

# Vice President of Student Services

## 2019-2020 Program Review Summary

### Mission Statement:

To create a safe academically supported social, spiritual, cultural, psychological and recreational learning environment outside of the classroom to enhance the overall student experience at RCC. Through these efforts, the Division of Student Services will connect with, support, and engage students throughout their matriculation at the college.

The Vice President of Student Services directs, manages and coordinates all operational activities related to Student Services throughout the college, including but not limited to the following areas:

Admissions and Records, Enrollment Management, Assessment, Disability Resources Center, Extended Opportunity Programs and Services, Financial Aid/Scholarship, Matriculation, Student Activities, Student Health and Psychological Services, International Students Program, Veterans Affairs, Community Outreach/Recruitment, Cal Works, Special Programs, Student Recruitment, Retention, Dual-Enrollment, Gateway/Early College and Athletics.

### Initiative #1: Guided Pathways - Improvement in Overall Student Services – Categorical Student Support Programs

#### Category 1 – Discipline/area specific strategy/Category 6 – Management/Staff hires/ Category 5 – Faculty Hires

Categorical Student Support Programs including EOPS, TRIO for Disabled Students and Veterans, Foster Youth programs, and CalWorks/CARE provide integrated academic support, including educational planning, advising, probation counseling, orientation and student success workshops. Each of their programs has a dedicated director or coordinator to provide intensive, one-on-one caseload management for the participating students. The management ensures the integration of support across the matriculation, instruction, and co-curricular support activities.

- We would like to rehire the position of the adaptive technology specialist to improve services and use of the high tech center. The person in this position retired almost five years ago. This position is needed to provide support in the high tech center lab as well as in additional labs across the RCC campus to ensure the adaptive software is upgraded on all the computers. The person will also assist the Alternate Media Coordinator with training and general 508 compliance issues. **(VPSS – Priority # 4)**
- The EOPS NextUp full-time counselor will be funded utilizing EOPS and NextUp funding. Foster youth enrollment in the EOPS program has more than tripled since the NextUp program was implemented in 2018-2019. Enrollment began at 24 students enrolled in 2017-2018, and increased to 77 students served in 2018-2019. The goal is to serve at least 100 EOPS NextUp foster youth students in 2019-2020, which would continue funding at the same level, (\$1.2 million), moving forward in 2021-2022. **(VPSS – Priority #3). To be prioritized through established faculty prioritization protocols.**
- Collaborative support for Veteran and students with disabilities -- Tenure-Track Counselor supporting Veterans with Disabilities A counselor for student Veterans is an absolute necessity. In conjunction with the DRC (Disability Resource Center), we would propose to create a new full time counselor that will be dedicated 50% to Veterans and 50% to students with disabilities, with the acknowledgement that many Veterans also could benefit from services available in the DRC. Our hope is that more Veterans will take advantage of accommodations that will enable them to be more successful in class while breaking down the stigma that prevents many Veterans from seeking help in the first place. **(VPSS – Priority #2) To be prioritized through established faculty prioritization protocols.**

Resources Needed	Resource Category	Funding Source	Amount
Adaptive Technology Specialist	Classified	General Fund	\$104,330
FT Counselor EOPS/NextUP	Faculty	90% Next UP/10% EOPS Salary Savings	\$158,299
FT Counselor VRC/DRC	Faculty	50% DRC/30% General Fund/20% Equity and VRC	\$158,299

## Initiative #2: Guided Pathways – Improvement in Overall Student Services – Enrollment Management

### *Category 1 – Discipline/area specific strategy*

Provide the necessary student enrollment services that will aid the effort to increase academic success, persistence, retention and timely graduation of all students. Increase number of students applying for financial aid thru targeted outreach on campus and at local high schools and community organizations. Increase on campus workshops and training in the welcome center to promote application assistance and completion. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. This includes a permanent budget augmentation to cover the cost of Commencement.

Resources Needed	Resource Category	Funding Source	Amount
Augmentation to Commencement Budget	Other	General Fund	\$100,000

## Initiative #3: Guided Pathways –Improvement in Overall Student Services – Student Life and Activities

### *Category 1 – Discipline/area specific strategy/ Category 6 – Management/Staff hires*

The Office of Student Life department is comprised of several student support programs. The department supports all aspects of student engagement and success at the College and works directly with Athletics, Student Activities, Health and Psychological Services, La Casa, and Ujima/Umoja. In addition, the departments host a variety of equity and diversity programs and events.

