Division/Area	Dean/Administrator	Readers	Programs
Enrollment Services	Tamica Ward	Michael Schwartz Karin Spirn Nayidah Taylor	Admissions and Records Community Education Engineering Technology Learning Community Financial Aid International Students Program Veterans First Program

Executive Summary (Optional): 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 no longer than 500 words in length.
Themes, Trends, and Developments This past year the Enrollment Services Division program summaries noted the following as current themes, trends and developments: - The Enrollment Services division has a wide number of community collaborations that serve to fund, provide valuable feedback and create mentoring and job opportunities for students.   - Admissions and Records supports the open enrollment process for high school students enrolling in "Math tutoring for high school students" program for the Livermore Unified School District.   - Admissions and Records has streamlined the process of Concurrent Enrollment and Middle College with high school partners and aligned with Chabot College to make sure the process is consistent.   - Community Education coordinator was instrumental in the revision development of the California Community College Chancellor's Office (CCCCO) Guidelines for Community Service, currently under Chancellor review.   - Community Education will work with AUMT Institute The Phlebotomy School to offer a Phlebotomy course in summer 2020.   - Community Education working Association of Community and Continuing Education (ACCE) on behalf of community and continuing students.   - The Engineering Tech program was birthed out of a collaborative effort with the Lawrence Livermore

National Laboratory (LLNL) and Alameda Workforce Investment Board. Since 2014, 33 out of the 36 graduates from the program were hired at LLNL. Sandia and LLNL plan to have more paid internships for summer 2020; there is a strong hiring demand in this field

- Engineering tech learning community recruitment and outreach is key. Planning to work with Cal Taps, Employment Development Department, LLNL, Sandia and attend career fairs.
- Financial Aid office has hired an Outreach specialist and anticipates significant improvement in services.
- International student program coordinator facilitates many relationships within the community for outreach and support of international students and would like to expand outreach specifically to local high schools and language programs.
- International student program partnered with PTE Academic, which enabled the college to be included on the US Registration List, their social media channels and websites.
- Veteran's First Program has many strong partnerships within the community that they plan to maintain and strengthen. There is a specific focus on fundraising to help with Veteran's financial needs and also a focus on partnering with Livermore Rotary to participate in mentorship program. It has maintained and improved partnerships with Veterans of Foreign Wars (VFW), American Legion, and Rotary Club

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 need for the Veterans First Program (Measure A) (EMP: Educational Excellence, #A1, A2, A3). This also includes safety issues concerns expressed by Admissions and Records and Financial Aid.
4. Continue to encourage and collaborate amongst Enrollment Services programs and other student services entities to leverage best practices, campus communication 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 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 and student services initiatives (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 Grant) and efforts to accurately identify students served and their retention and completion rates. (EMP: A3, A7, C3)
9. Increase support for evaluations team based on increasing demand incoming transcript evaluations and proactive awarding of degrees. (EMP: C. Supportive Organizational Resources, #C2, D. Organizational Effectiveness, #D1, D2, D3, D4)
10. Institutional Research

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. The Veterans First Program has also received a grant that requires data analysis and reports to remain compliant in serving these students and enrolling them in and providing them with all of the opportunities available should be a focus. This includes DSPS connections, expanding mental health services for veterans, and academic and soft skills support, resume writing and networking, and intervention strategies.

Program Review Division Summary 2019

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 Reviews, please write "Not Applicable."

Category	Themes, Accomplishments and Challenges
Community Relationships and Partnerships	The Enrollment Services division has a wide number of community collaborations that serve to fund, provide valuable feedback and create mentoring and job opportunities for students. Increase Institutional Research data packets for all areas of enrollment services division from a student equity lens to provide data on success rates in providing student services. There has been an increase in trainings and professional development for all staff to

