



2024-25 ADMINISTRATIVE UNIT PROGRAM REVIEW

UNIT: Student Services
Writer: Dr. Jeanne Wilson

*****Please submit your completed Program Review to Rajinder Samra by 5pm on Monday, June 30, 2025.*****

STATEMENT OF PURPOSE:

- Review and reflect on the support of student learning, with the goal of assessment and improvement of program effectiveness
- Provide a forum for each unit's findings to be included in institutional planning processes
- Create written records of what is working well, what can be improved, and specific plans for implementing chosen improvements
- Collect information that will contribute to institutional assessment and improvement

Timeframe: This program review reflects on the time period between spring 2024 through spring 2025 and plans through fall 2025.

I. MISSION

A. State the current program mission

Student Services is dedicated to empowering every student to succeed—academically, personally, and professionally. Through a network of supportive programs, inclusive services, and compassionate staff, we guide students in clarifying their goals, making informed decisions, and navigating their unique educational journeys. We are committed to fostering a sense of belonging, removing barriers, and enriching the college experience from entry to completion.

B. The mission of Las Positas College is the following:

Las Positas College provides an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

Discuss how the program/service area supports the college mission.

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| Student Services supports the college mission by providing essential support services with equity and inclusiveness at the core to support all students so they may benefit from instruction and complete their desired goal of transfer, associate degree, certificate, retraining, or lifelong learning. | |
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C. List the major functions/duties of your unit.

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| 1. Enrollment Services Division: Admissions & Records, Registration Support Services, New Student Support Center, Dual Enrollment/Concurrent Registration, DegreeWorks-Proactive Awarding, Financial Aid-Free College, Scholarships, and International Student Support. |
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| 2. Counseling & Pathway Support Division: General Counseling, Disabled Student Programs & Services (DSPS), Career, Transfer, & Employment Center, GP Student Success Teams, Veterans, MESA Counseling, Student Health & Wellness Center, New Hawk Day, Outreach, Psychology-Counseling (PCN) Guidance instruction and Student Conduct and Discipline. |
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| 3. Special Programs, Equity and Student Success Division: California Work Opportunity and Responsibility to Kids (CalWORKs), Cooperative Agencies Resources for Education (CARE), Extended Opportunity Programs & Services (EOPS), Next Up (Former Foster Youth), Puente, Umoja, AAPI Programs, Hispanic Serving Institution (HSI), Student Life, Student Government, Student Equity and Achievement, Basic Needs ~ Mini Market~ Bi-Monthly Market Open to the Community, Black Cultural Resource Center, Cultural Community Center and Campus Ombudsman-Student Grievances. |
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| 4. Office of the Vice President of Student Services: Commencement-Graduation Coordination, Conduct Verification and Title IX Coordinator. |
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II. GOALS AND OBJECTIVES

A. Since the last Administrative Unit Program Review, what objectives, initiatives, or plans have been achieved?

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Financial Aid

Tuition is still Free at LPC for First-Time Full-Time students using College Promise AB19 funds. New 2nd Year Promise was added for continuing students who received first year grants.

Special Programs

Dean of Special Programs & Services was hired Spring 2025 and funded from Equity funds of Former Director of Equity position and other braided categorical funds.

Basic Needs

Students who received Basic Needs support to students with essential needs (food, housing help, etc.) so academic progress is not impeded.

NextUp

A recruitment plan was created for outreach to former Foster Youth in the Tri-Valley.

Admissions & Records

Fraud Mitigation for CCCAPPLY Applications - The ID.me verification implementation has reduced the number of fraud applicants. ID.me is a service that verifies the identity of students who apply to LPC. DegreeWorks upgrade and merger were successfully completed. The conversion of Residency Reclassification Petition from a hard copy to Adobe Sign was successful.

International Students Program

To remove barriers to admission the Chabot and Las Positas College Coordinators jointly presented a Resolution to eliminate the tuberculosis test as a requirement for admission of international students. The requirement was removed as of Fall 2024.

Counseling

Collection of "NO SEP" data for new students: In the fall 23 and spring 24 semesters, the counseling front desk initiated a call campaign, contacting new students who had not worked with a counselor to create a comprehensive student education plan.

Veterans First Program

Open House: In January and May, 2024, we held a Veterans First Program Open House. Each session, over forty new student veterans attended the session

Outreach

Outreach has contributed to the increased enrollment at Las Positas College by strengthening our partnerships in the community and embracing the diverse ways students consume information. Open House and New Hawk Day were

two significant events that contributed to increased enrollment and registration in classes and utilized guided pathways.

