

Assessment: Assessment Unit Planning



Program Review - VP of Student Services

Mission Statement: Overall Vision of Student Services: 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, Transfer Center, International Students Program, Veterans Affairs, Community Outreach/Recruitment, Cal Works, Special Programs, Student Recruitment, Retention, Dual-Enrollment, Gateway/Early College and Athletics.

Changes to Mission Statement : N/A

Upcoming Circumstances or Planning Considerations: Discussion is underway for the reorganization of the division to provide greater efficiency and effectiveness of services. This may possibly involve the relocation/reallocation of office space as well as hiring additional staff.

Effectiveness and Engagement Analysis: Primary Group Served: The Division of Student Services is able to serve the entire student body at RCC by providing support services that :

- Assist students in enrolling at RCC
- Assist students with paying for their education
- Help students to persist in College
- Keep students active and healthy
- Expose students to the global/international society
- Keep Students Engaged
- Help Students Transition into the College Environment
- Market the course offerings and services available at RCC
- Help our students be the BEST students they can be!!!

The Vice President of Student Services provides leadership for Student Access and Success Leadership Council (SASLC), provides leadership for Direct Reports and Department Leads monthly meetings, serves on the President's Leadership Team, the District Safety Taskforce, the District Strategic Planning Committee, and numerous other College and District committees and/or Taskforces.

Effectiveness and Engagement Analysis: External Group Relationships: The Division of Student Services interfaces with external stakeholders including the unified school districts that are feeders to the College (RUSD, AUSD, and JUSD), community organizations and groups, Tiger Backers Athletic booster organization, surrounding colleges and universities, and various city, state, and federal agencies as well as the public at large.

Effectiveness and Engagement Analysis: Effectiveness: See attachments from strategic planning assessments and/or program reviews.

Effectiveness and Engagement Analysis: Org Chart and Meetings: The current organizational chart can be found on the College's website. We are undergoing a discussion of the divisional reorganization as mentioned above.

Effectiveness and Engagement Analysis: Communication: The Division of Student Services utilizes the following mechanisms to communicate with college constituencies: social media, e-mail communications, hard copy letters, regular meetings, divisional meetings and/or retreats, active participation of college and district committees, and community involvement and participation.

Effectiveness and Engagement Analysis: Collaboration: The Division of Student Services works with all campus constituencies to lead and support the functions outlined above.

Initiative/Project Details: **THEME: CA GUIDED PATHWAYS** **Improvement in Overall Student Services - Categorical Student Support Programs**

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.

Initiative/Project Status: In Progress

Year(s) Implemented: 2016 - 2017, 2017 - 2018, 2018 - 2019, 2019 - 2020

Initiative Target: Improvement in Overall Categorical Student Support Programs by 5% over the 2016-17 baseline data.

Action Plan

2019 - 2020 - Regular meetings will occur between the Dean of Student Services and the Directors, Coordinators, Ed Advisors, and Counselors for each program to share best practices, discuss opportunities for improvement, work to integrate and coordinate activities to leverage resources, facilitate engagement, and create more shared experiences for students across campus. (Active) (Active)

Initiative/Project Target: 2019-20

EOPS Offering intrusive counseling with consistent counselors, primary-term to primary-term persistence rates will increase. Increase persistence rates from primary term to primary term by ensuring that the students are knowledgeable about the program and the benefits that are offered, offering services that are consistent, and offering accurate information that is related to their goal.

EOPS will reach out to Equity Gap BOG eligible students with the goal to recruit this specific population by an additional 25%. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. (Access & success)

Serve an unduplicated EOPS count of 1,175 (access & success)

Create targeted interventions and support to assist preparatory pathways and 1 year CTE pathway students moving to transfer track or completion of CTE programs. Increase number of program participants completing preparatory coursework and /or certificates by 10%. (Success)

Examine all 17-18 transfer and CTE cohort and map time out to graduation. Evaluate if interventions and services increased transfer 2 year completion by 10% over initial baseline. (Success)

