

# SAOS

## 1. Student Services

### 1.1. Enrollment Services (Dean Tamica Ward)

- International Studies (Cindy Balero)
- Financial Aid (Lavonna Routt)
  - We will increase both Pell Grant and CCPG recipients (at least \$1 paid) by 5% year over year.
- Admissions and Records (Dean Tamica Ward)
- Student Registration Support Center (Adria Anderson-Kelly)
- New Student Support Center (Miguel Alvarez)

## 2. Counseling & Student Support

### 2.1. Counseling & Student Support (Dean Joel Gagnon)

- Counseling (Jared Howard, Catherine Alfaro)
- Outreach (Sarah Anderson)
- Veterans First (Evelyn Andrews)
- Disability Student Program & Services – DSPS (Chris Crone)
  - Upon accessing their DSPS Approved Accommodation Plan (AAP), students will be able to make effective use of their accommodations to support their educational experience as evidenced by increased passing and goal completion rates.
- Career Center (Kristi Vanderhoof)
  - Students who attend an employment workshop will feel more confident in their ability to make a good first impression on an employer
- Transfer Center (Terrance Thompson & Michael Schwarz)
- Pathways Support HSI (Rafael Valle)

### 2.2. Special Programs, Equity and Success (Dr. Cristine Sidela)

- EOPS/CARE (Jill Oliveria)
- CALWORKS (Amanda Ingold)

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- BCRC (Savannah Richardson)
- Student Resources (Cassandra Reinsel)
- Cultural Community Center (Rosa Lopez-Rodriguez)
- Puente (Rafael Valle)
- Umoja (Savannah Richardson)
- Movement-API (Julie Nguyen)
  - Students in the MOVEMENT API Learning Community will report a great sense of belonging after participation in the program.
  - Students in the MOVEMENT API Learning Community will be able to articulate their academic goal(s) after meeting with a counselor through counseling services.
- Health & Wellness (Patricia Gonsman)

## 2.3. Student Learning Supports (Dean Michelle Simotas)

- Tutoring Center (Jin Tsubota)
  - Students who use the Tutoring Center should experience a welcoming, empathetic, and supportive environment. (Note: Although we like this SAO, it is challenging to measure. We are exploring the possibility of purchasing a point-of-service survey tool/kiosk to measure this better.)
- Library (Kali Ripple)
- RAW (Angelo Bummer)
- SmartShops (Karin Spirn)