DSPS

LPC-DSPS went from serving 436 students in the 22-23 academic year, to 631 students in the 23-24 academic year (a 31% increase). The LPC-DSPS online software solution, Accommodate, was in full operation for the 23-24 academic year, allowing for the district IT to utilize the data from Accommodate to reflect accurate student numbers to the state. This is significant, being that the data provided through Accommodate resulted in over 250 additional students being counted as served through DSPS, compared to the data that district IT was using outside of Accommodate (i.e. SARS and Banner reports alone). This documented increase will prove to be significant in response to the SCFF funding model, where LPC-DSPS will be funded in the future based on the current numbers provided.

B. Major Goals and Objectives from Summer 2025 through Fall 2025.

| Major Goals and/or Objectives | Start Date | Status: Ongoing, date completion anticipated | Need assistance in order to complete goal or objective (reference applicable resource request page) | Educational Master Plan (EMP) Goals or Planning Priorities linked to this Goal/Objective |
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| 1. Pilot DualEnroll.com to enhance the onboarding process for Dual Enrolled & Concurrent Enrolled students. | Fall 2025 | Summer 2026 Will evaluate success data from the pilot to determine the continuance of software | IT is currently assisting with DualEnroll.com reps and VCs Office. | |
| 2.Preparation for Winter Intersession | Summer 2025 | Ongoing | Guidance provided from the Chancellor, district and presidents office. | |
| 3. Continued development of the Counselor Data Dashboard | Summer 2025 | Ongoing | IT, Counseling Dean | |

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| 4.LPC still tuition free for first-time, full-time students. Promise and Pell grants priority for SCFF | Summer 2025 | Ongoing | Financial Aid Office | |
| 5.Preparation for Compressed Calendar | Summer 2025 | Ongoing | Guidance provided from the Chancellor, district and presidents office. | |

III. STAFFING

A. Staff Profile

| Position | Staffing Levels for Each of the Previous Five Years | | | | | Anticipated total staff needed | |
|-----------------------------------------|-----------------------------------------------------|------|------|------|------|--------------------------------|-----------|
| | 2020 | 2021 | 2022 | 2023 | 2024 | 2025-2026 | 2026-2027 |
| Administration | 5 | 5 | 6 | 7 | 7 | 7 | 7 |
| Supervisory | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Classified Staff FT | 31 | 30 | 33 | 35 | 36 | 36 | 37 |
| Classified Staff PT | 1 | 1 | 1 | 2 | 2 | 2 | 2 |
| Confidential Staff FT | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Total Full Time Equivalent Staff | 40 | 39 | 43 | 47 | 48 | 48 | 49 |

B. Staffing Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

| <p>List Staff Positions Needed for Academic Year <u>2025-26</u></p> <p>Place titles on list in order (rank) or importance.</p> | <p>Indicate (N) = New or (R) = Replacement</p> | <p>Estimated Annual Total Cost</p> | <p>EMP Goals or Planning Priorities Linked to Position</p> |
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| <p>1. A&R III</p> <p><u>Reason:</u> Replacement for Barbara Chavez~ Retirement This position provides support for ISA's and dual enrollment which helps to increase SCFF metrics.</p> | <p>R</p> | <p>\$108,000</p> <p>Salary & benefits</p> | <p>EMP</p> <p>C3,C5</p> |
| <p>2. Behavioral/Mental Health Coordinator. <u>Reason:</u> This is a new position that will need to have a new job description developed with HR. The position would be 100% categorical mental health state funded and will oversee Mental Health intakes, budget, state reporting, educator of EMR system, Point & Click etc..</p> | <p>N</p> | <p>\$108,000</p> <p>Salary & benefits</p> | <p>EMP</p> <p>C3, C5</p> |
| <p>3.Student Resource Program Manager (Basic Needs Coordinator)</p> <p><u>Reason:</u> Former Program Coordinator was promoted to Dean at another community college. This position is 100% categorically funded and mandated by the state.</p> | <p>R</p> | <p>\$154,000</p> <p>Salary & benefits</p> | <p>EMP</p> <p>C3, C5</p> |
| <p>4. Sr. Administrative Assistant for the new Dean of Special Programs.</p> <p><u>Reason:</u> To meet the requirements of the HSI Title V grant for administrative support. Additional categorical funds have been identified for a full-time position. Should HSI funds no longer be available unexpectedly, other categorical funds have been identified to continue to support this position.</p> | <p>N</p> | <p>\$102,000</p> | <p>EMP</p> <p>C3, C5</p> |

