

#4

COMPLETE

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Page 1: I. Service Area Overview and Update

Q1

I.1 Service Area for Review:

Vice President of Student Services

Q2

1.2 Lead Author:

Dr. Jessica Robinson, MSW

Q3

I.3 Collaborator(s) - List any person that participated in the preparation of this report:

April Holman, and conversations with VPSS direct reports including, Dr. Lauren Vaknin, Nicole Jones, Agustín Orozco, Ray Reyes, Gregory Vega, and Dr. John Escobedo.

Q4

I.4 Dean/Manager:

N/A

Q5

I.5. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review you submitted. You can access the 2020 program reviews on the program review webpage.

Over the past year, the VPSS office has acquired a new admin assistant which has allowed us to increase our office's technological savvy. This is evident in our online practices and the transition to a paperless office. Our office continues to be synonymous with student support and idea-sharing as the office works diligently to support each of the departments within the Division.

Changes, additions, and achievements that have occurred in our service area since the last program review include moving all student services to a remote environment. Because of COVID-19 and county restrictions, in Spring of 2020 all students' services had to adopt a new way of conducting their daily duties and continue to serve students in an effective way. Our programs were able to do this with ease and lots of hard work. Within weeks all programs were online and students were being served at normal capacity levels. We were able to adjust some of our services by using feedback from our spring student survey and by fall all student services had the capability of answering live phone calls during business hours. Students have been able to get all forms, appointments, and normal services offered in person by way of our new remote modality. We have conducted drive-through events which included multiple food, technology, supply, and gas card distributions.

This work continues as we create innovative ways to serve students remotely, which in turn will only strengthen our support when we return to campus. A 40 hour a week virtual help desk and financial aid online service allow students to connect with someone in real-time to seek guidance. Implementation of a Coyote Hotlink allows students to call in during business hours to reach a live person.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Administrative service areas collect data in many different ways. Please discuss the access, success, and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations.

The VPSS office takes part in the collaborative efforts to write and contribute to the writing of the College's Strategic Plan, Student Equity Plan, Campus Climate Survey, and Guided Pathway work plans. Engagement and review of these surveys and data on an ongoing basis have allowed the VPSS to connect with administration (at the college and district level) to create, foster, and continue programs that have a positive impact on student success and equity as well as redirect or alter services which have a negative student consequence or interrupt student service success. Additionally, a review of individual student service department reports of student satisfaction and success has allowed the VPSS to examine findings with key leadership for a student-centered culture of support and when necessary change to policies and procedures. This has been especially important during COVID 19 and our remote service deliveries. Connecting with student service departments to view how many students are served, how quickly, and how often allows us to better understand how to best staff our remote modalities.

Q7

II.2. How has this data impacted the goals set in your Spring 2020 comprehensive program review?

Obtaining the data described in II.2. has allowed me to assess last year's goal of "Student Service departments will collect and assess data to improve student outcomes and experiences." Regularly engaging in a system of assessment for student support services has been important to ensure student needs are met and to gauge how satisfied students are with the services offered and the services they are receiving division-wide. Outcomes of assessments are discussed and used to continue best practices and alter services when necessary.

Q8 **Respondent skipped this question**

OPTIONAL: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Q9
II.3. Please describe the most significant or impactful ways your service area worked across the college to advance the college's student success and equity goals and strategic priorities over the past year?

The most impactful way the VPSS office has worked across the college to advance the college's student success & equity goals was to provide emergency assistance CARES grants, technology grants and host student forums. The emergency assistance CARES grants were given in \$500 disbursements to each student who applied and met the minimum qualifications in the spring, summer, and fall semesters. The total amount of money given to students was over \$1.4 million. We also provided technology grants to 100 students in the fall semester in \$500 disbursements to purchase technology-related items. The grants were to be used by the students to try and alleviate the unexpected difficulties related to COVID-19 and the move to a remote modality. Additionally, we partnered with the Dean of Equity to offer laptops and hotspots to disproportionately impacted students. We also held multiple student forums to give students the space to voice their concerns and obtain pertinent information during the spring and fall semesters.

