

Program Review Update Division Summary Fall 2017

Dean/Administrator	Program Review Committee Reader(s)	SLO Committee Reader(s)
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Division/Area	Programs
Enrollment Services	Admissions & Records Financial Aid EOPS/CARE Veterans Program International Student Program Community Education CalWORKs DSPS

Executive Summary: Please describe the most important themes, trends, and developments in your division or area. Your summary should identify accomplishments, plans and obstacles to success. Your summary should be approximately 250-500 words in length.

Themes, Trends, and Developments

This past year, one of the most exciting developments is the ROI of Equity and SSSP funds allocated to augment positions and services throughout Enrollment Services. The program summaries noted the following as current results of this investment:

- New DegreeWorks Coordinator (May 2016) – Position continues to be instrumental in moving the DegreeWorks project implementation forward with a scheduled “go live” date of January 2018. With this system, students can track their own progress toward meeting degree/certificate/transfer completion.
- Expanded EOPS/CARE adjunct counseling –
- New DSPS full-time counselor/faculty (Spring 2016) - the first staffing increase since 1997.
- Expanded DSPS adjunct counseling
- Financial Aid front-line services (on-call hourly support)
- First Responders Initiative (A&R After-Hours Support)
- New Veterans full-time counselor/faculty (Fall 2016)
- Veterans Specialist (position approved Spring 2017)

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Summaries provide strong, clear evidence that programs (Veterans First, A&R, DSPS, and EOPS/CARE & Financial Aid) are heavily reliant on external funding (SSSP, Equity) to support program initiatives and oftentimes to provide basic services to students. The program leaders are exemplary in their innovative, collaborative approach to maximizing resources to serve our students.

Programs (Veterans, DSPS, EOPS/CARE, Community Education and ISP) continued to focus on outreach efforts and community collaboration to enhance awareness of program services. EOPS/CARE had particular emphasis on the CARE program and have increased in-reach and out-reach to ensure that eligible students get services.

Programs (Veterans First & DSPS) have significantly increased the number of students served. With the addition of a full-time counselor, the Veterans First Program continues to expand services provided to our veterans. The Veterans First Program noted that between **2013 and 2016, the veteran population increased 61% (from 297 to 479)**. DSPS program data indicates DSPS staff provided over 2,000 direct-contact student services. The hiring of a new full-time counselor (spring 2017) helped DSPS to serve this population.

EOPS/CARE has seen a slight increase in student headcount which is a planned approach to managing program growth (2 FTE for student population of approximately 275).

This past year Financial Aid had a decrease in the number of students applying for and receiving financial aid. Although, this is a statewide trend influenced in part by a healthy state economy, the lack of consistent program outreach and in-reach efforts has impacted college efforts to promote student awareness of financial aid and scholarship opportunities.

The International Student Program is trending downward with enrollment projections. This program is heavily influenced by larger external factor involving U.S. policies such as the move to end DACA and the executive order to ban travel from specific countries.

State initiatives (Completion Grant, Dreamer Emergency Grant, and Veterans one-time and ongoing funding) will continue to challenge the programs to respond quickly to mandates without the luxury of extended time for planning. Workload and staffing issues have become more pronounced.

A major theme throughout the program updates was the sense of urgency program coordinators expressed over the **limited staffing** they have in place to balance compliance requirements while responding to increased student needs and newly enacted State initiatives. Additional counselor/faculty and classified professional support is needed throughout Enrollment Services.

Operational budgets that adequately meet the needs for office supplies, on-going training, professional development, and technology will continue to be a critical need for each of the programs. Programs are working hard to sustain current levels of service but it is evident that this mode of operation cannot continue without delays to processing of student files, decreased levels of customer service, and a stall in the creation of innovative strategies that support student success/completion rates.

