Dean/Administrator	Program Review Committee Reader(s)	SLO Committee Reader(s)
Barbara Morrissey	Karin Spirn	John Ruys

Division/Area	Programs
Student Services	CALWORKS PSCN Tutorial Center Transfer Puente Counseling

Executive Summary: Please describe the most important themes, trends, and developments in your division or area. Your summary should identify accomplishments, objectives and barriers to success. Your summary should be approximately 250-500 words in length.
CalWorks, Counseling, PSCN, Puente, Transfer, Tutorial Center Themes 1. In the above areas, there are more students who need services than we have staff or financial resources to support. The trend has been to initiate or augment services but we have not added the commensurate staff to support them. The major grants have included money for staffing but we have not realized the full benefits of all the grant funding. Barriers have been identified as possibly the processes we have in place for hiring are slow; processes for hiring for grants are unclear; and lack of communication regarding hiring priorities. Of course, the good news is "we have more students who need services" so the student population is increasing. 2. The need for outreach and marketing to support student services programs as well as the college as a whole. If we want to grow the college, individual marketing and outreach is counterproductive to the overarching goal. We need to reach out and market our programs and services to our community. Increasing the number of CAL WORKS

students, Puente, promoting our transfer services and excellent transfer rates, promoting many Counseling services - EAP, articulation, program planning including SEP's, AA/AS and certificates, and Middle College to mention a few examples, all make it easier for potential students to get into Las Positas, to plan the correct courses, to assist students while they are here, and finally, help then to move on. An outreach and marketing plan would benefit all programs and services.

3. Student success. Every program is conscientious about focusing on student success. The 3SP mandates are here to stay. We must rethink the way community colleges serve students in the future.

4. Accomplishments:

   - established Ecounseling, on-line counseling for those who are taking DE classes.

   - revised almost all PSCN curriculum

   - CalWORKS presented new orientation and workshops during the year to help students achieve their goals. Developed marketing materials and formulated an outreach plan. Increased on line services for CalWORKS students.

   - Increased outreach efforts by Counselors to the Hispanic community had significant impact on reaching the 25% mark for the HSI grant.

   - With minimal staffing, transfer rates increased to a historical high of 600 students transferring to UC/CSU.

   - Puente Program has waiting lists. They added the last component (mentoring) this year.

   - Tutorial Center has grown exponentially in the last three years. In 2012-13 tutors gave 7,739 hours of tutoring. During 2014-15 academic year, 10,303 hours of tutoring were given and 25,286 supervised hours of study, totaling 35,589 student contact hours.
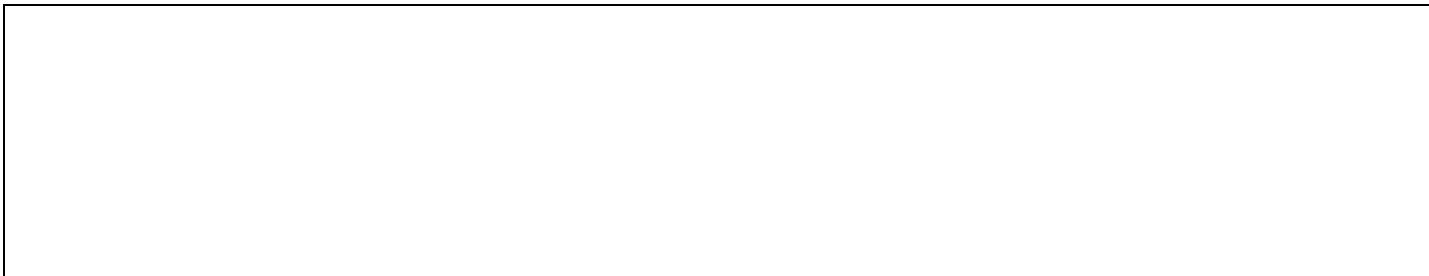
Recommendations: Please list your most important recommendations for planning in your division or area. Note any recommendations that are connected to our College's Planning Priorities or Educational Master Plan.