Go over program cap in DRC and VRC programs by 10%. Implement cross over services and tracking by TRIO, DRC and VRC. Recruit 105 DSSS students and 126 VSSS student. (Success)

Review tutoring data (completion, success rates); increase success rates by an additional 5%. (Success)

Assuming the renewal of the Workability, at least 20 additional students will be placed in internships/vocational experience. (Access & success)

Implement new CTE/Certificates programs objectives set forth by the California Wellness Grant. Five additional (20 total) RCC students interested in a CTE certificate program will be recruited.(Access & success)

Establish the Peer mentoring/tutoring program. At least 65% of those students who attend the peer tutoring will increase their GPA. (Success)

EOPS probation students will receive targeted interventions and services. 50% of those student who receive the services will increase their GPA. (Success)

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Explore opportunities for create and/or expand services for formerly incarcerated students who are matriculating at RCC. (Access/Success)

Related Documents:

- [EOPS NextUp Counselor Position Description 2018-19 posting.pdf](#)
- [CAFYES NextUp 2018-2019 Budget detailed 8.3.18.xlsx](#)
- [The EOPS NextUp Cooperating Agencies Foster Youth Educational Support.docx](#)
- [Adaptive Technology Specialist JD.pdf](#)
- [Adaptive Technology Specialist.xlsx](#)

2019 - 2020 - Improve Veterans Experiences at RCC to help Veterans succeed, we need to provide wrap around services by partnering with other groups on campus as well as in the community. Collaborative support for Veteran and students with disabilities -- Tenure-Track Counselor supporting Veterans with Disabilities. We also need to increase the amount of Veteran specific programming to help Veterans feel more comfortable on campus, and we need to recognize and acknowledge their success. We will also reduce the length of time for the certification process, ensuring that Veterans get their benefits sooner. (Active)

Initiative/Project Target: 2019 - 2020 Conduct a VA Work-study retreat to increase leadership development of student employees (student success)

2019 - 2020 Continue to host a campus -wide annual Graduation Recognition Ceremony for Veteran students with 5% student participation growth annually (success, engagement)

2019 - 2020 VRC will collaborate with counseling to develop an orientation online and in person that is specifically for veterans and their unique needs. (access, success)

2019 - 2020 VRC will collaborate with counseling to develop an orientation online and in person that is specifically for veterans and their unique needs. This will be in place by the end of 17-18 to target incoming students for 18-19. (access, success)

2019 - 2020 Veteran's Coordinator will lead outreach efforts to local bases and other avenues for reaching active military members, their dependents, and veterans. VC will attend and, if allowed, present on GI bill and other educational opportunities/strategies, at Veteran's University, put on by House Rep Dr. Ruiz, along with any other events that requires Veterans Resource representation.

2019 - 2020 Implement a communication plan that introduces the variety of student services available to veteran students. The comprehensive communication plan will include how best to communicate with veterans. It will also provide a plan that utilizes multiple mediums of communication that include but is not limited to social media, outreach tables throughout campus, email and in person interactions. (learning, access, engagement)

2019-2020 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. This position will be housed in a currently empty office in the DRC. (access, engagement, success) (Active)

Related Documents:

- [Support for Veteran.DRC Counselor.docx](#)
- [Vet.DRC Counselor.docx](#)
- [veterans with disabilities in higher education.pdf](#)

Resources Needed

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Hire the adaptive technology specialist to increase support for alternate media on campus. (Active)

VPSS DIVISIONAL PRIORITY #4 - 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.

(Initial Proposal).

Year of Request: 2019 - 2020

Funding Source (Grant, Allocation, General Funds, etc.): The adaptive technology specialist position is currently budgeted at Step 1. The position was never filled because the DRC allocation could no longer support it.

In the past, expenses in excess of the allocation were picked up by the general fund. At our last DRC meeting, Majd Askar, Director, Business Services at the District Office discussed increasing the District's interfund transfer to support DRC. However, the task force's first step was to determine the minimum standard of compliance required at all three colleges. That information was provided in an email sent by Sherrie DiSalvio on 8/15. The email included requests for positions from each of the colleges (attached).

