



# Program Review - Overall Report

Administrative: Student Services

# Assessment Review

## Program Review: Part 1

EMP GOAL 1. Expand college access by increasing both headcount and full-time equivalent students (FTES).

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

The Student Services Division plays a critical role in expanding college access and increasing headcount and FTES in the following ways:

- Outreach efforts in feeder high schools through traditional and specialized programs.
- Pre-matriculation and post matriculation services.
- Targeted efforts for strategic groups including dual enrollment, veterans, California Rehabilitation Center
- Inreach efforts to current, continuing and students who have stopped out.
- Serving as district lead for EduNav

#### **What are your plans/goals (3-year) regarding this goal?**

1. Expand the use of technology to meet the needs of students through the student life cycle.
2. Create the infrastructure including staffing and funding for college outreach efforts.
3. Lead efforts needed to achieve a successful expansion of Edunav for the college and district.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

1. We use daily Power BI reports for a high level assessment of enrollment efforts.
2. Reports generated by Institutional Effectiveness related to Dual Enrollment.

### **RESOURCES**

**Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 2. Implement Guided Pathways framework.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

Student Services has taken a leadership role in the implementation of Guided Pathways. Under the leadership of the Dean of Student Services, the Guided Pathways workgroup has led the work around the four pillars.

Highlights include:

- Successful grant application for Title V PACES Grant
- Revised onboarding process

## Program Review: Part 1

- Implementation of Project Teams
- Revised trailheads and pathway documents

### What are your plans/goals (3-year) regarding this goal?

1. Identify funding to support the staffing and infrastructure needs as outlined in the Scale of Adoption Assessment (SOAA).

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

1. [Scale of Adoption Assessment 2021](#)

### **RESOURCES**

#### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

## EMP GOAL 3. Close all student equity gaps.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

Student Services is focused on meeting the needs of our students in underrepresented groups. Each dean within the Student Services division has one or more programs for students within are targeted populations.

We have dedicated programs and services focused on African American and Latinx students as well as programs geared towards students who identify as male or female or programs for students from special populations including CalWORKS, EOPS, DRC, Dreamers, Foster Youth, LGBTQ+, TRIO- Student Support Services, and Veterans. We continue to support the staff and activities for these programs from various funding streams. Given the racial and social justice events that occurred over the last year, it has become even more critical to support Black/African American Students in a direct and unapologetic manner. This means critically assessing our programs and services to identify gaps as well as ensuring direct and continuous support for our students to in meeting their needs.

#### **What are your plans/goals (3-year) regarding this goal?**

1. Increase enrollment in programs.
2. Increase staffing in programs in a long-term sustainable manner.
3. Use dissaaggregated data to identify gaps and implement strategies to address these gaps.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Assessment data as presented in the Program Reviews within Student Services.

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### **RESOURCES**

**Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 4. Implement professional development around Guided Pathways and equity framework; foster a culture of ongoing improvement.

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### **GOALS AND ACTIVITIES**

**What are you doing now in support of this goal?**

Supporting the work of the Guided Pathways project teams and administrative leads.

Implementation of recommendations related to Student Services from the Racial Justice Taskforce

**What are your plans/goals (3-year) regarding this goal?**

Inventory professional development needs of faculty, staff and managers related to Guided Pathways and Equity.

Ensure faculty, staff and managers within Student Services complete trainings and professional development related to Guided Pathways and Equity.

Lead efforts in the Student Services that increase student access, equity and success with an emphasis on Black and African American students.

### **EVIDENCE**

**Do you have assessment data or other evidence that relates to this goal?**

Evidence:

[Guided Pathways Workgroup website](#)

[20-21 Project Team Charters](#)

### **RESOURCES**

**Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 6. Pursue, develop, & sustain collaborative partnerships.

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### **GOALS AND ACTIVITIES**

**What are you doing now in support of this goal?**

We provide outreach primarily to K-12 partners in CNUUSD, JVUSD and AUSD. Key programs include:

Dual Enrollment

Norco Promise

College Promise

## Program Review: Part 1

### **What are your plans/goals (3-year) regarding this goal?**

1. Implement a dedicated Outreach unit that includes staff and budget focused on general college outreach.
2. Expand support provided to students through the College Promise program.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

Data is available for College Promise and Norco Advantage.

### **RESOURCES**

#### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 7. Become the regional college of choice by offering a comprehensive range of programs that prepare students for the future and meet employer workforce needs.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

Student Services offers a wide range of programs and services to foster student engagement, wellness and success in the classroom and outside of the classroom. We respond to the needs of students in time and on time.

#### **What are your plans/goals (3-year) regarding this goal?**

Maintain effective and efficient services both online and in person in our Guided Pathways framework.

### **EVIDENCE**

#### **Do you have assessment data or other evidence that relates to this goal?**

### **RESOURCES**

#### **Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)**

Yes

EMP GOAL 11. Implement professional, intuitive, and technology-enhanced systems.