Programs are poised to utilize technology to expand services. ISP is utilizing "College Week Live" and "Hotcourses" as a means to market the program to potential international students. The Veterans Program is offering online counseling services via Zoom technology. EOPS/CARE, Veterans First, A&R and ISP have been trained in the use of Cranium Café software which will increase access to services online. EOPS/CARE has been successful in piloting

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DegreeWorks with its students and also in utilizing technology for maintenance of student records in accordance with compliance guidelines. A&R implemented an “after-hours” service - First Responders – that was very successful in providing admissions, registration, and payment services online, via chat, and through Cranium Café. DegreeWorks is ready to be launched and will streamline evaluation processes and allow students the opportunity to monitor their own degree/certificate progress/completion.

Programs (EOPS, DSPS, and Veterans) continue to explore methods of providing direct academic support and early intervention to promote access and success.

Collaboration amongst the Program Leaders within Enrollment Services is exceptional. During another year of transition - where we welcomed a new Vice-President and an Interim Dean of Student Services – I felt it especially heartwarming to have a group of phenomenal colleagues, valued partners who always maintained their primary focus on students and how best to serve them.

Recommendations: Please list your most important recommendations for planning in your division or area. Note any recommendations that are connected to our College’s Planning Priorities or Educational Master Plan.

1. Continued and increased support for all Professional Development requested by Enrollment Services programs, in support of new hires and requested staff increases, as well as technology upgrades and implementations for each program. (Educational Master Plan: D. Organizational Effectiveness, #D3.)
2. Operational budgets that support program needs and program growth (EMP: C. Supportive Organizational Resources, #C3, #C2)
3. Facilities needs for the Veterans First Program (Measure A) (EMP: Educational Excellence, #A1, A2, A3). This also includes possible office remodel for EOPS/CARE and CalWORKs to address the organizational restructure. In addition, safety issues concerns were expressed by the programs.
4. Continue to encourage and work towards collaboration amongst Enrollment Services programs to leverage best practices and resources. (EMP: C. Supportive Organizational Resources, #C2, D. Organizational Effectiveness, #D1, D2, D3, D4)
5. Expand college wide planning work that encompasses enrollment services each time a new and impactful external, internal, mandated or grant-related event happens on campus. (EMP: C. Supportive organizational resources, C1, C2, C3)
6. Clarify the direction for Community Education and consider links in the organization that can be supported by and support the program (EMP: Community Collaboration, B2, B3, B4, and D4, A2, A7, A1)
7. Full staffing of all Enrollment Services programs in support of current students and expansion of enrollment (EMP: A5, A2, A1, C2, C3)
8. Continued support for improving data collection and analysis for all programs with regard to effective continuous improvement of SAOs (EMP: D. Organizational Effectiveness, #D5) (College Planning Priority: Ongoing process development for SLO/SAO)
Additionally, programs will continue to request additional data from Institutional Research on specific student populations that will support grant opportunities (i.e. Veterans Upward Bound) and efforts to accurately identify and serve the most at-risk and difficult to reach populations (Foster Youth and Homeless students). (EMP: A3, A7, C3)

Veterans have been identified as an equity gap population in our community and as Las Positas continues to expand and serve as a regional center for veterans, special focus on this population of students has continuing importance. Serving these students and enrolling them in and providing them with all of the opportunities available should be a focus. This includes EOPS/CARE CalWORKs connections, expanding mental health services for veterans, and academic and soft skills support for students in areas such as basic skills, resume writing and networking, and intervention strategies.

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The EOPS Academic Success Program piloted during Summer 2017 will be fully implemented during 2017-18. EOPS students at 2.49 GPA or less, will be asked to participate in the EOPS Academic Success Program. Students will meet with a counselor, complete a Self-Assessment, check in again to turn in their Mid Semester Work in Progress report (WIP) and will be asked to attend at least one workshop (such as the Smart Shop series). Students will be tracked through multiple semesters and will be given some sort of recognition at the end of the year celebration.

Please describe the most important themes, accomplishments and challenges for your division/area in each of the following categories. If a category does not apply to your division/area, or if that category was not discussed in your division/area's Program Review Updates, please write "Not Applicable."