The annual total cost of position (TCP) is \$104,330 calculation at Grade L, Step 1 and included the base salary and all benefits.

Projected Cost : 104330

F/T Counselor for EOPS/Next UP **VPSS DIVISIONAL PRIORITY #3** - RCCD was successful in writing for the CAFYES/NextUP grant funding. RCC received approximately \$1.5 million in total grant funds. The funding for the requested positions were included in the funding request.

The EOPS NextUp full-time counselor will be funded utilizing EOPS and NextUp funding. The cost of the counselor will range between \$75,648 and \$109,925.

The NextUp program was funded at \$1,212,000 for the 2019-2020 academic year, (funds do not carry over from year to year). In addition, RCC EOPS NextUp is guaranteed funding at \$1,212,000 for the 2020-2021 academic year. During the 2021-2022 academic year, NextUp funding can be decreased by 30%, however will not decrease if the program enrollment is consistent and growing, as it has been. 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.

In addition to NextUp funding, EOPS funds will also continue to increase annually as a result of enrollment growth. EOPS funding is currently \$978,023, with an additional required district match of \$146,206. The EOPS program enrollment has more than doubled in the past four years, serving 417 students in 2015, and increasing to 1108 served in the 2018-2019 academic year. Continued enrollment growth is expected as EOPS continues to recruit, retain, and serve disproportionately impacted students moving forward.

EOPS funding has existed for 50 years, and will very likely continue for many more years to come. It is anticipated that funding will exist for the requested new EOPS NextUp counselor well into the future. It should also be noted, that the state EOPS /NextUp program does not require that the counseling position be a tenure-track position. However, several one-year temporary and/or adjunct counselors funded through categorical programs have left to take full-time, tenure track counseling positions in the district and elsewhere.

As a comparison, Chaffey College EOPS serves an equal amount of students as RCC. The college employs five full-time, tenure track, counselors and one counselor/coordinator. Fullerton College EOPS also serves a similar amount of students as RCC, and employs six full-time, tenure track, counselors. RCC EOPS employs one full-time, tenure track, counselor/coordinator and one full-time, tenure track counselor, (and this counselor will retire in June 2020). RCC EOPS is requesting to hire a full-time, tenure track counselor, and has requested and received support from the counseling department.

Please note, we will have a huge cost saving in EOPS once our 2 staff and 1 faculty member retire on June 30th.

Year of Request: 2019 - 2020

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Resource Category: Human Resources - Faculty Staffing

Funding Source (Grant, Allocation, General Funds, etc.): CAFYES/NextUp Budget 2018-19 through 2020-21 The funding is categorical and typically a renewed source of funding. Here is the break down of the approximate costs for the EOPS NextUp Counselor position:

12 DZF 1190 0 6434 0045 1219 - \$81,000 (apx), 90% NextUp

12 DZF 1190 0 6434 1060 1219 - \$9,000 (apx), 10% EOPS

12 DZF 1190 0 6434 0045 3000 - \$27,000 (apx)

12 DZF 1190 0 6434 1060 3000 - \$3,000 (apx)

The above totals are estimates, since the cost of salary will vary depending on educational level and experience, as well as the benefits amount will vary according to the chosen benefit package. As a result, initial salary placement for the position will vary between \$75,648 - \$109,925. Payroll estimates the position salary at \$90,000. The annual total cost of position (TCP) is \$158,299 calculation at Faculty Grade H, Step 3 and included the base salary and all benefits.

Resource Life Cycle: 3 year grant funding (this request is being made in year 2 of the funding cycle). Salary range between \$75,648 and \$109,925

Projected Cost : 158299

Disciplines / Departments sharing Cost of Resource: EOPS and NextUp funding

Full time Counselor shared between Veterans Resource Center and Disability Resource Center

VPSS DIVISIONAL PRIORITY #2 - 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. This position will be housed in a currently empty office in the DRC. (access, engagement, success) (Active)

Full time Counselor shared between Veterans Resource Center and Disability Resource Center is being requested because at this time there are no dedicated counselors for our student Veterans. In order to receive benefits through the Veterans Administration, a student must have an Educational Plan on file. However, many students do not understand their Ed Plan, and can take courses that are not on their Ed Plan. If a student takes a class not on their Ed Plan, they will have to individually pay for the class as opposed to having their G.I. Bill pay for the class. Students who seek to make a change to their Ed Plan may not be able to get into see a counselor in a timely manner and can extend their time to completion. Student Veterans also need to have a counselor who is familiar with the G.I. Bill and can ensure that Ed Plans are compliant.