Recommendations:

1. Institutionalize funding in two critical areas:

A.   Hire one full-time Tutorial Center coordinator (increase Pauline Trummel's hours from 67% to 100 %). The Tutorial Center is operating beyond its capacity. LPC Planning Priorities include: provide curriculum development and maintenance; and expand tutoring services to meet demand and support student success in Basic skills, CTE, and transfer courses. CLPCCD Board priorities: Implement the Student Success Initiative that will: Create successful opportunities and open doors for students; Support access, nurturing, and value of lifelong learning.

B. Hire a full time staff member for the Career Transfer Center. The center is closed at least 50% of the time as we do not have any staff to support the center. LPC Planning priorities: Establish regular and ongoing processes to implement best practices to meet ACCJC standards. CLPCCD Board priorities: Implement the Student Success Initiative that will: create successful opportunities and open doors for students; support access nurturing, and values of lifelong learning; provide curriculum in Transfer, etc.; create an evolutionary process for people to learn and keep up to date.

2. Increase General Counseling staff to meet the needs of students and expand programs to meet mandates of 3SP. LPC Planning Priorities: Establish regular and ongoing processes to implement best practices to meet ACCJC standards. CLPCCD Board priorities: Implement the Student Success Initiative; Hire personnel who anticipate and believe in future changes; Develop a contemporary curriculum that responds to the society in which we live.

3. Consider using an integrated planning approach within student services. Many programs report duplication of staff, efforts, services, and money. They report that they lack Information about the three grants and funding is not widely known between programs within student services. It might be possible to maximize funding and resources in student services using an integrated planning approach. LPC planning priorities: Expand tutoring services; provide institutional support for curriculum development and maintenance; Establish regular and ongoing processes to implement best practices to meet ACCJC standards. CLPCCD Board Priorities: Implement Student Success Initiative; Maximize resources to be fiscally solvent and stable; develop contemporary curriculum that responds to the society in which we live;

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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 divison/area's Program Review Updates, please write "Not Applicable."

Category	Themes, Accomplishments and Challenges
Curriculum	PSCN wants to offer more courses as DE or hybrid. PSCN will need to coordinate updated outlines with updates made at Chabot or else separate rubrics from Chabot. PSCN Health and Human Services Certificate has two required internship courses in the Business department (INTN 1 and 2) that are not currently being offered. The degree will need to be revised so it can be completed without these courses. PSCN will likely delay development of Health and Human Services ADT because they have been too busy with course outline updates and SLO work. The Social Welfare ADT may be ready at the state level at the end of Fall 2015. PSCN would create this major as Social Justice Studies and/or Multicultural Studies. Curriculum for new tutor training courses was written and approved.
SLOs/SAO	Most of the programs in this area are using SAO and SLO data to make program improvements and to highlight successes. Multiple programs have made changes in service delivery, pedagogy and/or curriculum based on SLO/SAO data. Both Cal-Works and Counseling noted that students are completing SEPs but that there is a need for more comprehensive SEPs that will help students achieve their goals in a timely manner. Almost all programs noted that they have started expanding or need to expand online services and courses. Multiple programs noted the need to increase student engagement in their programs, possibly by offering workshops and field trips to improve student success (First year experience, resiliency, executive function, Growth Mindset, career exploration, and more). Multiple programs also noted the need for additional staff support/hours to meet the needs of students.

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Pedagogy/ Teaching Methods (Not limited to Academic programs/areas)	CalWORKS expanded its orientation and changed the content, based on SAO findings. Counseling also plans to expand its orientation and make it more comprehensive, starting in Spring 2017. Counseling will also add college-success workshops in late summer, and they are exploring major-specific orientations. Counseling is exploring different career-counseling options for students with undecided career goals. PSCN wants to offer more courses as DE or hybrid. PSCN did not meet Program Set Standard due to cutting a high-enrollment, high pass course (PSCN 25). PSCN Plan: update remaining PSCN curriculum, including adding new SLO's; explore new Social Justice ADT or Multi cultural Studies ADT housed in PSCN. PSCN will need additional FTEF for new degree and additional PSCN 30 College Success Course. TUTR revised curriculum from TUTR 17A/B to a 3 course series TUTR 17A/B/C. The new curriculum establishes training for advanced tutors who will help train beginning and intermediate level tutors.

