L to offer online GW courses	Counselors will be trained to teach online	-		
14	EOPS	Computer Equipment	M	L			EOPS1204	Replace computers and equipment	Replace staff desktops, laptops and copy machine	10,000		

# III. Findings, Initiatives, and Requests for Resources - continued

## 4. Equipment - Other

Financial Aid	Other Equipment	H	H		FA1304	Improve services to students	Purchase workstations for check-in area and computer lab and create walk up window	7,142		6
Financial Aid	Other Equipment	H	M		FA1305	Provide ergonomic workstations for staff	Purchase ergonomic work stations for staff	17,000		3
EOPS	Other Equipment	M	L		EOPS1204	Replace computers and equipment	Replace staff desktops, laptops and copy machine	10,000		3

# III. Findings, Initiatives, and Requests for Resources - continued

## 5. Facilities

Line Number	Program	Category	Program Priority (R, H, M, L)	Division Priority (R, H, M, L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Full Time or Part Time	Votes
1	Assessment/ Matric	Facilities	R	R			AM1302	HVAC Update	Schedule an HAVC inspection and repair for the testing room in the Assessment Center	-		12
2	EOPS	Facilities	R	R			EOPS1205	HVAC inspection, repair roof, termite extermination	Repair and upgrade of EOPS building	7,000		12
3	Transfer Center	Facilities	H	M			TC1305	Facility upgrade	Redesign transfer center to provide sound proofing/privacy	70,000		7
4	CalWORKs	Facilities	H	L			CW1203	Update Facilities	Upgrade counseling office for privacy	5,000		5



### III. Findings, Initiatives, and Requests for Resources - continued

#### 6. Grants

- Increase career center faculty by .5 FTE (Title V Transfer Velocity grant)
- Increase transfer center faculty by .5 (Title V Transfer Velocity grant)

# III. Findings, Initiatives, and Requests for Resources - continued

## 7. Operating Budget

- \* Permanent funding for NACE software  
for career center \$2,500

## IV. Program Discontinuance

### International Student Specialist

- The International Student Specialist position will be absorbed into Admissions and Records for a transition period of 3 years, to accommodate legally mandated monitoring and reporting requirements.
- *A phase out period is required to allow current International Students, including those already accepted for Spring 2013, to complete their degrees and prepare for transfer.*
- The college will cease accepting new International Students after Spring, 2013.

V. Minority opinions on other  
resource requests  
None Received to date

## VI. Appeals

- \* None received to date



Thank you

**Program Review Presentation Template  
Fall 2012-2013**

**Division: Student Services**

**Program Reviews Completed:**

- 1. Admissions & Records, Welcome Center**
- 2. Assessment and Matriculation**
- 3. CalWORKs**
- 4. Career Center**
- 5. Counseling**
- 6. Educational Assistance Center (EAC)**
- 7. EOPS**
- 8. Financial Aid**
- 9. International Students**
- 10. Student Activities**
- 11. Student Health Center**
- 12. Transfer Center**

**Program Reviews Incomplete:**

- 1. N/A**
- 2.**
- 3.**

**Program Reviews Not Submitted:**

- 1.N/A**
- 2.**
- 3.**

**I. Status of Program Review Initiatives (highest) from 2011-2012 (those requiring resources and those not requiring resources):**

- |  |   |
|--|---|
| 1. Hire a fulltime Director/Coordinator for CalWORKs               | <u>Not funded</u>   |
| 2. Move CalWORKs office from EAC to Foundation                     | <u>Completed</u>  |
| 3. Replace PC's in Testing area with thin clients                  | <u>In progress</u>  |
| 4. Expand outreach for Student Health Center                       | <u>Completed</u>  |
| 5. Expand funding for student ambassadors                          | <u>Completed through Title V Coop Grant</u>               |
| 6. Hire a Deaf/Hard of Hearing Coordinator                         | <u>Dept. did not hire, used funds for other expenses.</u> |
| 7. Hire a financial aid specialist                                 | <u>Completed</u>  |
| 8. Purchase new work stations for FA Techs                         | <u>Completed</u>  |
| 9. Develop a sign in station for financial aid                     | <u>Not funded</u>   |
| 10. Purchase large screen TV for financial and & mount             | <u>Not funded</u>   |
| 11. Purchase ergonomic office chairs for financial aid staff       | <u>Completed</u>  |
| 12. Enhance training for ASVC students                             | <u>Completed</u>  |
| 13. Increase hourly counseling budget by \$140,000                 | <u>Not funded</u>   |
| 14. Hire a full time Veterans Tech in A&R                          | <u>Not funded</u>   |
| 15. Purchase online job posting software                           | <u>Completed, Funded through Title V Coop</u>             |
| 16. Increase student hourly funds for International Student Office | <u>Not Funded</u>   |
| 17. Purchase data collection software                              | <u>Not funded</u>   |

**II. Process Overview for 2012-2013 Program Review:**

Provide a short narrative of the process by which programs completed program reviews and the division prioritized initiatives. The student services division held three facilitated meetings regarding program review. The first meeting was held on Monday, October 8 at 8:00 a.m. Dates for submission of program reviews were established (due 10/18/12 by 5:00 P.M.) The next facilitated meeting was scheduled for 10/25/12 with the following goals:

- Each department to describe initiatives for 2012-13
- Presentations were limited to 7 minutes maximum with 2 minutes for Q&A
- Every department must have initiatives
- Each department receives one vote
- If there is disagreement about the division vote, there will be an appeal process through CPC

The final facilitated student services meeting was held on 10/28 from 12-2. The meeting was facilitated by David Keebler. Ground rules were that each of 12 departments was given one vote on each initiative. None of the final votes were contested.