Category	Themes, Accomplishments and Challenges
<p>Community Relationships and Partnerships</p> <p>Such as outreach, recruitment, internships, industry collaborations.</p>	<p>DSPS - In collaboration with Community Education, Adult Education Collaborative, and the LPC Horticulture Program, LPC was able to initiate a seminar/workshop for students with mild to moderate disabilities. The ultimate goal is to develop a certificate program that will lead to employment in the field of horticulture, landscape, and plant nursery centers. Community partnerships included Pleasanton Adult Education, Sunflower Hill, and the Horticulture Advisory Board.</p> <p>Veterans First Program (VFP) – During Spring 2017 collaborations started with LPC Veterans First Program (VFP) and Valor Crossing Veterans housing project in Dublin, which opened Summer 2017. LPC VFP completed an MOU to provide weekly services and support at this site.</p> <p>Community Education continued to explore on-campus and community partnerships to generate income. New on campus collaborations included Adaptive Horticulture, BioTech Camp and a continuation of Welding Camp. Community connections include Tri-Valley Haven and Tri-Valley Housing and Opportunity Center.</p> <p>Statewide CARE numbers are dropping and this holds true for LPC. One of the continuing need is to increase number of CARE students. Stepping up both outreach and in-reach, in particular making sure that all eligible CalWORKS students are enrolled in CARE. New CalWORKS Coordinator and Program Assistant will work to strengthen relationships with County Social Services partners.</p> <p>State and federal mandates, global trends, and development of recruitment strategies significantly affect ISP. For example, there is an English language proficiency requirement (federal mandate) for all international students who want to study at LPC. Unfortunately, there is no intensive English program in the Tri-Valley while there is a demonstrated need (and this affects enrollment of international students to LPC).</p>

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<p>Curriculum</p>	<p>The VFP has been exploring and developing a new Veterans course focusing on success strategies and leadership development.</p>
<p>Changes made through the curriculum committee, such as changes to course outlines, degrees and DE status.</p>	<p>The curriculum utilized for this course will be modeled after best practices at Pasadena College. The Program Coordinator and Veterans Counselor will be collaborating with the Counseling Department.</p>
<p>Enrollment Management</p>	<p>Admissions & Records provides support for the Middle College Program for HS students ensuring applications, registration and records maintenance are timely and accurate. The program has grown from 56 students in 2016 to 103 students in Fall 2017.</p>
<p>Changes to section offerings, such as adding/removing sections or increasing/lowering class size.</p>	<p>The preparation involved for submitting the P1, P2, and Annual 320 reports requires a meticulous approach to ensuring appropriate documentation is archived to support 320 ftes data. A thorough understanding of attendance accounting and an ability to analyze enrollment data to identify discrepancies is critical.</p> <p>The Degree Works Coordinator presented Degree Works to the General Counseling, Admissions and Records, Deans, and Curriculum Committee. Degree Works trainings were also provided to the Counseling Department, Admissions & Records, and one to one setting for Staff and Faculty. Since March 2017, the following pilot programs, EOPS, Puente, HSI, Veterans, and General Counseling started using Degree Works to advise students. With collaborative efforts and diligent work, the “Degree Works” degree audit/planning system was officially launch January 2018. This program will enable students to keep track of their progress towards their educational goals (enrollment and completion).</p> <p>The following programs have seen a decrease in application and enrollment: Financial Aid, ISP and Community Education</p> <p>The following programs have increased applications and/or enrollment: EOPS/CARE , DSPS, and VFP</p>