Many student Veterans have a disability rating from their time spent in the military and could benefit from receiving services and accommodations through the DRC, however many Veterans avoid seeking help. Having a dedicated counselor for Veterans who also specializes in assisting students with disabilities could help bridge the gap for those hesitant students.

The annual total cost of position (TCP) is \$158,299 calculation at Faculty Grade H, Step 3 and included the base salary (\$99,696) and all benefits.

Year of Request: 2019 - 2020

Resource Category: Human Resources - Faculty Staffing

Funding Source (Grant, Allocation, General Funds, etc.): 50% from DRC funding, 30% funding from General Counseling, and the final 20% split between Equity Funds and VRC funding.

Resource Life Cycle: 64,658 - \$99,621 of the Counselor Salary Schedule

Projected Cost : 158299

Initiative/Project Details: THEME: CA GUIDED PATHWAYS Improvement in Overall Student Services - Enrollment Management

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Enrollment Services includes Financial Aid, Admissions and Records (including Evaluations), Outreach, Veterans Services, and Assessment. Enrollment Services serve students on a daily basis throughout the life cycle of the student...everything from assistance with applying for admissions to posting their degree and mailing their diploma (any everything in between). The in between, includes, but is not limited to : placement testing, registration, dropping/withdrawing, ECP's, financial aid assistance, scholarships, work study, veterans benefits, transfer credit evaluations, transcript and/or verification requests, degree posting/diploma mailing, marketing, general inquiries about the college, assigning registration dates, commencement planning, matriculation events, campus tours, high school visits, and more!

Initiative/Project Status: In Progress

Year(s) Implemented: 2016 - 2017, 2018 - 2019, 2019 - 2020

Initiative Target: Improve the Overall Enrollment Management Services to Current Student by 5% over the 2016-17 baseline

Action Plan

2019 - 2020 - 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. (Active)

Initiative/Project Target: 90% of students who appeal for ineligible Satisfactory Academic Progress (SAP) statuses will complete the GetSAP training module online (Success)

90% of students who appeal for ineligible SAP statuses will score 80% or higher in the GetSAP training module online (Success)

Increase the veteran student population by 5% from the 2018/19 baseline (access, success)

To increase Gateway student engagement and positive relationship metrics on annual student survey by 2% over the 2018-19 baseline.

Five percent (5%) increase in Gateway students served from 18-19 baseline

Resources Needed

Budget Augmentation to Cover the cost of Commencement - Using Commencement 2015 as a baseline, it was clearly established that the commencement budget was inadequate to support the number of graduates (and their guests) who were participating in the ceremony. Special one-time funding was requested to implement the centennial commencement ceremony, but it is imperative that additional resources be invested in the commencement budget on an ongoing basis to increase participation and to provide an appropriate infrastructure to accommodate the proceedings. This has been an annual request since 2018 and we have been receiving the annual infusion of resources to support commencement. Accordingly, it is requested that the commencement budget be permanently increased from \$18,321 to \$114,930. Proposed budget can be provided upon request.

Year of Request: 2019 - 2020

Resource Category: Capital Outlay (Physical Resources)

Resource Life Cycle: Yearly

Projected Cost : 100000

Initiative/Project Details: THEME: CA GUIDED PATHWAYS Improvement in Overall Student Services - International Programs

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.

Initiative/Project Status: In Progress

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Year(s) Implemented: 2016 - 2017, 2017 - 2018, 2018 - 2019

Prioritization Category: Category 1: Fully-defined, supported, and planned Initiatives which need resources to be implemented

Initiative Target: Improve the Overall International Program Services by 5% of the 2016-17 baseline data

Action Plan

2019 - 2020 - Actively recruit 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.