IV. FACILITIES

A. Facilities Needs

FACILITIES NEEDS

| <p>List the Facilities Need and the Reason</p> | <p>EMP Goals or Planning Priorities Linked to Position</p> |
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| <p>1. Student Support Building ~Next Bond Measure</p> <p><u>Reason:</u> : A Student Support Building would accommodate the Las Positas College Student Government, Bookstore, Student Health & Wellness Center, Student Life Office, BCRC, Cultural Community Center and Veterans Resource Centers as all have outgrown their current facilities. Currently all these services are in different locations on campus which makes it difficult for students to easily access resources and support services.</p> | <p>EMP A2, A3, A4, A5, C3, C4</p> |
| <p>2. Mental Health Counseling Offices</p> <p><u>Reason:</u> Private office space continues to be problematic as our mental health services expand. Mental Health Counselors provide confidential sessions for students. Currently we are using 4 offices in the Health Center, one in DSPS, and two in the new 2100 bldg. to accommodate student requests for personal counseling.</p> | <p>EMP</p> <p>EMP A2, A3, A4, A5, C3, C4</p> |
| <p>3. Student Pathways & Success Center</p> <p><u>Reason:</u> Guided Pathways has been integrating into the student support framework at Las Positas College for several years now, but has struggled to fully integrate without a physical space within which pathway success teams can operate. The Pathways and Success Center (rm. 1602) will provide a space adjacent to General Counseling and other Student Services support centers, where pathways support can physically operate. This</p> | <p>EMP</p> <p>EMP A2, A3, A4, A5, C3, C4</p> |

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| center aims to become the hub to student support data disaggregation, in-reach communication, and other forms of proactive engagement. | |
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V. TECHNOLOGY AND EQUIPMENT

A. Technology and Equipment Needs

TECHNOLOGY AND EQUIPMENT NEEDS

| <p>List the Technology and Equipment Needs</p> <p>Place titles on list in order (rank) or importance.</p> | <p>Indicate (N) = New or (R) = Replacement</p> | <p>Estimated Annual Total Cost of Ownership</p> | <p>EMP Goals or Planning Priorities Linked to Position</p> |
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| <p>1. Identify a new Texting Platform</p> <p><u>Reason:</u> To enhance communication with students. – OCELOT is extremely expensive and difficult to navigate. Financial Aid and EOPS are currently the only two departments in Student Services using it.</p> | <p>N</p> | <p>Estimated \$69,000 a year.</p> | |
| <p>2.A&R Equivalency Data Base</p> <p><u>Reason:</u> To Support Proactive Awarding of Certificates and Degrees.</p> | <p>N</p> | <p>No Estimate currently</p> | <p>EMP D1</p> |
| <p>3.</p> <p><u>Reason:</u></p> | | | |

Professional Development Needs

| <p>List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p> | Annual TC | | | <p>EMP Goals or Planning Priorities Linked to Position</p> |
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| | Cost per item | Number Requested | Total Cost | |
| <p>1. Annual Student Services Associations Conferences and Training's:</p> <p><u>Reason:</u> Various Student Services programs have annual or semi-annual association conferences and/or training's including those for new directors/coordinators. Student Services personnel (faculty, classified professionals, and administrators) generally use categorical funding, where allowed to attend these professional development opportunities. Those without those funds will apply through the PD Committee.</p> | Varies | Varies | Varies | <p>EMP</p> <p>D3, D4</p> |
| <p>2. Title IX Training</p> <p><u>Reason:</u> Student Services personnel are required to participate in ongoing Title IX training to ensure compliance with federal regulations regarding gender equity in education. This training equips staff with the knowledge and tools necessary to appropriately respond to allegations of sexual harassment, discrimination, or misconduct. It also helps reinforce a campus culture of safety, respect, and accountability, while ensuring students' rights are protected throughout any investigation or resolution process. Regular training is essential for understanding reporting responsibilities, confidentiality boundaries, and supportive measures available to those involved.</p> | \$2,500 | 2 Administrators | \$5,000 | <p>EMP</p> <p>A1, A7</p> |
| <p>3. Classified Leadership Institute for Professionals (CLIP):</p> | N/A | Varies | N/A | <p>EMP</p> <p>D3, D4</p> |

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| <u>Reason:</u> Student Services Classified Professionals are encouraged to participate in the annual CLIP program by CLPCCD. | | | | |
| 4. Convocation/College Day/FLEX Day Participation: <u>Reason:</u> Student Services Classified Professionals are encouraged to participate in these activities annually. | N/A | Varies | N/A | EMP D3, D4 |