Page 3: III. Previous Goals: Update

Q10
Goal 1:
Successfully implement Student Services re-organizational structure.

Q11 **In Progress - will carry this goal forward into next year**
Goal Status

Page 4: III. Previous Goals: Update continued

Q12 **Respondent skipped this question**
Please describe the results or explain the reason for deletion/completion of the goal:

Q13 **Respondent skipped this question**
Do you have another goal to update?

Page 5: III. Previous Goals: Update continued

Q14

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Three years ago, the VPSS met with student services leads, departments, and staff to discuss a proposed organizational modification allowing for feedback and questions. This plan was solidified and approved by student services leads and deans. Over the past year portions of the organization modification were deemed not appropriate at this time (move one Admissions and Records Director to Dean, movement of Outreach to Admissions and Records). Movement of Veterans under Counseling is completed and the organization modification of Associate Dean to Dean for Student Services and Categorical has been submitted but is frozen due to budget constraints. I am hopeful as the budget repairs we can again have this goal under review.

Q15

Yes

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q16

Goal 2:

Student Service departments will collect and assess data to improve student outcomes and experiences.

Q17

In Progress - will carry this goal forward into next year

Goal Status

Page 7: III. Previous Goals: Update continued

Q18

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Q19

Respondent skipped this question

Do you have another goal to update?

Page 8: III. Previous Goals: Update continued

Q20

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Each Student Services department has worked with our college's SLO coordinators to establish department-level student service surveys/assessments. As these are implemented data will be discussed and suggestions will be made to increase student service and support.

Q21 **Yes**

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q22

Goal 3:

Conduct a Student Validation training in each student services department.

Q23 **In Progress-will carry this goal forward into next year**

Goal Status

Page 10: III. Previous Goals: Update continued

Q24 **Respondent skipped this question**

Please describe the results or explain the reason for deletion/completion of the goal:

Q25 **Respondent skipped this question**

Do you have another goal to update?

Page 11: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Student achievement data, through customer service surveys in our division, have shown our departments could benefit from a division-wide student validation (customer service) training which would lead to higher persistence rates for students who are satisfied and engaged in the services provided to them. This goal was originally set to be achieved by Feb 2021 but due to the abrupt shift to remote modalities that consumed us, we have set to begin these trainings again this spring.

Q27 **No**

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q28 **Respondent skipped this question**

Goal 4:

Q29 Respondent skipped this question

Goal Status

Page 13: III. Previous Goals: Update continued

Q30 Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

Page 14: III. Previous Goals: Update continued

Q31 Respondent skipped this question

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Page 15: IV. New Goals

Q32 No

Would you like to propose any new goal(s)?

Page 16: IV. New Goals continued

Q33 Respondent skipped this question

New Goal 1:

Q34 Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one) (NEEDS LINK)

Q35 Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q36

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q37

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q38

Respondent skipped this question

How will this goal be evaluated?

Q39

Respondent skipped this question

Do you have another new goal?

Page 17: IV. New Goals continued

Q40

Respondent skipped this question

New Goal 2:

Q41

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one) (NEEDS LINK)

Q42

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q43

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q44 Respondent skipped this question

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q45 Respondent skipped this question

How will this goal be evaluated?

Q46 Respondent skipped this question

Do you have another new goal?

Page 18: IV. New Goals continued

Q47 Respondent skipped this question

New Goal 3:

Q48 Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one) (NEEDS LINK)

Q49 Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q50 Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q51 Respondent skipped this question

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q52 Respondent skipped this question

How will this goal be evaluated?

Q53 Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q54 Respondent skipped this question

New Goal 4:

Q55 Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one) (NEEDS LINK)

Q56 Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

Q57 Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q58 Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Q59 Respondent skipped this question

How will this goal be evaluated?

Page 20: V. Resources Needed to Achieve Goal(s)

Q60 Administrator Resource Needs

What resources is your program requesting this year to achieve the program's goal(s)?

Page 22: Final Check

Q61

I am ready to submit my program review

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."