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External Factors	<p>A&R: State and District audit compliance requirement to support the 320 report including appropriate documentations to ensure compliance for audit requests for enrollment/FTES (4 reporting periods plus audit).</p> <p>A&R - Several times a month, thoroughly review any discrepancies related to data submission reports from the National Student Clearinghouse and submit reconciliations of these reports within 10 working days due to federal mandates. Throughout the semester, work collaboratively with the Veterans First Program in reviewing payment lists of Post 9/11 Chapter 33 to ensure Veterans' account reflect payments accurately, along with payback letters and reconcile any discrepancies in veteran's accounts.</p> <p>Community Education continues to experience difficulty finding and retaining instructors for CE classes; restrictive district hiring procedures, community fee-based competition, instructor attrition, and limited community responses to several turnkey initiatives. CE competes for student discretionary income in a service area that has robust competition from 3 large Parks and Recreation Departments, revitalized Adult Education environments due to AEBG, and active senior centers, retirement communities and arts/education business entrepreneurs.</p> <p>DSPS - Accommodation testing continues to be a primary accommodation provided to students and continues to grow in demand with increased headcount of students. ADA requires the college to provide all accommodations in a timely manner. Currently there is only one classified position to meet this demand and is only able to do so within a restricted time-frame.</p> <p>Financial Aid - The Loss of Bog regulations implemented Fall of 2016 continue to negatively impact the number of BOGW recipients as students not meeting standards of progress now lose their BOGW. This serves to reduce our reported number of financial aid recipients and the dollar value of fees waived.</p> <p>A new Community College Completion Grant was provided to colleges in the late summer with the expectation to implement provisions during Fall and requires significant manual workload each term to determine initial and continuing eligibility.</p> <p>A new Dreamer Emergency Grant program was also provided to CA community colleges in September to be implemented in fall. While funds are very limited and are one-time funds (about \$10,500), procedures are to be determined, along with allocation rules; this again has created additional manual workload.</p> <p>The federal government has reinstated Year-Round Pell for the 2017-18 school year, to be implemented summer 2018 after many years. This will be significant additional workload as it will require full testing before implementing, and will require updates to our policies, procedures, website, literature, and additional communication with students so they understand the implications.</p> <p>Veterans First Program - Governor Brown approved funding for Veterans Resource Centers in community colleges (spring 2017).</p>

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Such as state/
Accreditation mandates
or advisory board
directives.

For the past two years the VFP (along with student veterans and CC across the State) has been advocating strongly for funding allocated specifically for Veterans Programs. The new legislation was approved and will include 5 million onetime and 5 million on-going funding specifically for Veterans Resource Centers at CA community colleges. This allocation is hopefully the start of dedicated state funding for Veterans programs and resource centers.

ISP: State and federal mandates, global trends, and development of recruitment strategies significantly affect ISP. For example, there is an English language proficiency requirement (federal mandate) for all international students who want to study at LPC. Unfortunately, there is **no** intensive English program in the Tri-Valley while there is a demonstrated need (and this affects enrollment of international students to LPC). Various world events are also negatively impacting international student enrollment (e.g., Trump administration policies including the travel ban, the move to end DACA, etc) that contributes to the image that US is unwelcoming. On the other hand, other English speaking countries are seeing a surge in international applicants. Decreased number of applications (5.5% decline from Fall 2016 to Fall 2017 and 14% decline from Spring 2016 to Spring 2017). There also has been an increased number of cancellations and denials of visas in addition to the fact that 27 student transferred out of the international student status. Majority of inquiries are not about applying for international student applications but regarding changing their immigration status.

Competition from neighboring community colleges with language programs and established international market presence.
Need to establish and cement LPC presence in the global community

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		PROGRAM	SPECIFIC NEEDS	INVOLVES WHAT BUILDING
Facilities, Supplies, and Equipment Purchasing or upgrading		Admissions & Records	Storage / Safety Measures / Office Reconfiguration	Remodel of Building 1600
		Community Education	Office Easily Accessible to Public / Proper Signage / Dedicated Classroom / Community Meeting Room	Remodel of Building 1600
		EOPS, CARE, CalWORKs	Safety Measures / Office Reconfiguration	Remodel of Building 1600
		Financial Aid & Scholarships	Safety Measures / Waiting Area for Students / Storage / More Offices	Remodel of Building 1600
		International Students	Storage / Safety Measures	Remodel of Building 1600;
		Veterans	Build Regional Center for Students, Community Partners, and Veterans Organizations / Study Rooms / Tutorial Area / Storage / More Office Space	New Student Union
	<p>EOPS – With the recent reorganization of EOPS/CARE and CalWORKS – more space or at least an office remodel is necessary to accommodate the additional staff and to address the needs of these special populations.</p> <p>With the passage of Measure A, the VFP is eagerly anticipating being involved in discussions, work groups, and committees that will address plans for facilities expansion. The Veterans First Program and Veterans Resource Center were key initiatives for Measure A with a focus on improving services and resources for Veterans on both campuses.</p> <p>Programs noted the need to address safety concerns in open access areas (front windows in A&R, Financial Aid, EOPS, and OSC).</p>			