**III. 2012-2013 Initiatives Not Requiring Additional Resources:**

Briefly explain major division **highest** initiatives NOT requiring resources.

- a) Create an online student services newsletter - This initiative was proposed to increase the communication between the various student services departments.
- b) Identify a dedicated staff to work on the websites – This initiative would identify an existing staff member who would have oversight on all student services websites and keep them current.
- c) Create a Collaborative Student Services Survey - Many areas in student services have to track and create their own data. This initiative proposes that one student survey be developed to encompass all areas of student services so students are not bombarded by lots of different but similar surveys.
- d) Schedule an HVAC inspection for the Assessment testing center and EOPS building.

**IV. 2012-2013 Findings, Initiatives, and Requests for Resources:**

Using the Initiatives Priority Spreadsheet, briefly explain the division's **greatest** needs as they relate to program SLOs, student success outcomes, and program operating outcomes. For each of these needs, provide the corresponding finding and initiative.

- a) Finding: One counselor transferred in early fall, at the end of the academic year 2012-13 (May and August) two additional counselors will retire. Three counselors need to be replaced.  
Initiative: Coun1310. Replace 3 full time vacancies in counseling.  
Resources Requested: \$340,000 (Note: priority agreed to at the final meeting 1) Athletics counselor 2) General Counselor 3) Career Counselor
- b) Finding: Secure funding is needed to provide students with counseling services during peak times which include pre/registration and summer months. Funding needs to be determined in the beginning of the academic year for better planning purpose.  
Initiative: Coun1201. Hourly counseling for peak times  
Resources Requested: \$140,000
- c) Finding: A plan is needed to institutionalize the cost of the Student Ambassador program  
Initiative:A&R1304 Institutionalize Student Ambassador program  
Resources Requested: \$10,000
- d) Finding: College orientations are required to meet new mandates of SB1456 and new Title V grant. In addition, other student services programs such as financial aid need access to larger smart classrooms for financial aid orientations and training.  
Initiative: Coun1311 Convert Guthrie Hall into a smart classroom  
Resources Requested: \$25,000

- e) Finding: Students must have consistent accesses to the career center and support for online activities. Classified support is virtually nonexistent. The projected demand for new activities stemming from the new Title V grant, NACE and similar project will require follow up and special attention that is currently not in place.  
Initiative: CS1202 hire 50% career tech  
Resources Requested: \$25,000
  
- f) Finding: EAC must provide alternative media for students with disabilities. Current storage capacity is insufficient to store alt media  
Initiative: EAC 1301 Purchase additional data storage for alt media  
Resources Requested: \$516
  
- g) Finding: Financial Aid must improve services to students  
Initiative: FA1304 Purchase workstations for check-in area and computer lab and create walk up window  
Resources: \$ 7,142
  
- h) Finding: data: Student services needs a system to track data  
Initiative: TC1201, FA1306, COUN1202 Purchase student data tracking system (Q-Less check in kiosk)  
Resources Requested: \$5,000
  
- i) Finding: data: Student Services needs updated computers to provide excellent service to students  
Initiative: TC1304, AM1301  
Resources Requested: \$8,000 +\$3000

**V. Program Discontinuance:**

If you had a program or programs on the discontinuance list (part of the planning parameters), explain your division's position and rationale for each.

1. International Student Specialist – program is recommended for discontinuation in the college planning parameters for the 2012-13 year. The ability to minimally serve International Students and perform the legally-mandated SEVIS/USCIS reporting must exist for a period of no less than 3 years to allow current International Students (including those who have already been admitted for Spring 2013) to complete their education. Therefore, the position of International Student Specialist will be transferred to admissions and records with international student program phase out over 3 years. The college will post to appropriate website pages that it is not accepting new International Student applications at this time, and will cease to accept new applications immediately upon approval of this plan.

**Note: Any presentations being made by programs on the list for possible discontinuance will be given at the conclusion of the division summary.**

**VI. Minority opinions on other resource requests:**

If applicable, explain areas of disagreement pertaining to the division priorities in the categories of faculty, other personnel, equipment/computer, facilities, operating budget, and other.

There were no apparent disagreements

**VII. Appeals:**

If any of the minority opinions will be appealed to the College Planning Council, please list and explain below. Appeal presentations are scheduled for November 7.

**VIII. Additional Information:**

Is there any additional information you would like to provide to the College Planning Council about your division's process?

The process ran more smoothly with a facilitator and having 3 meetings. Recommend keeping this aspect in future program reviews.

**Note: In order for us to gather input on our revised program review process, discussions about the improvements made to this program review cycle will be discussed at the end of all presentations. Input provided by the CPC will be reviewed by the Program Review Process Subcommittee which will also gather survey data and input from the Department Chair/Coordinators' Meetings in order to make recommendations to CPC for the 2013-2014 program review process.**