



2023-24 ADMINISTRATIVE UNIT PROGRAM REVIEW

UNIT: Student Services

***Please submit your completed Program Review to Sheri Moore by 12 pm on March 1, 2024 to Sheri Moore. ***

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

Time-frame: This program review reflects on the time period between spring 2023 through fall 2023 and plans for spring 2024 through fall 2024.

I. MISSION

A. State the current program mission

Student Services departments, offices, and programs have been established to help students attain their educational goals and add value to the college experience. Each Student Services entity is designed to assist students in the decision-making process by helping them identify and clarify academic, career, and personal goals. It is our hope that students will seek Student Services assistance throughout their educational journey at Las Positas College.

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.

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.

C. List the major functions/duties of your unit.

1. Enrollment Services Division: Admissions & Records, Registration Support Services, New Student Support Center, DegreeWorks-Proactive Awarding, Financial Aid, Scholarships, and International Students.

2. Student Services Division: General Counseling, California Work Opportunity and Responsibility to Kids (CalWORKs), Career, Transfer, & Employment Center, Cooperative Agencies Resources for Education (CARE), , Disabled Student Programs & Services (DSPS), Extended Opportunity Programs & Services (EOPS), Next Up (Former Foster Youth), MESA Counseling, New Student Orientation, Outreach, Puente Project, Umoja Program, AAPI Program, Veterans, and Psychology-Counseling (PCN) Guidance instruction and Student Conduct/Discipline.

3. Student Equity and Success & Related Support Programs: Student Life, Student Government, Student Equity and Achievement, Basic Needs ~ Mini Market~ Monthly Market Open to the Community, Black Cultural Resource Center and Ombudsman-Student Grievances.

4. Office of the Vice President of Student Services: Commencement, Outreach Team, Student Health & Wellness Center and Title IX Coordinator.

II. GOALS AND OBJECTIVES

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

Since the last Administrative Unit Program Review, Student Services has been able to achieve the following objectives, initiatives, and plans. Below is a brief overview:

Enrollment Services

Admissions & Records:

Improved Student Services:

- Facilitated enrollment in special projects (LFCI, apprenticeships, Middle College, concurrent enrollment)
- Worked on a new process around student-preferred names
- Helped create a Pilot program allowing students to audit LPC courses
- Redesigned A&R web-pages for clarity, enhance communication with students, easier access, and on-boarding processes for students.

Community Education

- As a part of the college's realignment plan, Community Education has now been moved to the Academic Services department.

Financial Aid

- Continue to use OCELOT texting software to reach prospective and current students (as a supplement/pairing with emailing).
- Successfully implemented a Promise Program for first-time, full-time students who apply for FAFSA or CADAA, with the intention of regardless of income they may receive free tuition starting Fall 2023.
- Framing and coding 2nd-year Promise Program for continuing students from our 1st-year program and aligning Chabot and Las Positas Promise programs.
- Undertaking a complete review, updating, and editing of CLPCCD Financial Aid Policy and Procedures Manual

International Students

- Obtain Priority Registration for International Students: Beginning Spring 2022, International Students were included as a College Priority Group for registration purposes.
- Simplified the ISP Application Procedure: Revised and updated the International Student Supplemental Application to simplify the application process.
- Updated the Website: Updated the ISP website to conform with the College's redesigned format. All website content was reviewed for relevance and accuracy.
- Converted internal ISP forms to PDF fillable format

Student Services

CalWORKs

- Shifted all forms to online, while increasing in-person services and student spaces
- Hired a Counselor Assistant II Re-classed to Sr. Counselor Assistant
- Created a Canvas course for students on workforce development

Career & Transfer Center

- LPC campus tours offered through Outreach website
- Increased presence on social media which allowed students to see more information about the Career and Transfer Center.
- Utilized online platforms such as Cranium Café to be able to connect with students in real-time to assist with applications, answer questions, and create transfer plans.
- Provided transfer services in the BCRC to eliminate barriers to success and transfer for African American students
- Increased SmartShop offerings, especially helping students to declare their major sooner.
- Initiated Transfer Tuesdays - Mini Transfer Fairs weekly on Tuesdays in 1600 Lobby
- Handshake Bulk Import of new students. Went from 2,300 students to over 10,000 students in Handshake. Can now email any student by major to their Zonemail account.

Counseling

- Used Cranium Cafe to serve students virtually while also increasing availability for in-person counseling. The contract for Cranium Cafe has now been extended through Dec 2024.
- Increased support for program functions by hiring a classified counselor assistant, four student assistants, and one intern (after the suspension of the internship program for the past two years).
- The new tentative FA contract states that Counseling will have access to student data to build a data dashboard to help them direct resources and design programming.
- Reaching out to help students whose applications for degrees/certificates were denied.
- Prioritizing professional development opportunities

DSPS

- Held outreach events with regional high schools and organizations
- Hired counselor assistant and alternative media specialist
- Launched Simplicity operational management software.

EOPS-CARE

- Balanced online and in-person services, each available five days a week
- Hired a Counselor Assistant II (shared with CalWORKs) and two student assistants
- Grew from 225 to 264 students

- Graduated/transferred over 60 students.

