



2017-18 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: Student Services

*****Completed Program Reviews Are Due to Carolyn Scott by 12 pm on Friday, December 1, 2017*****

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

INSTRUCTIONS: This program review covers the timeframe fall 2016 and spring 2017, inclusive. The planning is identified for spring 2018 and academic year 2018-2019.

I. MISSION

A. State the current program mission

Student Services have been established at Las Positas College to help students move towards the attainment of goals and add value to the college experience. These programs are designed to assist students in the decision making process by helping them identify and clarify personal, career, and educational goals. Students are encouraged to seek assistance for any issue that may be affecting their college career whether the concern is academic or non-academic.

- B. The mission of Las Positas College is,
Las Positas College is an inclusive, student-centered institution providing learning opportunities and support for completion of transfer, degree, basic skills, career-technical, and retraining goals.

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

Student Services supports the college mission by providing essential support services to all students so that 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. The Enrollment Services Division includes: Admissions & Records, Bookstore, California Work Opportunity and Responsibility to Kids (CalWORKs), Community Education, Cooperative Agencies Resources for Education (CARE), Degree Works, Disabled Student Programs & Services (DSPS), Extended Opportunity Programs & Services (EOPS), Financial Aid, International Student Program, Scholarships, Veterans, and Workability III.

2. The Student Services Division includes: Articulation, Assessment, Career Center, Counseling, Orientation, Puente Project, Student Discipline, Transfer Center, Tutorial Center, and the Umoja Program.

3. The Office of the Vice President of Student Services includes: Commencement, Hispanic-Serving Institution (HSI) Grant – Gateway to Success, Outreach, Student Equity, Student Grievances, Student Health & Wellness Services, Student Life, Student Success & Support Program, and Title IX.

II. GOALS AND OBJECTIVES

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

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.

Admissions & Records: The admission application has been revised to capture only relevant data and the timelines for submission have been changed to support the college's enrollment goals along with the course registration dates.

Bookstore: The college bookstore has been successful in obtaining a vending machine to sell school supplies to evening and weekend students when the college bookstore is closed. The vending machine will be installed in the Student Services & Administration Building.

CalWORKs: The CalWORKs program was successful in creating a new classified professional position titled, CalWORKs Program Coordinator assigned to oversee the CalWORKs program and assist with foster youth and students who are homeless or at-risk of becoming homeless to adhere to state law.

Career Center: In October 2017, the Career Center was reintroduced at Las Positas College. The aim of the Career Center I to help students with resumes, cover letters, career exploration, and career counseling.

Counseling: The Counseling Department successfully redesigned their webpage to better serve students and colleagues alike. The new webpage also features online counseling features to serve distance education students per accreditation standards.

Degree Works: Degree Works had a soft launch during spring and fall 2017 with evaluators, counselors, and select state funded categorical programs with full launch anticipated in spring 2018. The new software allows counselors to draft student educational plans online, allow students to access their student educational plans electronically, provides a dashboard for students to gauge their progress towards goal attainment, and allows student to see "what if" scenarios with regards to changes to goals, if desired.

Outreach: The Outreach Office working with the Student Life Office successfully hosted informational tables at the start of the fall semester 2017 which featured campus maps, course information, Student Services information, and other pertinent information to help new and returning students.

Student Health & Wellness Services: Under the leadership of Student Health & Wellness Services, the Behavioral Intervention Resource Team (BIRT) at Las Positas College was formed to record, assist, and respond to referrals of students who require mental health services or information.

Student Life: The Associated Students of Las Positas College (ASLPC) under the guidance of the Student Life Office agreed to financially support the agreement between Las Positas College and Livermore Amador Valley Transit Authority (LAVTA) for a second year by providing \$25,000 from student funds.

Tutorial Center: The Tutorial Center was able to purchase TutorTrac, a computer software program designed to automate the recording of student visits, help connect students with tutors, allow students to schedule appointments with tutors, and assist with the generation of reports.

Umoja Program: The Umoja Program was launched in fall 2017 with its first cohort of students.

Veterans: In fall 2017, the Veterans First Program entered into agreement with Eden Housing Resident Services, Inc. and Eden Housing Management, Inc. to provide support services to veterans at Valor Crossing Housing located in Dublin, California. The housing complex is made-up of affordable family units and is primarily for Veterans who meet specific housing requirements including those who were recently homeless.

Welcome Center: The Associated Students of Las Positas College (ASLPC), Outreach, and Student Life came together to create a Welcome Center at Las Positas College. The Welcome Center is located within the Student Life Office. The goal of the Welcome Center is to serve as a starting point for prospective students, their families, and campus visitors.