Such as outreach, recruitment, internships, industry collaborations.	streamline processes to better serve students. There is a charge to update the website with videos and most important information for all areas to make it more user friendly for students without reducing the content of pertinent information. There is a need for increased facilities and software to assist in our growing staff and to maintain the accuracy of data with new software for processing and outreach efforts. Admissions and Records - Increase support for evaluations team based on increasing demand for incoming transcript evaluations and proactive awarding of degrees. Community Education continued on-campus and community partnerships to generate income. On-campus collaborations included Adaptive Horticulture, Biotech Boot Camp, Sports Medicine Cam, Cyber Patriots Program and Expanded EMS Testing Center participation. Community connections include Tri-Valley Haven along with other community business partners and nonprofits. The Engineering Tech program was birthed out of a collaborative effort with the Lawrence Livermore National Laboratory (LLNL) and Alameda Workforce Investment Board. Since 2014, 33 out of the 36 graduates from the program were hired at LLNL. Sandia and LLN plan to have more paid internships for summer 2020; there is a strong hiring demand in this field Financial Aid – fully staffing the Financial Aid department to improve services and increase outreach to the community through workshops and awareness. Veterans First Program (VFP) - Maintain strong partnerships within the community that they plan to maintain and strengthen. There is a specific focus on fundraising to help with Veteran's financial needs and also a focus on partnering with Livermore Rotary to participate in mentorship program. It has maintained and improved partnerships with Veterans of Foreign Wars (VFW), American Legion, and Rotary Club 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. The implementation of AB 705 will create significant challenges and severely impact the program's ability to accept students with lower English language proficiency test results. Currently, students who are maintaining their F-1 status may legally stay in the U.S. throughout their educational journey. Under the new proposal, students would be given a finite period of time to complete their education and would be required to leave the U.S. prior to their visa expiring, whether or not they have completed their education! 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).

Curriculum Committee Items Changes made through the curriculum committee, such as changes to course outlines, degrees and DE status.	Engineering Technology learning community needs to have a unique identifier to be able to track students.
Course Offerings Changes to section offerings, such as adding/removing sections or increasing/lowering class size.	Community Education: will follow the directive to only offer summer courses that have been developed in partnership with CTE programs & in-house instructor. Teens and young people still make up the majority of summer enrollments; and the need to offer more courses aimed at this population to keep revenue up is crucial. We have offered a Phlebotomy cohort that was a successful class that will be offered again. We continue to research offering career related trainings, specifically around Allied Health and Pre-Nursing students. Community Education needs continuous support from the college administration to determine the role of fee-based education and how it fits into the organization structure of the college. Engineering Tech: will use market data to pick new courses and new courses are planned to better meet students and market demands. International student program should offer workshops for International students on topics such as "How to apply for OPT" and "Tuberculosis Testing and Health Insurance".
External Factors	Every program within this division is impacted by external factors such as legislation at the state and federal level, college mandates, and state initiatives.

Such as state/ accreditation mandates or advisory board directives.	Admissions and Records: There is a delay in the CCC Apply non-credit student application because of development issues at the state and district levels.
	The Student-Centered Funding Formula will have large impacts on operations as it pertains to increase in Pell Grants, AB 540 applicants, and proactive awarding of degrees.
	Community Ed: Instructors are required to be placed on our payroll, even when teaching very low hours, and this is creating a challenge. Instructors would prefer to be treated as independent contractors, as many have their own businesses and also live out of state so filling out I9 forms and such is problematic.
	Community Education is in direct competition with other programs in the area who offer similar classes and services for free; changing to a new name would help it to stand out
	Community Education coordinator to renew Certified Program Planner Certification and request advocacy board reports from instructional Deans to learn in-demand skills.
	Financial aid: the improvement in the economy and the change in BOG fee waiver regulations has decreased those students applying for and receiving financial aid.
	Financial Aid- cyclical demand (economy improves, applications decrease)
	Financial Aid - Federal, State regulations impact work, need for professional development on continuing basis
	International student program: Optional Practical Training is an option that more international students are pursuing, but this does not earn revenue for the college. Overall enrollments in the US are down.
	International student program: Current government policies seem to be negatively impacting international students from coming to the US, they feel less welcome and safe. Also, delays in visa appointments are causing students to miss their enrollment deadlines. New bridge application policy makes it very difficult for students to change their status while in the US. They have to return home and then cannot get a student visa.
	International student program: AB 705 will mean that students with lower English proficiency will not be able to come to LPC through the program. If prospective students can no longer be required to take ESL accepting them would put the program out of compliance.
	International student program: There is competition with neighboring colleges that have more established international market presence and international recruiting agents
	Veteran's First: The Department of Veteran's Affairs has added new requirements, making more work for the school certifying official. As the college moves toward more on-line and hybrid courses this can negatively impact Veteran's use of their educational benefits since they are required to take over half of their classes on campus. AB 705 is resulting in a reduction of basic skills courses which will have a direct impact on this population of students. We will continue to work with IR to have timely data on completion and graduation data; this data is crucial to provide required information to the Veteran's Affairs office to keep within compliance.
	Veterans First - Department of Veterans Affairs - updating requirements for veterans' certification.
	Veterans First - Delays in receiving required data (transcript receipt and evaluation, graduation information). Recommendation - need to improve resources dedicated to transcript evaluation