Recognizing English Language Proficiency Tests/Levels . Likewise, we will continue to onboard students and get them acclimated to RCC and the surrounding community. During their orientation, they will be informed of all the academic and student support services on campus. (Active)

Initiative/Project Target: Expand international student access through recognizing three additional English language proficiency tests/levels (In Progress)

Establish Enrollment Benchmarks Establish enrollment benchmarks

1. Applications & Enrollment HC/FTE
2. Retention
3. Success
4. Services (Qless & SARS) (In Progress)

Increase the international student population by 3% from the 2018/19 baseline (access, success)

Collaborate with Outreach Center to educate international students about the many services offered on campus.

Work with Outreach Center, Counseling, and Ed Advisors to make sure that eighty-five percent (85%) of international students are on Pathway Contracts. (Success)

Collaborate with Testing Center to ensure that 100% of International Students complete required testing/assessment (Access, Success)

Host at least seven (7) programs/activities for international students.

Contract with Agents to recruit up to 45 international students to RCC. (student access)

Initiative/Project Details: THEME: INTEGRATED ACADEMIC SUPPORT Engagement Centers

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/Project Status: In Progress

Year(s) Implemented: 2016 - 2017, 2017 - 2018, 2018 - 2019, 2019 - 2020

Date Started: 12/25/2015

Date Completed / Discontinued: 01/09/2016

Prioritization Category: Category 4: Institution wide priorities

Initiative Target: Centers will be available students during peak times

Action Plan

2019 - 2020 - Ed Advisors and/or Counselors are meeting with targeted students on a monthly basis. Workshops are

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being scheduled to meet the needs of students. Engagement Centers are also providing space to integrate academic support. Faculty are hosting office hours in the centers. The centers host guest speakers, cultural events, academic workshops, and social activities promoting a community of scholars. Collectively, these programs demonstrate the effects of education on students' potential for success and for strengthening their communities. (Active)

Initiative/Project Target: Ninety percent (90%) of student athletes will retain eligibility throughout their matriculation at RCC.

Ninety percent (90%) of Student Athletes will have a 2.0 GPA or higher

Initiative/Project Details: THEME: GUIDED PATHWAYS Strengthening Unified School District Relationships

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/Project Status: In Progress

Year(s) Implemented: 2016 - 2017, 2017 - 2018, 2018 - 2019

Initiative Target: Increase in Overall Services provided under the Dean of Enrollment Services by 5% increase over the 2016-17 baseline data

Action Plan

2019 - 2020 - Go out to each high school on a monthly basis. We are also communicating with high school counselors and principals to promote events like Summer Roar, so that they can tell their students who are interested in RCC to attend. Every high school in our local area will have the opportunity for a placement tests to be held at their school. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. (Active)

Initiative/Project Target: Host at least twenty (30) Financial Aid Presentations and/or Application Workshops to local area high schools

Work collaboratively with the outreach to support efforts in the local schools. Examples include providing staffing for special campus tours, data for directed outreach efforts and mass emails to support communication plans. (community engagement)

Provide local area high schools with financial aid and college application workshops in order to increase presence in schools with annual increase

The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. (Access, Success)

Initiative/Project Details: THEME: LEARNING ENVIRONMENT IMPROVEMENT Improve Institutional Efficiency, Effectiveness, and Customer Service

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

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Facebook, Instagram, Twitter, and Snapchat.

The initiative will also allow us the opportunity to evaluate the following:

Where are the duplication in services? Where are the overlaps? What common services are provided? Monitoring – by the end of each term, with milestones set and measured.

Delegation of Authority – Who was supposed to do it? When was it supposed to be done? How will it be done? OUTPUTS

Evaluating – look at what targets were set and to what degree were they achieved. Why did we meet the target (insight can help us decide if targets/goals were set correctly). Assessing – look at the processes/strategies. How did you integrate the plan? How did it work in each department? Were there issues? Were we efficient? REDUCE TIME, INCREASE X,Y,Z Were we effective? CORRECT GOALS and/or CORRECT

Was there clear accountability?