Psychology-Counseling

- Restored core ADT course “Intro to Social Work and Human Services” (PCN 5), to be offered each semester (Fall and Spring)
- Integrated use of Career Coach within Psychology-Counseling curriculum
- Established a success team (including full-time & part-time Counseling /PCN instructional faculty) for Society, Culture, and Human Development pathway

Puente

- LPC was chosen as one of five CC’s to be granted \$100K over two years to introduce math into our Puente model. The broadening of Puente disciplines was a result of the influence of Guided Pathways at the state level
- Recruited and filled a second cohort of Puente, doubling the total number of students served
- Reactivated Puente Mentor Program
- Reactivated all Puente activities including field trips, Puente club, and in-person conference attendance

UMOJA

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- New UMOJA/BCRC Coordinator will start April 2024,
- Re-imagine and reintroduce the UMOJA Program to the campus and the community
- Piloted a fully fast-track Umoja program in Sp22-Model was a success-IR Data to come 2024
- Collaboration with math and communication studies to provide a full Umoja curriculum
- Collaboration with other campus initiatives including ConnectUp and BCRC to create a supportive environment for Black students

Student Equity and Success and Related Programs:

- Student Equity and Success: The completion and state certification of the 2022-2025 Student Equity Plan. This document guides our DEIA efforts for the next three years. Partnered with Guided Pathways to ensure equity and race consciousness.
- Basic Needs: Hired a full-time basic needs coordinator. Planned for, developed, and opened an on campus “mini market” that provides food, cleaning supplies, and toiletries for students who desire them. Secured a 26k plus grant.
- LPCSG: Developed a comprehensive student representative on-boarding process. Developed an internal conflict resolution process.
- Revamped marketing/narrative to invite more students to run for LPCSG office

VPSS Office

Commencement

- Commencement for 2023 was a success as the two sessions on a Saturday ran smoothly.
- The commencement websites have been redesigned for a friendly easy to navigate experience for graduates.

Student Health Center

- Continue to offer in person Behavioral Health Workshops
- Continue to offer two Drop-In days, possibly increase days per week
- Expand our 1:1 personal counseling session availability. Look into hiring more MFT Trainees
- Work with the Basic Needs Manager, Faculty and Staff to increase students access to medical and mental health care
- Continue with medical health visits providing physical care to students, faculty, and staff
- The 6 MFT (Associates/Trainees) were able to provide 1:1 counseling with their clients via Zoom or in person counseling.
- The MFT Trainees/associates had 1115 visits for the 2022/2023 AY; providing 1:1 personal counseling to approximately 164 students. This was a 70% increase from 2021/2022 AY.
- On the Medical side, Medical Staff (Nurse Practitioner, Medical Assistant and Front Desk) provided medical care to Las Positas College student, faculty, and staff
- Treated 1835 patients for the 2022/2023 AY for sick, triage, immunization, and TB screening appointments. This is a 27% increase from the previous year.

Title IX

- Created an online self-pace Title IX Certificate that all students can access from the website
- Behavioral Intervention Resource Team (BIRT) members include VPSS-Title IX Coordinator, Dean of Student Services- Student discipline Coordinator, Director of Equity & Success-Ombudsman, Director of Campus Safety, Health Center Coordinator, Faculty Mental Health Counselor and District HR Director.
- Town hall Presentation to the campus about Title IX procedures and practices

Outreach Team

- Outreach Specialist from both Academic services and Student Services meet monthly to ensure all community outreach efforts are targeted and coordinated. A comprehensive outreach and marketing plan is being developed with district and the new Marketing Director.
- A new Marketing Publication was designed and mailed to all Tri-Valley homes to remind the community of why LPC is the #1 College in the Bay Area.
- Open House & Registration event is scheduled for Saturday, March, 2024. The Tri-Valley community will be invited.

B. Major Goals and Objectives for Spring 2024 through Fall 2024.

Major Goals and/or Objectives	Start Date	Status: Ongoing, date completion anticipated	Need Assistance in order to complete goal or objective	Educational Master Plan (EMP) Goals or
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			(reference applicable resource request page)	Planning Priorities linked to this Goal/Objective
First Time Full Time FREE College Promise will continue and a New 2 nd Year Promise will be added for continuing students	Fall 2024	Ongoing	Overtime to current Financial Aid staff to create the new program.	
Dean of Special Programs & Services	Fall 24	Ongoing	Part of the Presidents realignment proposal. Seeking a combo of categorical and general braided funding opportunities for the future.	
Implement Dual Enroll.com registration platform for Concurrent/Dual Enrollment per the K12 Collaborative.	Spring Fall 24	Ongoing	Identify funding sources.	
4. Continue to develop the NextUp Foster Youth support program. New categorical funding provided annually by the state chancellor's office.	Spring 2024	Ongoing		
5. Development and delivery of the illustrated, "My Pathways Guide". With this guide, students have all the information they need from registration to graduation.	Spring 2024	Ongoing		
6. Development and delivery of the "LPC Go!" mobile app. A 'one-stop-shop' for easy access to student's most frequented sections of the LPC digital ecosystem.	Spring 2024	Ongoing		
7. Develop action committees to address the goals and outcomes for our five identified disproportionately impacted student groups, as detailed in LPC's 22-25 Student Equity Plan.	Spring 2024	Ongoing		