Facilities, Supplies, and Equipment	Admissions and Records -Due to safety issues, the Admissions and Records front counter windows/doors and the Online Service Center glass panels will need to be replaced with a more secure structure. 6. Storage room - Admissions and Records file room is inadequate to maintain our student records.

Purchasing or upgrading	Community Education: More signage and a more publicly accessible office would increase visibility. Having a dedicated classroom space on campus that can be easily found by students is needed.
	Engineering Technology learning community would like dedicated space in Building 1000
	Financial Aid- needs enough space so all staff can be in one location. If the campus grows so will the need for a larger office. This will become more imperative when there are auditor visits which requires a private space for them to work, with computer access. There is also a need for a smart meeting room where staff meetings, as well as webinars and trainings can take place. We have expressed serious safety concerns with respect to our work area in a recent survey. Surrounded by a wall of glass at the front counter and at both side door entrances, active shooter training has made it clear that we are extremely unsafe in the event of a perpetrator. Additionally, our automatic motion-sensor lights and our hallway lights within our area do not turn off and we were clearly told to turn off lights at our active shooter training. These issues must be mitigated. Office space to accommodate future program growth: we have one small office that is currently not occupied by a full-time employee, and is used by our student assistants. Should we have one more position approved we will then be out of office space. This should be addressed for the future with the new bond measure. The remaining office is very small compared to the rest and rather claustrophobic for full-time occupancy. If the college is expected to continue to grow in the future, securing additional workspace is imperative.
	International student program: will continue to pursue more comprehensive housing plans for students as well as a housing referral service - housing is a major challenge for international students. The program continued monetary commitment for services and international outreach
	Veterans Program- The current VRC no longer meets the needs of the student Veterans. Because of the additional support, more office spaces are needed. With Measure A approved and with one of its major items which voters voted for being improved services for Veterans, the new space needs to be designed with the idea of continued future growth. Veteran's first needs a new and larger Veterans' Resource Center to accommodate larger numbers of veterans on campus. Especially important are adequate relaxation/study area and private offices for confidential services. Veteran's first needs an updated transportation cart, used to help disabled veterans travel around campus. Veterans has outgrown its current space due to the number of students served and the staff required and needs to be designed to allow for future growth. They need to be involved in the planning for the new space, which has not happened to date.
	International Students Program needs a tablet for use at recruiting events.
	Admissions and Records has done a Software upgrade for online transcript processing with Credentials Solutions.
	Admissions and Records needs a Degree Works software upgrade to assist in the processing of Proactive awarding and increase the features to allow students to increase the usage of the educational planning tool.
	Admissions and Records Facilities upgrade to enhance safety with front windows and utilize Online Service Center to its full potential.
	Financial Aid- Academic Works software implemented for scholarship program.
	Financial Aid- Campus Logic software implementation pending - verification, single-sign-on, students upload documents, two-factor security.