Initiative/Project Status: In Progress

Year(s) Implemented: 2017 - 2018, 2018 - 2019

Initiative Target: Increase the Institutional Effectiveness of Student Services provided by 10% over the 2016-17 baseline data

Action Plan

2019 - 2020 - Improve efficiency, effectiveness, transparency, and quality customer service. 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. (Active)

Initiative/Project Target: Revamp phone tree for all areas of Enrollment Services

-Implement ChatBot for Admissions & Records, International Students & Programs, and Outreach

-Create communication plan inclusive of all Enrollment Services departments for incoming, current, and graduating students

The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts.

Create and provide eight to ten health and wellness workshops (nutrition, exercise, coping, meditation, deep-breathing, motivation, and anxiety) per semester (Success).

Provide Written and Face-to-Face Evaluation of all direct reports

Have monthly meetings with all Student Services Direct Reports

Have monthly meetings with heads of all Student Services Departments/Areas

Have at least one Divisional Meetings each Fall and Spring Semester

Have monthly One-on-One Meetings with Direct Reports

Participate in Monthly Campus and District Committee Meetings

Participate in Weekly PLT Meetings

Conduct Productivity analysis/Data analysis of Student Services areas

Review Strategic Plan and modify adjust based on Divisional and College goals

Conduct Productivity analysis/Data analysis of Student Services areas

Develop communication plan for various segments of prospective students (transfer students, concurrent enrollment) (effectiveness)

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Involve student opinion in formation of communication i.e. create a social media work group that includes students. (institutional effectiveness)

Work collaboratively with IT to identify online activity as well as other online resources to measure effectiveness of social media efforts. (institutional effectiveness)

Ongoing: Assess the local area students to maintain freshness of communication. (institutional effectiveness)

Present information on Student Services during weekly PLT Meetings (Institutional Effectiveness)

Present information on Student Services during monthly SASLC Meetings (Institutional Effectiveness)

Present information on Student Services during EPOC/Joint Council Meetings (Institutional Effectiveness)

Participate in Multi-directional communication/Transparency (Institutional Effectiveness)

Resources Needed

ChatBot expansion - 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. This will tie in perfectly with the new website. FATV ChatBot: online AI question and answer service. 100% online AI, no staff needed. Answers general and detailed customized questions from students via our website/mobile app/portal. Creates 24/7 365 access to financial aid questions, admissions, veterans and other student service department questions. The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts.

Year of Request: 2019 - 2020

Resource Life Cycle: Yearly expenditure

Projected Cost : 30000

Disciplines / Departments sharing Cost of Resource: Cost covers 5 additional departments (A&R, International Office, Outreach, and three additional Student Service departments (TBD).

Initiative/Project Details: **THEME: PARTNERSHIPS, COLLABORATIONS, AND RESOURCE DEVELOPMENT** Build Community Partners

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.

Initiative/Project Status: In Progress

Year(s) Implemented: 2016 - 2017, 2017 - 2018, 2018 - 2019, 2019 - 2020

Initiative Target: Enter into a minimum of ten (10) community partnerships and/or collaborations during the 2017-18 academic year.

Action Plan

2019 - 2020 - 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. Have regular meetings with external/community stakeholders. Enter into formal collaborations, partnerships, and/or Memorandums of Understanding, as deemed appropriate. (Active)

Initiative/Project Target: Collaborate with 12 community vendors to offer 2 health fairs/year (Success, Community engagement)

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The Director of Student Health and Psychological Services will establish and/or maintain collaborations with at least three (6) health-related entities. (Community engagement) community

Establish working relationships with City of Riverside (Community engagement)

The Division of Student Services wants to look at opportunities for better Division-wide marketing and strategic communications efforts. (Community engagement, Access)

Maintain collaborative relationships local high schools (Community engagement, Access)

Develop and maintain collaborative relationships with community groups and agencies that support undocumented students and families (Community engagement, Access)

Work with RCC Community to effectively meet the needs of the local community (Community engagement, Access, institutional effectiveness)

Enrich relationship with community partners such as Adult Education, and students in the probation system (Community engagement)

Continue work with community and complete a needs assessment to ensure the partnership is thriving. (Community engagement, institutional effectiveness)

Develop a flourishing working relationship with the local VA office and various VA community organizations (Community engagement)

Actively seek out organizations with a veteran focus to establish collaborative relationships (Community engagement)

Collaborate with RCC School of Nursing students to offer seven (7) flu shot clinics during flu season(Success).

