

Division Summary Form - Student Services II

List of Accomplishments & Notable Items

Overall themes:

1. *Successful transition from in-person to remote services*
 2. *Continuing to offer vital services such as in-person mental and physical health care (within county limitations) and the Market*
 3. *Many community partnerships in this area allowing for maintaining and/or increasing services to students*
 4. *Successful use of SARS to track use of services*
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Student Health & Wellness Center

1. Reopening and operating during the COVID-19 pandemic. The Student Health & Wellness Center reopened to the public in mid-April 2020.
2. Providing medical services to students and college employees alike from throughout the college district including Chabot College and the District Office.
3. Initiating Zoom conference call and telemedicine mental health counseling sessions for students during the COVID-19 pandemic.

SWHC:

1. Able to pivot to online mental health appointments, tele-visits, and then limited in-person visits
2. Had significant outreach to the campus community through the website, emails to faculty, students, and staff
3. Continued the Chill N Chat sessions

4. Increase in services to students through community partnerships, grants, and hiring of additional personnel; including more 1:1 sessions
5. Provided workshops specific to groups such as the LGBTQ community and tabled to support other groups such as Umoja, Puente, Veterans, UnDocuAlly, and more
6. Plan to increase support to specialized communities through targeted Chill N Chat sessions

Student Life Office

1. Hosting the monthly free food distribution known as, “The Market” from May 2020 through the present missing only one month due to the COVID-19 pandemic.
2. Securing new furniture for the Welcome Center/Student Life Office that serves as a focal point to welcome campus visitors, prospective students, student club officers, and student government officers and senators.
3. Initiating Zoom conference call meetings to continue hosting Las Positas College Student Government (LPCSG) and Inter-Club Council (ICC) meetings to ensure student representation and involvement in shared governance.

Student Life:

1. Equity & inclusion are at the heart of the work of Student Life
2. Continued the Market serving over 200 families, through partnership with AC Food Bank and volunteers
3. New furniture was purchased (again through partnerships) to create a more welcoming environment in the Student Life office
4. Provided leadership training to officers in student government and clubs
5. Over 30 clubs active even when moving to remote interactions
6. Successfully switched to video-based meetings and to create congratulatory videos for graduating students
7. There was a successful election of new officers for student government
8. Updated the student government handbook
9. Both programs are using SARS to track usage of services

List of Challenges and Needs

Overall themes:

- 1. Need to maintain successful methods of outreach, while continuing to refine and find new ways to engage students in a mostly virtual environment*
- 2. The loss of using the Quad to inform and engage students has impacted both programs*
- 3. State is encouraging colleges to move away from issuing student email accounts until student registers*

Student Health & Wellness Center

1. Reopening and operating during the COVID-19 pandemic. The Student Health & Wellness Center reopened to the public in mid-April 2020.
2. Hiring sufficient Marriage Family Therapy (MFT) interns and trainees to assist college personnel to provide mental health services to students.
3. Initiating new and continuing existing programming to assist students with mental health services online and remotely.

SHWC:

1. Finding new ways to outreach to students remotely, when previously fliers were the most effective
2. Ensuring compliance with HIPAA and county regulations while also serving students, including Zoom presentations to classes

Student Life Office

1. Recruiting students to serve as student government officers, student government senators, or student club officers during the COVID-19 pandemic.

2. Securing future funding to continue to host the monthly free food distribution known as, “The Market” following June 30, 2021.
3. Initiating new and continuing existing programming to provide students with a sense of community online and remotely.
4. Guidance and support to safely reestablish their on-campus presence
 - a. Will students feel comfortable once back on campus having meetings, events, etc.?

Student Life:

1. Needs access to a full-time assistant rather than a shared position as is currently the case - leads to slower processing of documentation and information = less student support and engagement
 2. High need to determine ways to collect data so can demonstrate student need, while also maintaining some confidentiality so students will use the services
 3. Hunger-free allocation funds, currently paying for the Market, will run out in June 21 so new funding is needed for this critical service
 4. Maintaining engagement and connection in a virtual environment has been challenging for the clubs and the student government
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Priorities and Recommendations

- I. List of Universal needs/priorities - identified by all or most programs in the Division
 - A. Quick fix (Can be done now or soon; may take little/no extra resources)

1. Provide professional development and training opportunities to assigned personnel to learn more about software being used in the online and remote environment to better serve students and colleagues alike.
2. Continuing to outreach to students in a virtual environment; finding new ways to engage the community

B. Interim (more work required but can be done within the academic year)

1. Continue to explore ways in which services can be rendered safely during the COVID-19 pandemic in accordance with state and county public health orders.
2. Perhaps there are ways to create group texts - may require new software - to engage students in ways other than email - work with the District on this as well
3. Deepen partnerships with faculty so they can support engagement and connection to services

C. Structural process (longer-term work to be done to "resolve")

1. Continue to count on the support of the college and college district to provide financial and human resources to serve students and colleagues given the increase in demand for services.

II. List of Program needs - identified by only one or a few programs, but still needs consideration

A. Quick fix (Can be done now or soon; may take little/no extra resources)

1. Identify and solicit funding to continue to host the monthly free food distribution known as, The Market past June 30, 2021.

B. Interim (more work required but can be done within the academic year)

1. Work with Stanford Health Care – ValleyCare to renew a 2-year contract to continue to operate the Student Health & Wellness Center past May 2021.
2. Student Life needs to work with IR department to determine best ways for student life to track usage of services

C. Structural process (longer-term work to be done; research and investigation required to "resolve")

1. Explore ways in which to continue to support students especially those identified as being disproportionately impacted as defined by the college's Student Equity Plan through student governance and student health.
2. Student Life needs funding to have more administrative assistance during a time of hiring freezes
3. Student Life needs support in securing funding to continue the vital services of The Market

4. Continue opportunities to grow Student Life as it is a relatively new autonomous unit within Student Services (previously staffed by PT faculty)