Financial/ Budgetary Program budgets or special funding.	Most programs in the division are seeking funding either to make their programs function, or to purchase special equipment for activities such as outreach, recruitment or to streamline processes. Admissions and Records would like funding to purchase 5.02 version of software to enhance the experience of students planning their educational pathway. Community Education to continue to explore how fee-based education organizational structure and program should be handled as there was a drop in summer revenue, summer 2019. Engineering tech: has no source of funding and may need funding for marketing to create branding for Engineering Tech Learning Community. The program will continue to research and seek out grants for funding. International student program: would like funding to purchase a tablet for recruiting events and plans to go through Resource Allocation Committee to submit the request. Veterans First: would like to purchase Accudemia to help with scheduling of tutoring in the center, when and type of counseling needed for Veterans and other follow-up tools. This will help with communication, outreach and retention. The also need to replace their electrical cart that is used for events, signage, picking up community members, etc. The Veterans First program continues to have to raise its own funds, would like to be funded through the general fund.
Human Resources	Several programs in the division have benefitted from hiring new personnel, which has made their programs stronger and better able to serve students. However, there are also many programs in need of staffing and the lack is negatively impacting their capacity to meet their job duties.

Hiring and staffing needs.	Admissions and Records office is short-staffed and needs to fill a position that is open due to retirement Admissions and Records Assistant I. The office also has severe staffing impacts and recommends increasing evaluation team staffing due to new implementation of incoming transcript evaluation in the Spring 2019 and the implementation of proactive awarding. Community Ed: hired a student assistant who has proved invaluable for marketing, student outreach and support, and payment tracking. The coordinator needs more time to be able to work on rebranding efforts and needs to find and retain instructors, who can offer interesting and viable classes for the program to be successful. International student program: needs to rehire the International Admission Specialist. This is especially important because otherwise the ISP only has one staff person. The office closes when they are not there. One person also means possibly severely limited services for students. Financial Aid- added staff to support outreach and support Veterans First - increased staffing to accommodate increase in student demand; "Expand services and programs to support retention and student success" and would like to increase institutionalized funding to the regular operating budget.
Learning Support Services provided to support student learning, such as tutoring and library support.	Engineering Technology is the newest learning community on campus, comprised of 50% Veterans and 50% non-veterans. Veteran's Program - Another area of concern is 25% of Veterans are not college-level ready for math. With the new AB705 reducing basic skills math, more resources such as embedded tutoring in the VRC is needed. Many Veterans have been out of school after service, 4-8 years, which math is one of those subjects if you don't use it you lose it. With VA benefits based on mandatory classes, when reducing basic skills these things need to be taken into strong consideration when building the schedule and the classes being offered. Goal is to continue to work closely with institutional research to set the base so with the new VRC grant and hiring specialists, the goal is to increase retention rate. Working with IR to increase and focus on useable data, such as completion and retention rates which is now being federally mandated for those who utilize VA educational benefits
LPC Collaborations Collaborative projects bringing together	There are many successful collaborations happening in this Division with other members of the campus community. Many collaborations serve to help make programs more equitable or efficient. Within this category are also collaborations that are needed to make programs stronger. For example, Institutional research (IR) was one area that several programs identified. Admissions and Records is working with the Math dept to develop a solution to advise students in the Math tutoring for

different programs/areas within LPC	high school program for the Livermore Unified School District. Admissions and Records will work with Institutional Research (IR) to generate data to understand when there are peak periods for classified professionals that will impact staffing needs. We will continue to work on improving tools to help faculty understand the Admissions and Records processes. Engineering Technology would like to collect better data so can track its students (work with IR); would also like to collaborate with the other learning communities to events and share best practices. Engineering Technology learning community will partner with the career center, tutorial center, financial aid to support the students International student program: worked across campus with various employees to host International Education Week. The program needs to work with IR to have data on goal completion so that it is not a manual process to compile this data; Veterans First: Needs to work with IR to have timely data on completion and graduation data; this data is crucial to provide required information to the Veteran's Affairs office to keep within compliance. We would like to partner more with financial aid to provide workshops and outreach to veterans who are in need of financial support. Veterans First will continue partnership with the LPC foundation and Business office for fiscal support and increase campus collaboration to enhance tutoring, enrollment management (basic skills), financial aid, mental health, outreach, to benefit student veterans.
LPC Planning Priorities Available here: https://goo.gl/LU99m1	Financial Aid -Professional development and training of all staff is a fundamental key to continuing to serve students and maintain compliance with federal and state regulations in the coming year, Financial Aid is an environment where regulations, policies and procedures are in a constant state of change. International Student Program • Establish a partnership with Flywire to receive out of country tuition payments directly to LPC at no cost to the College. B3; B4 • Expand local outreach efforts with high schools and area language programs. B1 • Continue to seek housing assistance and develop more comprehensive housing referral service. B3 • Provide more opportunities to foster global relationships on campus and promote the program to the Campus community. A1; A7 • Fill the International Student Specialist position. C3
Pedagogy/ Teaching Methods	Community Ed: is revising its procedures for offering Summer Kids programming.

