



Program Review - Overall Report

Administrative: Student Services

Assessment Review

2021 - 2024

Assessment Review

1. How does this administrative area evaluate the quality of service delivery? (“Quality” can be measured various ways: speed of service, satisfaction with services, accuracy of processing, responsiveness, achievement of SLOs, etc.)

Quality is evaluated through responsiveness to the needs of our students for the various programs and services provided by Student Services. Each area uses appropriate evaluation methods that align with their respective goals and outcomes.

2. In what ways does this administrative area support student learning?

Student Services provides students with the wrap-around supports to ensure success inside and outside of the classroom.

3. What strategic goals does this administrative area align with to support the college mission?

Student Services aligns with a mission of the college by supporting the needs of our diverse student population and playing a significant role in transforming the lives of our students. We most closely align with the goals connected to Strategic Direction 1: Student Transformation. Additionally, Goals 5, 6 and 7.

4. How has assessment data been used to improve this administrative area?

We are regularly looking at the number of students served in total and also disaggregated by race, ethnicity, gender, etc. We also use our KPI's as a mechanism to assess the work completed in our areas.

5. How does this administrative area assure equitable access to appropriate, comprehensive, and reliable services?

Student Services provides services online and in person during regular business hours as well incorporating nights and weekends pending available funding and staffing.

Comments

Comments

Program Review: Part 1

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

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.

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
- Implementation of Project Teams

Program Review: Part 1

- 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.

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.

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 1

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

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 5. Reduce working poverty and the skills gap.

GOALS AND ACTIVITIES

What are you doing now in support of this goal?

We currently support via our Student Employment Personnel Specialist.

The addition of our Basic Needs and Wellness supervisor provides additional support and resources to students.

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

Incorporate LAEP funding and opportunities to expand student employment options.

Infuse Career Development into the onboarding and counseling/advising process.

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

Program Review: Part 1

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

GOALS AND ACTIVITIES

What are you doing now in support of this goal?

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

Dual Enrollment (moved to Assoc Dean of Educational Partnerships)

Norco Advantage

College Promise

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

1. Align outreach efforts across the college by coordinating staff with this functional responsibility.
2. Facilitate the creation of an Enrollment Management Recovery Plan and Outreach calendar.
3. Expand fiscal and personnel 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.

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?

1. Maintain effective and efficient services both online and in person within our Equity and Guided Pathways framework.
2. Focus on disaggregated data and evaluate disproportionate outcomes for our students.
3. Extensive Professional Development to ensure division faculty, staff and managers understand and utilize data within their areas utilizing frameworks for service delivery (e.g. loss momentum framework, SSIPP, etc.)

EVIDENCE

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

Holistic Student Support Survey

Program Review: Part 1

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.

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:

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 within current constraints.
2. Expand online services to increase access and meet student needs and demands.
3. Support implementation of Anthology (new ERP).
4. Identify platform(s) to ensure equitable access to programs and services.

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

Program Review: Part 1

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

Information/Publication Review

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

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

2023 - 2024 Update

Resource Request

What resources do we already have?

Staff

What resources do you need?

Funding

Request related to EMP goal or Assessment?

EMP Goal 3

\$ Amount Requested

25,000

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

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

The Black Student Network is under the umbrella of the Black Student Care project team, which does not have dedicated funding. In Spring 2023, the Black Student Care Network was launched using a \$5,000 Foundation grant. The goal is to institutionalize this work so that there is infrastructure and support for activities and growth.

This request for my area is Priority #:

2

Is this request:

New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

Resource Requests

2023 - 2024 Update

Resource Request

What resources do we already have?

AB 19 Funding

What resources do you need?

Staff

Request related to EMP goal or Assessment?

EMP Goal 1

\$ Amount Requested

137,774

Resource Type

STAFF: Classified Professional, Confidential, Manager

Potential Funding Source(s)

Other/None

The evidence to support this request can be found in:

Program Review: Part 1

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

The educational advisor will be able to engage in all aspects of the student life cycle from outreach at local high schools, to educational advising and retention of students in the College Promise Program. This will be needed as we move from a 1 year college promise program to a 2 year program.

This request for my area is Priority #:

1

Is this request:

New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

Resource Requests

2023 - 2024 Update

Resource Request

What resources do we already have?

Funds

What resources do you need?

Fund

Request related to EMP goal or Assessment?

EMP Goal 1

\$ Amount Requested

150,000

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

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

Ensuring we are able to fully support a two-year college promise for our eligible full-time students.

This request for my area is Priority #:

4

Is this request:

New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2023 - 2024 Update

Resource Request

What resources do we already have?

staff

Resource Requests

What resources do you need?

budget

Request related to EMP goal or Assessment?

EMP Goal 1

\$ Amount Requested

30,000

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

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

To increase our enrollment and HS capture rate we need to invest into activities that engage K-12 stakeholders (e.g. open house, parent nights, HS visitations, K-12 partners)

This request for my area is Priority #:

3

Is this request:

New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2023 - 2024 Update

Resource Request

What resources do we already have?

Staff

What resources do you need?

Budget

Request related to EMP goal or Assessment?

EMP Goal 1

\$ Amount Requested

100,000

Resource Requests

Resource Type

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

Potential Funding Source(s)

General Fund,Other/None

The evidence to support this request can be found in:

Please summarize how this request supports one or more EMP Goals, Equity goals, your program plans or goals, and/or is supported by outcomes assessment data.

Targeting advertising/marketing to reach potential students and re-engage students lost.

This request for my area is Priority #:

5

Is this request:

New

For Administrative Use Only

Funding Status

Notes

Council Ranking

2022-23 Council Ranking

2022-23 Notes

2021 - 2024

Resource Request

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

Resource Requests

For Administrative Use Only

Funding Status

Completed/Funded

Notes

AB19/Emergency Action Funds

Council Ranking

8

2022-23 Council Ranking**2022-23 Notes**

2021 - 2024

Resource Request

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

For Administrative Use Only

Funding Status

No longer needed

Notes

No longer needed

Council Ranking

18

2022-23 Council Ranking**2022-23 Notes**

Resource Requests

2021 - 2024

Resource Request

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

For Administrative Use Only

Funding Status

No longer needed

Notes

No longer needed

Council Ranking

23

2022-23 Council Ranking

2022-23 Notes

2021 - 2024

Resource Request

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

Resource Requests

\$ 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

For Administrative Use Only

Funding Status

No longer needed

Notes

No Longer needed

Council Ranking

1

2022-23 Council Ranking

2022-23 Notes

2021 - 2024

Resource Request

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

Resource Requests

For Administrative Use Only

Funding Status

No longer needed

Notes

No Longer needed

Council Ranking

20

2022-23 Council Ranking

N/A

2022-23 Notes

N/A

2021 - 2024

Resource Request

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

For Administrative Use Only

Funding Status

Completed/Funded

Notes

Funded

Council Ranking

6

2022-23 Council Ranking

N/A

2022-23 Notes

N/A

Submission

2022 - 2023 Update

I would like to submit this update

Yes

The additions or updates to my Program Review can be found in:

Program Review: Part 1,Program Review: Part 2,Resource Requests

2023 - 2024 Update

I would like to submit this update

Yes

The additions or updates to my Program Review can be found in:

Assessment Review,Program Review: Part 1,Program Review: Part 2,Resource Requests