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### **GOALS AND ACTIVITIES**

#### **What are you doing now in support of this goal?**

The Student Services Division utilizes multiple technological platforms to meet the needs of our prospective and current students including but not limited to:

# Program Review: Part 1

EduNav (educational planning and registration tool)

Campus-Nexus (Enterprise Resource Platform aka Student Information System)

Ocelot (ChatBot)

Live Chat (Chat function)

QLess (queueing software)

Cranium Cafe (service management tool for student services)

## What are your plans/goals (3-year) regarding this goal?

1. Continue expansion of EduNav platform for the college and district.
2. Expand online services to increase access and meet student needs and demands.

## EVIDENCE

### Do you have assessment data or other evidence that relates to this goal?

LiveChat Data - July 1, 2020-April 30, 2021

date	chats
2020-07	1250
2020-08	2241
2020-09	2018
2020-10	1289
2020-11	1351
2020-12	1157
2021-01	1556
2021-02	1866
2021-03	1106
2021-04	1056

EduNav reports are available on Basecamp and reported monthly to District Enrollment Management.

## RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)

Yes

## Program Review Part 2

2021 - 2024

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### Information/Publication Review

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**Please discuss any publications or published information that require regular updates for your area.**

All print and electronic materials within Student Services including but not limited to:

Student Services Websites

Student Handbook

Student Support Hub (Canvas)

Online Orientation

Letters, emails sent directly to students

### Program Review Reflections

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**What would make program review meaningful and relevant for your unit?**

To provide a holistic administrative Program Review, there needs to be time between the submission of the area/service program review submission and the due date for the administrative unit. This would allow time to identify any core themes and trends that need to be integrated into the administrative unit.

**What questions do we need to ask to understand your area's plans, goals, needs?**

How does Student Services define success?

**What types of data do you need to support your area's plans, goals, needs?**

1. Accurate disaggregated data for programs and services pulled at regular intervals using the same methodology.
2. Ability to track students through the entire enrollment funnel (e.g. prospective, inquiry, applied, registered, etc.) with same reliable technology tool.

**If there are any supporting documents you would like to attach, please attach them here.**



## Resource Requests

2021 - 2024

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**What resources do we already have?**

General Fund, College Promise

**What resources do you need?**

Funding to create infrastructure for College Outreach Department

**Request related to EMP goal or Assessment?**

EMP Goal 1,EMP Goal 7

**\$ Amount Requested**

50,000

**Resource Type**

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

**Potential Funding Source(s)**

Other/None,General Fund

**The evidence to support this request can be found in:**

Program Review: Part 1

**This request for my area is Priority #:**

2

2021 - 2024

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**What resources do we already have?**

Staff

**What resources do you need?**

Budget to support 5 Faculty Coordinators with .02 FTE reassign per term

**Request related to EMP goal or Assessment?**

EMP Goal 2

**\$ Amount Requested**

140,000

**Resource Type**

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

**Potential Funding Source(s)**

General Fund

**The evidence to support this request can be found in:**

Program Review: Part 1

**This request for my area is Priority #:**

5

## Resource Requests

2021 - 2024

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**What resources do we already have?**

2 FT Educational Advisors

**What resources do you need?**

3 FT Educational Advisors

**Request related to EMP goal or Assessment?**

EMP Goal 1,EMP Goal 2,EMP Goal 3

**\$ Amount Requested**

351,693

**Resource Type**

STAFF: Classified Professional, Confidential, Manager

**Potential Funding Source(s)**

General Fund

**The evidence to support this request can be found in:**

Program Review: Part 1

**This request for my area is Priority #:**

4

2021 - 2024

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**What resources do we already have?**

FWS

**What resources do you need?**

Budget to implement Student Ambassador program to with in-reach and outreach efforts - 10 at 20 hours per week

**Request related to EMP goal or Assessment?**

EMP Goal 1,EMP Goal 2,EMP Goal 3

**\$ Amount Requested**

170,000

**Resource Type**

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

**Potential Funding Source(s)**

Other/None,General Fund

**The evidence to support this request can be found in:**

Program Review: Part 1

**This request for my area is Priority #:**

1

## Resource Requests

2021 - 2024

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**What resources do we already have?**

PPT staff, CTE Project Director

**What resources do you need?**

Outreach Services Supervisor

**Request related to EMP goal or Assessment?**

EMP Goal 1,EMP Goal 7

**\$ Amount Requested**

146,096

**Resource Type**

STAFF: Classified Professional, Confidential, Manager

**Potential Funding Source(s)**

General Fund,Other/None

**The evidence to support this request can be found in:**

Program Review: Part 1

**This request for my area is Priority #:**

3

2021 - 2024

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**What resources do we already have?**

Staff

**What resources do you need?**

Budget for targeted outreach and support for Black/African American Students

**Request related to EMP goal or Assessment?**

EMP Goal 1,EMP Goal 3

**\$ Amount Requested**

75,000

**Resource Type**

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

**Potential Funding Source(s)**

Other/None

**The evidence to support this request can be found in:**

Program Review: Part 1

**This request for my area is Priority #:**

1

# Submission