The process of teaching students. Not limited to instructional programs/ areas. Might include teaching/counseling/ tutoring methodology, class activities or course design.	Engineering Technology learning community is developing an application process and will use a dedicated Canvas page to share information and build community; will also send out student surveys. Financial aid: is using embedded videos (Financial Aid TV) to help students learn about financial aid and its services.
Professional Development Activities and resources to enhance employee knowledge and skills.	This division has significant need for professional development to learn new software, train new personnel and to be more efficient, or to remain in compliance. Programs identified that this will be an area that will be time consuming to complete but very necessary Admissions and Records has significant professional development needs because of new and re-organized staffing. However, this has been hampered because of significant staffing impacts from spring and summer of 2019. Community Ed: the coordinator would like more PD around student equity will attend a national conference where there will be an opportunity to learn more. Financial Aid - Continuing professional development and training of all staff is key to serving students and maintaining compliance with federal and state regulations, in an environment where regulations, policies, and procedures are in a constant state of change. Specific training on Campus Logic will be time intensive and will pull staff away from regular duties. Veterans First - maintain knowledge of evolving regulations and mental health training to support student veterans in Veterans Center.
Services to Students Non-instructional services provided to students. Not limited to Student Services programs/areas.	This division provides an incredibly high level of service to the overall college community and to students particularly. According to student satisfaction surveys in all areas students are much more satisfied with Admissions and Records in 2018 than in 2016. Admissions and Records also used phone analytics information to improve phone service over the summer 2019. Admissions and Records has uploaded a noncredit Frequently Asked Questions to streamline and update forms online and continues to update their website to support information-sharing for students. Admissions and Records is also a resource for admissions, registration transactions, academic records and grades, petitions, evaluation of transcripts for the purpose of awarding degrees and certificates, enrollment verifications, and the production of a timely

	and accurate transcript. Admissions and Records supported registration and customer service for 356 high school students in the middle college program. Admissions and Records offers additional info and support on educational pathways and related to the completion of math/English classes in the 1st year. In support of the new Student Centered Funding Formula goals. Admissions and Records is to consider transferring of credit on the front end of the student cycle to help counseling with student advisement. Admissions and Records also has implemented and provided new software Credentials Solutions online transcript processing services. Community Education: teens and young people still make up the majority of summer enrollments; need to offer more courses aimed at this population to keep revenue up and integrate fee-based education into guided pathways. Engineering tech - Need a dedicated counselor to advise general counselors for this learning community of the unique needs and scheduling challenges. Not having a point person with some dedicated hours weekly for Engineering Tech students is a major barrier and obstacle for this program. This designated counselor will be up to date on program changes, career pathway, and the process to update an education plan in counseling and Admissions and Records and build a rapport with students. This will help with retention, student success and reduce errors in education plans. Engineering Technology learning community to host more events and workshops and create a program-specific logo and website and start a student group for guidance and fundraising. Financial aid: hired outreach specialists to help with increasing applicants and also staffing to improve functioning of the office - service hours have been increased for students as a result. Financial aid is implementing the district purchased Campus Logic which will help to streamline the FAFSA application and documentation process for students; also implementing Chatbot Financial Aid to help students with basic questions with automated responses in English and Spanish, also simplifying the non-verified completion process. We continue to offer free financial literacy workshops for students and year-round Pell is now available. International student program: works with International Student Placements to find safe and secure housing for international students. The Program Coordinator is the advisor of the International Student Club. Veteran's First: continue to collect data regarding the need to build more intervention and follow-up services for student success and the offering of mental health services for student veterans is greatly needed.
SLOs/SAO Process The process of creating, recording and assessing	Admissions and Records plans to create an SAO around how to better gather and assess student data and has successfully cleaned up and assesses outstanding SAOs Result of SAO analysis: There was a response-time concern due to staff shortages - Admissions and Records used data to create strategies for responding by email and phone in a timely manner.