III. STAFFING

A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2019	2020	2021	2022	2023		2024-2025	2025-2026
Administration	5	5	5	6	7		7	7
Supervisory	1	2	2	2	2		2	2
Classified Staff FT	30	31	30	33	35		36	37
Classified Staff PT	1	1	1	1	2		2	2
Confidential Staff FT	1	1	1	1	1		1	1
Total Full Time Equivalent Staff	38	40	39	43	47		48	49

B. Staffing Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

List Staff Positions Needed for Academic Year <u>2024-25</u> Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Estimated Annual Total Cost	EMP Goals or Planning Priorities Linked to Position
1. Student Records Evaluator <u>Reason:</u> To help increase the supplemental funding for the SCFF by implementing up front evaluations to increase proactive awarding.	R	\$108,000 Salary and Benefits	EMP C3, C5
2. Dean of Special Programs & Services <u>Reason:</u> To split the responsibilities of the current Dean of Student Services. This will also allow for Student Success Teams to be supported by a Student Services Administrator.	N	\$230,000 Salary and Benefits	EMP C3, C5
3. Behavioral Health Coordinator <u>Reason:</u> To oversee Mental Health intakes, budget, state reporting, educator of EMR system, Point & Click etc. Identify funding (grants) for Mental Health program to hire additional MFT associates.	N	\$108,000	EMP C3, C5

A. Facilities Needs

List the Facilities Need and the Reason	EMP Goals or Planning Priorities Linked to Position
<p>1. Storage Space for Basic Needs Supplies and Student Life</p> <p><u>Reason:</u> Most Student Services programs, including Basic Needs and Student Life have very limited to no storage space. The programs need easy access to supplies and equipment for hosting events and conducting in reach/outreach.</p>	EMP A2, A3, A4, A5, C3, C4
<p>1. Student Center/Next Bond:</p> <p><u>Reason:</u></p> <p>A Student Center would accommodate the Las Positas College Student Government, Bookstore, Student Health & Wellness Center, Student Life Office, and Veterans Resource Center. Currently all the above noted entities are in different buildings on-campus which makes it difficult for students to access resources or support services or they have outgrown their currently assigned facilities.</p>	EMP A2, A3, A4, A5, C3, C4
<p>2. Multicultural Welcome Center</p> <p><u>Reason:</u> Will provide a safe and welcoming space that fosters a community for Undocumented, AB 540, DACA, Dreamers, Puente, LGBTQ+, AAPI, prayer and meditation room and other identified groups that encompasses a rich and diverse mix of cultures, backgrounds, talents, and perspectives. This diversity is an essential part of our academic excellence, our creative and innovative spirit, and our warm caring campus climate.</p>	EMP A2, A3, A4, A5, C3, C4
<p>Mental Health Counseling Offices</p> <p><u>Reason:</u></p> <p>Private office space continues to be a problem in order to provide confidential sessions for the students. We utilized 4 various rooms in the Student Health Center plus 2 offices in Building 2100 to accommodate the student request for personal counseling.</p>	EMP A2, A3, A4, A5, C3, C4

A. Technology and Equipment Needs

TECHNOLOGY AND EQUIPMENT NEEDS

List the Technology and Equipment Needs Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Estimated Annual Total Cost of Ownership	EMP Goals or Planning Priorities Linked to Position
1. Reason: A&R Equivalency Database Reason: To support the proactive Awarding of Certificates and Degrees	N	EMP D1	

IV. PROFESSIONAL DEVELOPMENT

Professional Development Needs

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.	Annual TC			EMP Goals or Planning Priorities Linked to Position
	Cost per item	Number Requested	Total Cost	

<p>1. Annual Student Services Association Conferences and Training's</p> <p><u>Reason:</u> Various Student Services entities have annual or semi-annual association conferences and/or training's including those for new directors or coordinators. Student Services personnel (faculty, classified professionals, and administrators) would like to continue to receive support to attend these professional development opportunities.</p>	Varies	Varies	Varies	EMP D3, D4
<p>2. Title IX Training:</p> <p><u>Reason:</u> Student Services personnel must receive continued Title IX (gender equity) training to learn how to respond to allegations of sexual battery and assault.</p>	\$2,500	2 Employees	\$5,000	EMP A1, A7
<p>3. Classified Leadership Institute for Professionals (CLIP)</p> <p><u>Reason:</u> Student Services Classified Professionals would like to continue to receive support to participate in the annual CLIP program by CLPCCD.</p>	Not applicable	Varies	Not applicable	EMP D3, D4
<p>4. Las Positas College FLEX Day Participation</p> <p><u>Reason:</u> Student Services Classified Professionals would like to continue to be asked and willingly invited to participate in Las Positas College Flex Day activities annually.</p>	Not applicable	Varies	Not applicable	EMP D3, D4