Workability III: The Workability III contract was renewed through June 2019 to allow the college to work with disabled students who want to enter the workforce.

B. Major Goals and Objectives for Spring 2018 and AY 2018-19.

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)	EMP Goals or Planning Priorities linked to this Goal/Objective
1.Student Mobility Initiative Implementation	01/2018	06/2018	Not applicable	EMP A8
2.Student Government Official Name Change	01/2018	06/2018	Not applicable	EMP A8
3.Extended Early Admissions Program	01/2018	03/2018	Not applicable	EMP A3

4.Official Launch of Degree Works	01/2018	Ongoing	Not applicable	EMP A3
5.Student Discipline and Student Grievance Revisions	01/2018	06/2018	Academic Senate	EMP D1

III. STAFFING

A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2013	2014	2015	2016	2017	2018-2019	2019-2020
Administration	2	3	3	3	4	5	6
Supervisory	33	25	31	35	40	42	42
Classified Staff FT	19	21	19	25	29	32	32
Classified Staff PT	4	6	9	8	8	8	8
Confidential Staff FT	1	1	1	1	1	1	1
Total Full Time Equivalent Staff	59	50	54	64	74	79	81

B. Staffing Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

<p>List Staff Positions Needed for Academic Year: <u>Spring 2018 and 2018-2019 AY</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>
<p>1. Senior Administrative Assistant</p> <p><u>Reason:</u> Vacant position due to promotion of classified professional</p>	<p>R</p> <p>Spring 2018</p>	<p>\$82,385</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>2. Dean of Enrollment Services</p> <p><u>Reason:</u> To be vacated due to retirement effective June 30, 2017</p>	<p>R</p> <p>Summer 2018</p>	<p>\$186,878</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>3. Student Services Assistant - Assessment</p> <p><u>Reason:</u> Need to provide off-campus assessment services and provide additional support on-campus</p>	<p>N</p>	<p>\$72,761</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>4. Counselor Assistant II – Career/Transfer Center</p> <p><u>Reason:</u> Provide clerical support to Career and Transfer Center</p>	<p>N</p>	<p>\$67,714</p>	<p>EMP A1, A2, A3, A4, A5, A6</p>
<p>5. Administrative Assistant – Athletics/Admissions & Records</p>	<p>N</p>	<p>\$70,960</p>	<p>EMP A1, A2, A3,</p>

<u>Reason</u> : Need assistance to provide athletic eligibility and assistance with concurrent enrollment			A4, A5, A6
6. Program Coordinator – Community Education and Non-Credit (75% to 100%) <u>Reason</u> : Need assistance creating protocol and processes relating to non-credit services	N	\$26,423	EMP A1, A2, A3, A4, A5, A6
7. Financial Aid Advisor I <u>Reason</u> : Need assistance to serve students at front counter of the Financial Aid Office	N	\$70,957	EMP A1, A2, A3, A4, A5, A6
8. Financial Aid Advisor II <u>Reason</u> : Need assistance determining financial aid eligibility and awarding	N	\$78,510	EMP A1, A2, A3, A4, A5, A6
9. Student Services Assistant – Student Life/Student Equity/SSSP <u>Reason</u> : Need clerical assistance for Student Life, Student Equity, and SSSP	N	\$72,760	EMP A1, A2, A3, A4, A5, A6
10. Director of Disabled Student Programs & Services <u>Reason</u> : Need 12-month administrator to oversee Disabled Student Programs & Services	N	\$139,940	EMP A1, A2, A3, A4, A5, A6
11. Counselor – Disabled Student Programs & Services <u>Reason</u> : Need second Disabled Student Programs & Services counselor to assist student caseload	R	\$93,052	EMP A1, A2, A3, A4, A5, A6

<p>12. Coordinator/Instructor – Tutorial Center</p> <p><u>Reason:</u> Need full-time coordinator to oversee Tutorial Center</p>	N	\$93,052	EMP A1, A2, A3, A4, A5, A6
<p>13. Counselor/Instructor – 50% Athletics / 50% General</p> <p><u>Reason:</u> Need counselor to assist with athletes per athletic competition guidelines</p>	N	\$93,052	E EMP A1, A2, A3, A4, A5, A6
<p>14. Counselor/Instructor – General Counseling</p> <p><u>Reason:</u> Need additional counseling support to serve the general student population at the college</p>	N	\$93,052	EMP A1, A2, A3, A4, A5, A6
<p>15. Counselor/Instructor – General Counseling</p> <p><u>Reason:</u> Need additional counseling support to serve the general student population at the college</p>	N	\$93,052	EMP A1, A2, A3, A4, A5, A6
<p>16. Counselor/Instructor – 50% Middle College / 50% General</p> <p><u>Reason:</u> Need additional counseling support to serve students enrolled in Middle College</p>	N	\$93,052	EMP A1, A2, A3, A4, A5, A6
<p>17. Counselor/Instructor – 50% Non-Credit / 50% General</p> <p><u>Reason:</u> Need additional counseling support to serve students enrolled in non-credit</p>	N	\$93,052	EMP A1, A2, A3, A4, A5, A6