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Financial/ Budgetary	<p>Themes include a need for organizational support through appropriate operational budget allocations.</p> <p>Explore combining funds from CalWORKs, Equity, 3SP & EOPS for a full time counselor</p>
Program budgets or special funding.	<p>New legislation was approved with the 2017 state budget to include \$5 million one-time and \$5 million on-going funding specifically for Veterans Resource Centers at CA community colleges. An important step toward dedicated state funding for Veterans programs and resource centers.</p> <p>Programs noted the need for increased ongoing operational budgets.</p> <p>Financial Aid secured funding for Financial Aid TV and the GetSAP satisfactory academic progress program through 3SP and Equity funding for the 2017-18 school year.</p> <p>Continued to conduct research regarding utilizing compensated agents for international student recruitment. International Students is continuing research utilizing compensated agents for international student recruitment.</p>

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Human Resources	<p>Themes include the need for increased staffing to meet compliance requirements, increased student population and increasing numbers of student served in a growing number of special programs like Middle College.</p> <p>Challenges include constant staffing changes and training needs related to new technology, and district policies that restrict staffing flexibility and sometimes delay hiring processes.</p> <p>A&R: Need for an A&R Coordinator to oversee day to day operations. With the retirement of an Admissions and Records II who has been employed for over 30 years, and addition of new staff, office will need to revisit distributions of job duties. With the hiring/promotion of 4 employees, a need for dedicated time for training. A Student Records Evaluator was hired in Aug 2016 (funded by 3SP) and a new A&R Asst. II position was hired on Sept. 2016.</p> <p>DSPS: Since 1997, DSPS has had only 1.5 counseling positions available to support DSPS students despite a <u>400% increase</u> in student headcount. The 2,000 direct contacts per semester do not account for the number of counseling hours spent identifying and unraveling the complex presentations of students with disabilities. In addition to direct student contact DSPS counselors support faculty in the provision of accommodations as well as advice on management of student behavior in the classroom and pedagogic strategies that remove barriers to learning. Hired a new DSPS counselor using SSSP funding in Spring 2017 but the senior FT DSPS counselor retired resulting in a zero net change. The program also expressed a need for a permanent FT Accommodation Specialist. Accommodation testing continues to be the primary accommodation provided to students and demand continues to grow. ADA requires the college to provide all accommodations in a timely manner. For 2017-2018, administration will review current organizational structure and propose positions that include: 1) FT DSPS Director; 2) FT DSPS counselor.</p> <p>EOPS/CARE: Able to utilize SSSP/Equity funds to pay for part time and temporary staff. One Counselor Assistant I (temporary) to the CARE program and there are 2 part time counselors in addition to Jill Oliveira to provide sufficient counseling hours. As the program continues to grow, there is a need to add another part time counselor or ideally hire a full time counselor to serve EOPS/CARE and CalWORKS students in particular with additional services needed for foster youth and homeless students. Continue to lack permanent staffing that makes it difficult to both plan and implement plans and goals. Explore combining funds from CalWORKS, Equity, 3SP & EOPS to hire a full time counselor.</p> <p>FA: Understaffing and staff turnover has been a major issues from 2016-18. There was a retirement in Dec. 2016 that was not filled until April 2017. Staff member then transferred to Chabot in August 2017. This position was filled for only 4 months. Further, the full-time Financial Aid position (approved through RAC) did not move forward due to insufficient funding which resulted in the program relying on hourly support. Challenge expressed by the program is balancing office needs with HR policies regarding restrictions on-call hourly support. . Program will utilize existing full time staff to cover front desk duty starting in Jan.</p>
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<p>Hiring and staffing needs.</p>	<p>2018, slowing down the work of the office in terms of processing files and other compliance issues.</p> <p>Ongoing additional funding for financial aid staff is required to meet federally-mandated level of administrative capability needed to run a full service financial aid office.</p> <p>VFP: Fall 2016: addition of a dedicated full time Veterans counseling faculty has positively impacted the level and quality of services provided to student Veterans. Spring 2017: RAC and the President approved a new full time Veterans Specialist position for the 17-18 academic year.</p> <p>RAC new non-instructional requests submitted in fall 2017-2018 for Enrollment Services included the following proposals: 1) increasing the Community Education Program Coordinator from .75 to 1.0 FTE 2) a new Financial Aid Advisor I to cover the front counter 3) a new Financial Aid Advisor II to focus on scholarships 4) an administrative assistant position (50% A&R, 50% Athletic Eligibility)</p>
<p>Learning Support</p>	<p>DSPS continues to explore methods of providing direct academic support. Direct support refers to identifying and addressing the cognitive elements that limit student <i>access</i> and <i>success</i>. Historically, the Learning Skills program has attempted to address disproportionality in English and math for students with disabilities. This approach has had a limited impact on student success.</p>
<p>Services provided to support student learning, such as tutoring and library support.</p>	<p>In Fall 2016 DSPS initiated an open math lab for students wanting additional help with math courses. The software program “CathUP Math” was purchased to provide assessment and tutorials that address specific deficiencies in math. A part-time professional expert was hired to be available during open lab hours</p> <p>EOPS continues to monitor students with a 2.5 GPA and below by providing extra follow-up, phone calls, and help clearing probation. The program is exploring better ways of tracking these students over time, while offering additional case management services.</p> <p>EOPS continues to offer MBTI and SII career assessments, finding that it not only helps undecided students but also students wanting to change their major.</p>