- Work with faculty Coordinators in Student Activities to increase the numbers of Hungry Tiger events beginning in the fall of 2019 and continue to reach an even wider numbers of students on campus. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. The Hunger Free Campus Allocation Grant has given us the resources to build a sustainable program so our students are given regular access to food and meals. While prior to January 2019 we had the Food Pantry and ASRCC Resource Center, in spring of 2019, we did 7 programs across the campus where students were given a meal. While working those events, we talked with many students who expressed the need for ongoing programming and access. Over 1500 students attended the spring events while the ASRCC Resource Center saw more than 1000 students a month during that time.
- In January of 2019, the Behavioral Intervention Response Team (BIRT) was changed to the RCC Cares Team.
- Expand the one-on-one mental health counseling available in the Student Health and Psychological Services (SHPS) Center. SHPS will collaboratively work with (including Human Resources and Employees Relations, Planning, and the Business Fiscal department) and hire a full-time Mental Health Supervisor to divide the workload. **(VPSS Priority #1)**
- Increase Equity-related Programming on Campus and Expand Outdoor Seating and Staging. Work with faculty Coordinators in Student Activities and ASRCC to increase the number of equity related programs throughout the year (Ex. Hispanic Heritage Month, Black History Month, LGBTQ Pride Week, International Week, Women’s History Month, etc). For RCC to serve all of its students and honor the rich diversity of the community, there needs to be more intellectually stimulating programming around issues of race, gender, and sexual orientation on campus. For the 2019-2020 year, we would like to plan several major speakers, panels, and events during the months/week celebrating Latino, International, LGBTQ, African American, and Women’s history and heritage.
- This Project was approved during the 2016-17 Strategic Planning Cycle. However, it was brought forth within a funding stream being identified. In order to resolve this matter, one-time money has been identified for this capital outlay project. Track & Field Throws Area on Field C, has been approved via the Beach Volleyball Complex Project by the various committees, RDAS, ACTPIS, and SAS to EPOC.

Resources Needed	Resource Category	Funding Source	Amount
Mental Health Supervisor	Management	General Fund/ Health Services Resource	\$155,980
Funding for speakers and events	Other	Equity	\$25,000
Outdoor Stage and Seating in the Patio behind Bradshaw	Capital Outlay	Capital Outlay Funds	\$140,000
Relocation and construction of Track & Field Throws Area on Field C- Evans Field	Capital Outlay	Capital Outlay Funds	\$400,000
Space for Second Food Pantry	Capital Outlay	Hunger Free Grant	

## **Initiative #4: Guided Pathways – Improvement in Overall Student Services – International Programs**

### ***Category 1 – Discipline/area specific strategy. No resources requested.***

The Center for International Students and Programs (ISP) works with students from all over the world. The Center offers social and cultural programs on campus and in the colleges' respective communities, valuing the opportunity for global awareness and international connections. Almost 500 students from more than 50 countries are currently working on their associate degrees and developing an educational path to be able to transfer to four-year colleges and universities. Goals include actively recruiting international students by visiting local and surrounding high schools who have a large international population of students and to recruit them from abroad. This will be done with face-to-face visits, use of technology, and the contracting with reputable and capable education agents in countries where they provide strategic benefit in creating a consistent channel for enrollment and international engagement.

## **Initiative #5: Integrated Academic Support – Engagement Centers (with VPPD and VPAA Plan)**

### ***Category 1 – Discipline/area specific strategy. No resources requested.***

Many of RCC's co-curricular activities are centered in engagement centers with a dedicated, professional Educational Advisor and/or Adjunct Counselor. These working professional ensures the integration of support across the matriculation, instruction, and co-curricular support activities of students in each program. Fully functional engagement centers for targeted populations including: La Casa, Ujima, Veterans, Disabled Students, Foster Youth, and Athletics.

## **Initiative #6: Integrated Academic Support – Strengthening Unified School District Relationships**

### ***Category 1 – Discipline/area specific strategy. No resources requested.***

Outreach engages in activities and strategies that aim to increase equitable access to programs and services offered at RCC. We educate students and the community about the many services offered on campus and provide recruitment efforts for RCC programs. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. The outreach department is a key partner in meeting enrollment targets. Outreach student staff provide key staffing in the department by providing coverage for the Welcome Center, the information booth of the Kane Building as well as outreach services to the local area schools through college booth coverage in the field, class presentations and peer mentorship.

## **Initiative #7: Learning Environment Improvement – Improve Institutional Efficiency, Effectiveness, and Customer Service**

### ***Category 1 – Discipline/area specific strategy. No resources requested.***

Engage in streamlining process to decrease the wait time of students. Develop online or automated systems to better serve student. Develop comprehensive training and on-boarding plan for new and incumbent staff. Close one Friday per major term to have an enrollment services retreat/customer service training/policy updates session. Explore webinars for professional development for staff and reduce the need to travel. Provide a robust social media presence with posts at least weekly on Facebook, Instagram, Twitter, and Snapchat. Improve communication with Students - ensure equitable access to all by improving communication with students, prospective students, the general public, and community groups. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. Student Financial Services is already using a ChatBot with great success. Using a ChatBot will enable 24/7 online access available in English or Spanish.

Resources Needed	Resource Category	Funding Source	Amount
ChatBot expansion	Other	Existing funding available	\$30,000

## **Initiative #8: Partnerships, Collaborations, and Resource Development – Build Community Partners**

### ***Category 1 – Discipline/area specific strategy. No resources requested.***

Develop community, regional, national and international partnerships and communication infrastructure to engage and inform stakeholders. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. Build strong relationships with our community partners through interaction, and participation in community engagement activities and events geared towards serving the same target population as we serve. Join various community groups, boards, committees. Participate in campus and community discussions. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts.

## **Initiative #9: Partnerships, Collaborations, and Resource Development – Grantsmanship and Resource Development**

### ***Category 1 – Discipline/area specific strategy. No resources requested.***

Generate external resources to advance the services and programs offered in the Division of Student Services.