IV. FACILITIES

A. Facilities Needs

FACILITIES NEEDS

List the Facilities Need and the Reason	EMP Goals or Planning Priorities Linked to Position
<p>1. Student Union</p> <p><u>Reason:</u> Need a Student Union building to accommodate the Las Positas College Student Government, Bookstore, Cafeteria, Information Desk, Learning Communities, Reception Area, Student Health & Wellness Services, and Student Life. Currently all of the above noted entities are located in different buildings on-campus which makes is difficult for students to access resources or support services.</p>	<p>EMP A2, A3, A4, A5, C3, C4</p>
<p>2. Regional Center for Veterans</p> <p><u>Reason:</u> The Veterans First Program has outgrown its current facility and would like a new facility to accommodate the anticipated growth in students and be able to provide additional support services to veterans and eligible dependents.</p>	<p>EMP A2, A3, A6, A8, C4</p>
<p>3. Integrated Academic Support Services</p> <p><u>Reason:</u> The Tutorial Center has proposed combining the academic support services (e.g., Integrated Learning Center, Open Math Lab, etc.) into one building to provide better access to resources or support services.</p>	<p>EMP A1, A2, A3, A4, A5, A8, C2, C4</p>

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>
<p>1. New Computers for Student Services</p> <p><u>Reason:</u> Most Student Services entities have had the same computers since they moved into the Student Services & Administration Building approximately five years ago. The computers are very slow or breaking down. New computers are needed to improve efficiency and effectiveness of personnel to better serve students and colleagues alike.</p>	<p>R</p>	<p>Not applicable</p>	<p>EMP C4</p>
<p>2. Safety Measures</p> <p><u>Reason:</u> Most Student Services entities have asked for safety measures to be installed or concerns to be address by college and college district management. Service windows were built without locks, offices will built with windowed walls, no panic buttons were installed, and counters need to be raised to avoid theft of office equipment or harassment or injury of employees.</p>	<p>N</p>	<p>Not applicable</p>	<p>EMP A2</p>
<p>3. Office/Building Signage</p>	<p>N & R</p>	<p>Unknown</p>	<p>EMP A3</p>

<p><u>Reason:</u> Some Student Services entities have requested new or updated office or building signage to keep up with ever-changing name changes, entity moves, or to clarify information to prospective students, their families, and campus visitors.</p>			
<p>4. Storage</p> <p><u>Reason:</u> Most Student Services entities assigned to the Student Services & Administration Building have very limited to no storage space. This is a concern since some entities are required to save hard copy records and other entities need easy access to equipment for hosting events and conducting outreach.</p>	N	Unknown	EMP A2
<p>5. Lactation Room</p> <p><u>Reason:</u> By law, the college needs to identify at least one lactation room for use by employees, students, and campus visitors. Restrooms must not be assigned for this purpose due to sanitary reasons.</p>	N	Unknown	EMP A2

VI. PROFESSIONAL DEVELOPMENT

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

<p>1. Association of California Community College Administrators – Admin 101</p> <p><u>Reason:</u> New administrators should be given the opportunity attend the ACCCA Admin 101 professional development opportunity offered in the summer each year. With the high turnover of administrators at Las Positas College this professional development opportunity should be sought.</p>	<p>\$2,000 per person</p>	<p>2 Student Services Employees</p>	<p>\$4,000</p>	<p>EMP D3, D4</p>
<p>2. Annual Student Services Associations Conferences and Trainings</p> <p><u>Reason:</u> Various Student Services entities including, but not limited to, Admissions & Records, Financial Aid, Veterans, etc. have annual or semi-annual association conferences and/or trainings. Student Services personnel (faculty, classified professionals, and administrators) would like to continue to receive support to attend these professional development opportunities.</p>	<p>Varies</p>	<p>Varies</p>	<p>Varies</p>	<p>EMP D3, D4</p>
<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 hosted by the college district.</p>	<p>Not Applicable</p>	<p>Varies</p>	<p>Not Applicable</p>	<p>EMP D3, D4</p>
<p>4. Las Positas College Flex Day</p> <p><u>Reason:</u> Student Services classified professionals would like to continue to participate in Las Positas College Flex Day activities annually.</p>	<p>Not Applicable</p>	<p>Varies</p>	<p>Not Applicable</p>	<p>EMP D3, D4</p>