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<p>LPC Planning Priorities</p>	<p>Staffing changes and technological improvements, augmentations and changes make professional development and training a key challenge to Enrollment Services. Compliance could be in jeopardy in several areas if this particular need is not met.</p>
<p>Available here: https://goo.gl/LU99m1</p>	
<p>Pedagogy/ Teaching Methods</p>	<p>With the implementation of the GetSAP automated program in June 2017, the program can now measure and quantify the improvement in students’ understanding of Satisfactory Academic Progress standards through the use of pre and post quizzes. Statistics have indicated students who complete the GetSAP program have a better understanding of the concepts compared to those who in the past participated in “in-person” SAP workshops.</p>
<p>The process of teaching students. Not limited to instructional programs/ areas. Might include teaching/counseling/ tutoring methodology, class activities or course design.</p>	<p>EOPS continues to promote the advantages of priority registration for its students. Regular reminders on the benefits of enrolling early are sent through Blackboard email, signs are posted in the office, and program staff are diligent in reminding students in person as they come into the EOPS office. In addition, the program reserves the day before and the two days of priority registration for drop-in counseling to encourage registration during their established priority dates.</p> <p>Spring 2018, a 2 unit Veterans transition / leadership course will be offered, focusing on many key items of the mission of LPC. It will have lectures and exercises to support progress and success for student Veterans in areas such as deciding and choosing a major, career goals, academic goals – career technical and/or transfer, degree completion, retaining, and how to maximize the many qualities Veterans have – leadership, dedication, career focus, mission oriented, and many other qualities employers want.</p>
<p>Professional Development</p>	<p>Professional development and training of all staff is key to continuing to serve students and maintain compliance with federal and state regulations in the coming year, in an environment where regulations, policies and procedures are in a constant state of change.</p>
<p>Activities and resources to enhance employee knowledge and skills.</p>	<p>Staffing changes and technological improvements, augmentations and changes make professional development and training a key challenge to Enrollment Services. Compliance could be in jeopardy in several areas if this particular need is not met.</p>