SLOs/SAOs (not the SLO findings; those could appear under pedagogy, curriculum, enrollment management, equipment, etc.)	Admissions and Records would like to create a way to broaden the SAO process so SAOS can be usefully written to reflect services and make them easily assessed and created in Elumen. It was assessed that improving data collection and analysis (i.e., student satisfaction) there will need to increase staff to improve response time. Admissions and Records will look at Online Service Center usage and Transcript evaluations as potential future SAO. Engineering Technology learning community will develop a SAO this year. Financial Aid- assessed numbers of students served and money awarded. Financial Aid is recommended to specifically assess how improved outreach efforts may correlate with changes in eligible financial aid recipients. Veterans First - Operation Gateway effectiveness as related to use of support services and student satisfaction. Veterans First is recommended to focus on retention of student veterans. In order to accomplish this the office is working with IR to get retention data to assess if there is a relationship with attendance at Operation Gateway increasing success of veteran students. Additional SAOs with improved retention as an outcome may be considered.
Student Equity Actions taken to increase equitable access and outcomes for underserved groups.	Student equity needs are served through several programs' processes and there are some specific programs and strategies aimed at equity directly. Also, the data packets need to better include student services so can have up to date information when working to address equity. Admissions and Records has formalized evening hours and revised forms for clarity and to improve access to information for students. Community Ed: revising registration procedures for an equity focus; currently this program is not considered when data is pulled regarding student equity - this may be something to be remedied Engineering Technology learning community partner with Umoja and Puente to support more of their students to pursue this career path. Financial Aid office can redirect some of the many unneeded student scholarship money to underserved groups.
Technology Use How technology is used to instruct/serve students or for other college functions.	This division is using a variety of different types of technology to streamline processes, better serve students, and to support higher levels of use of services by students. Admissions and Records is looking at ways to automate the concurrent enrollment processes so that the process can be more streamlined and less time-intensive for Admissions and Records staff. Admissions and Records plans to implement proactive awarding of degrees using Degree works if a decision is made to move in this direction.

Admissions and Records currently uses SARS Anywhere to track and determine student needs and improve services in the online service center. Admissions and Records utilizes Banner Document Management System (BDMS) to upload scanned documents and create more space, along with consolidation and reorganization of files to maximize the accuracy of records. Admissions and Records has revamped the phone system so messages can answer general student questions. Admissions and Records has purchased and will implement a real-time chat support for students possible via CHATBOT.

Engineering Technology learning community plans to create a webpage and canvas page.

Financial aid: is using new software Academic Works to support the scholarship application process and will continue to update their website for simplicity and clarity. The Financial Aid Chatbot "ASK Andi" has automated personalized assistance for common frequently asked questions.

International student program is working to establish a partnership with Flywire, a software to receive out of country tuition payments at LPC at no cost and will continue to work with Platform Q to make sure it's used to the best potential through webinars and videos.

Veteran's First: Needs to work with IR to have timely data on completion and graduation data; this data is crucial to provide required information to the Veteran's Affairs office to keep within compliance. Honoring Women Veterans and providing additional support services have positively impacted the number of women veterans at LPC. The program is also serving more Latino Veterans. They will continue to work closely with learning communities on campus to strive toward more equity. Veterans First has also purchased MyVRC application and plan to implement in Spring 2020. This will help student remained engaged and give reminders of important dates and deadlines for certification, add/dropping courses and community engagement.