Learning Support (e.g. library, tutoring)	CalWORKS students now receiving an extra hour/week of tutoring in English and math, paid for by CalWORKS. PSCN mentioned the need for ongoing funding for library resources including database subscriptions. Mentoring added to Puente program. Use of tutorial center has grown rapidly. More tutors have been hired and increased support is needed for this demand. Tutorial center would like to increase hours to at least 8pm. Tutorlink provided one tutor for one specific math section. The tutorial center would like to expand this service to other courses across the curriculum. The tutorial center would like to provide more tutoring services to basic skills and CTE courses and to provide online tutoring.

Services to Students (Not limited to Student Service programs/areas)	The State has limited CalWORKS eligibility from 60-48 months. This has led to a steady decline in CalWORKS students, with half the number in 2014-15 compared to 2011-2012.

CalWORKS is working to implement the support services in the Equity Plan.

CalWORKS staff did training in Sp2014 to gain access to CalWIN system which allows for more efficient processing of students.

CalWORKS will explore options for a first year experience program. They would also like to develop workshops for students.

In counseling, more targeted services have led to an increase in students enrolling through the Early Admissions Program, even as slightly fewer students filled out EAP applications.
Changed EAP deadlines have forced counseling to move EAP outreach to earlier, which is not as effective.
Counseling outreach to Latino students has resulted in LPC's designation as a HSI.

Puente club started in Spring 14.

For the first time, over 600 students transferred to CSUs!

Transfer Tuesday program has influenced a massive increase of use of the transfer center. Usage is up by 300%.

Transfer center has increased the number of Baccalaureate Institution reps. |
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| **Enrollment Management** | PSCN had to cancel only 2 sections: PSCN 6 (Sp15) and PSCN 5 (F15) due to low enrollment. This will slow the progress of students pursuing Health and Human Services certificates.

 PSCN may need to increase section offerings for a new course, PSCN 30 (College Success) to meet plans for 3SP. PSCN 30 is now the course used as the counseling component of the Puente Program. Additional FTEF will be needed to add PSCN 30 for planned basic skills learning communities. |
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Human Resources	CalWORKS needs a dedicated counselor replaced. They are trying to hire one, but the source of funding is not determined. They need dedicated funding for this position. CalWORKS needs their counselor assistant II position increased from .75 to full time. Counseling needs more faculty and staff to meet student need and state mandates. More PSCN faculty needed to teach sections of PSCN 30. Transfer center needs more faculty and classified support. Positions (such as Transfer Specialist) have been ranked highly by committees but then not staffed. Tutorial center coordinator and instructional assistant are not full-time; they need full-time positions to support high levels of student use.
Financial/ Budgetary	CalWORKS is developing marketing materials. They need more support for marketing. CalWORKS needs increased budget for services, most importantly work study. Tutorial needs a reliable institutionalized funding source.
Technology	Tutorial center needs Tutor Track. It was denied at district. Without this software, students face long waits to get a tutor assigned.

Facilities, Equipment and Supplies	The Career/Transfer Center is closed a great deal of the time due to a lack of staffing. We have a student assistant employed for approximately 20 hours/week and the transfer counselor is present in the center one day a week to see students and answer questions. There is a critical need to hire a full time person in order to keep the center open and begin to restore the career and transfer services that we offered to our students in the past. With the new building, we have the opportunity to grow an excellent program with a wide range of activities that will assist our students transfer and find jobs. With exponential growth in the numbers of students requesting tutoring, the campus discussions including the Tutorial Center has explored the idea of a "Student Success Center." In this center, we could expand our current services and offer new and creative programs to assist students with tutoring, Stem, Math, English, ESL, and many other content areas should be part of the plan,.