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<p>Services to Students</p>	<p>DSPS - Academic Accommodation Plan was revised to facilitate student advocacy and communication. Students report greater ease and confidence with a form that both notifies instructors and facilitates further discussion.</p>
<p>Non-instructional services provided to students. Not limited to Student Services programs/areas.</p>	<p>Financial Aid - Academic Works scholarship software program was purchased by the LPC Foundation. Financial Aid has expectations that the program will provide students with easier navigation and a simplified application that hopefully will encourage more completed applications.</p> <p>EOPS/CARE students were given access to Degree Works, our online degree audit system. Program offered workshops and one on one assistance to students. The response was positive, with students reporting that they enjoyed having access to their plans through Class-Web.</p> <p>EOPS/CARE program provides increased support during priority registration to strengthen connections with their students' but also to emphasize the importance of priority registration. Drop in counseling is available so that students can access their education plans and advising if needed.</p> <p>VETERANS - A consultant was hired and brought in to conduct various sessions with the VFP staff as well as students focusing on communication, self-reflection, respect, and understanding. The outcomes and training was presented at spring flex day and division meeting.</p> <p>Transportation Needs - With over 50% of student Veterans coming from the Valley – Tracy, Stockton, Manteca, Lathrop - transportation is an issue. The VFP addressed this by utilizing and promoting the college ACE and Wheels program. VFP pays for the ½ of the cost that is charged by AC</p> <p>A&R must support increasing services across the college, such as Middle College, AJ Academy, Math Jam, Interventions, (Probation clearance support).</p> <p>In spring 2017 - Admissions & Records offered a new after-hours support service. This service had dedicated Responders available to answer questions in real time from potential or current students. This service was available in addition to regularly scheduled Admissions & Records business hours. The Responders were located in the Admissions and Records Online Service Center. The program ended at the end of September, 2017 due to limited budget. Responders responded to over 2400 requests via email, phone, and cranium café. Tracking and following up potential students were a big part of their responsibilities. The goal was to recruit potential students to apply and register classes at Las Positas College. The Responders were also involved on other projects such as, contacting students who are in jeopardy of being drop for non-payments. They were also involved in our outreach events, such as the Spotlight Series that were held at the Las Positas College campus.</p>

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<p>SLOs/SAO Process</p>	<p>Enrollment services staff needs to continue assessing, updating, and integrating assessment results, and reassessing SAO and SLO in eLumen. This work is ongoing, and reliant on the ability of the Office of Institutional Planning and Research to continue to provide, and in some cases begin to provide, ongoing student satisfaction data.</p>
<p>The process of creating, recording and assessing SLOs/SAOs (not the SLO findings; those could appear under pedagogy, curriculum, enrollment management, equipment, etc.)</p>	
<p>Technology Use</p>	<p>Financial Aid (1) successfully tested and implemented the move to the Banner Baseline product effective January 2017 and (2) successfully implemented the GetSAP program to replace in-person SAP Workshops in June 2017.</p>
<p>How technology is used to instruct/serve students or for other college functions.</p>	<p>EOPS/CARE has migrated to a paperless file system using Adobe Portfolio. Counselors met in the spring and discussed best practices and procedures for maintaining student information. Program staff will evaluate the system after the fall 2017 semester.</p> <p>EOPS will continue to explore/use CANVAS for communication and resources/calendar</p> <p>EOPS/CARE was the key pilot program in “testing” the DegreeWorks system. Through their successful efforts, students now have access to their student education plans online through Degree Works and Class-web. Therefore, students can view their plans and follow-up with questions via email or phone if they can't make it to campus. The program is also considering using Remind.com to text students’ important dates.</p> <p>The VFP continues to develop newer communication tools between the program and future, current, and past student Veterans. The program is currently piloting a VFP app that promotes community amongst our Veterans student population while enhancing program connection with the veterans.</p> <p>DSPS, Veterans First, and Financial Aid are currently in the process of having our website redesigned. Financial Aid will embed Financial Aid TV and GetSAP informational videos throughout the financial aid website as appropriate.</p> <p>VFP is exploring an online orientation to augment the summer Operation Gateway orientation for new Veteran students.</p>

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	<p>A&R started using SARS to identify and track the type of services students request from A&R. Data obtained will allow A&R to assess current utilization of services that could be redirected to the Online Service Center.</p> <p>The Admissions and Records web page has an entirely new look and the updated enhancements is more user friendly</p> <p>Implement Credentials to alleviate the routine transcript processing duties to a reputable, established third party</p>
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