One hundred percent (100%) of the Sports Programs will engage in Reach Out/Recruiting opportunities which targets: CCCAA District Recruiting Model.

Initiative/Project Details: THEME: PARTNERSHIPS, COLLABORATIONS, AND RESOURCE DEVELOPMENT Grantsmanship and Resource Development

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

Initiative/Project Status: In Progress

Year(s) Implemented: 2017 - 2018, 2018 - 2019, 2019 - 2020

Initiative Target: Increase the external funding volume for special populations in Student Services by 10% over the 2016-17 baseline data.

Action Plan

2019 - 2020 - Generate external resources to advance the services and programs offered in the Division of Student Services (Active)

Initiative/Project Target: Increase Tiger Backers membership to 200 members (Community engagement, Resource and Learning Environment Development)

Create sponsorship program designed to increase opportunities (\$50,000-\$100,000 per year)

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The Athletic Department will raise a minimum of \$50,000 per year to help support the 18 sport offerings.

The Athletic Department will conduct 2 major community events to help promote engagement.

Division will submit (write or co-write) six (6) proposals/grants (Resource and Learning Environment Development

Initiative/Project Details: THEME: CA GUIDED PATHWAYS Improvement in Overall Student Services - Student Life and Activities

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.

Initiative/Project Status: In Progress

Year(s) Implemented: 2018 - 2019

Action Plan

2019 - 2020 - Increase Outreach and Events for Students Who Are Food Insecure (Active)

Initiative/Project Target: 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. We must continue to put resources, time, and energy in this area. (Initial Proposal)

Obtain space for a second food pantry.

2019 - 2020 - Continue to Build RCC Cares Program While Increasing Outreach to Faculty and Staff (Active)

Initiative/Project Target: In January of 2019, the Behavioral Intervention Response Team (BIRT) was changed to the RCC Cares Team. The Dean of Student Life visited with 6 academic departments, Faculty Senate, and Counseling to discuss the program. Presently, the team consists of representatives from the following areas:

Police
Student Health and Psychological Services
Mental Health
Faculty (2)
Counseling
Disability Resource Center
Student Services/Conduct

The team now focuses on preventative care and response for students who are experiencing difficulty academically and personally. The team also continues to respond to crises on campus. The team now meetings every 2 weeks (instead of once a month). RCC Cares also holds emergency meetings in the event of a crisis. (In Progress)

2019 - 2020 - Increase direct mental health counseling support for students (Active)

Initiative/Project Target: 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

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workload. (Initial Proposal)

2019 - 2020 - 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. (In Progress) (Active)

Initiative/Project Target: Identify the need and provide examples of equity activities and events to help with planning for 2019-2020 calendar. (Active)

Work with the Student Activities Coordinators and ASRCC to begin planning events in late summer for fall and spring.

Work with Facilities Department to create an outdoor staging area behind the Bradshaw Building and increase the seating capacity/dining area in the Patio behind Bradshaw immediately off the cafeteria.

The team will present a workshop at fall flex (it will repeat every day during flex). The workshop will focus on "What is RCC Cares" and give tools to faculty and staff on working with students of concern. There will also be more visits/presentations to departments in fall of 2019 and more flex workshops in the spring._copy (Active)

2019 - 2020 - Track and Field Throws Area on Field C - Evans Field (Active)

Initiative/Project Target: 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. Budget has not been allocated. Will coordinate efforts with Facility Master Plan. Will create architectural and engineering plans to facilitate the construction of Track & Field Throws Area on Field C. Coordinating request with Kinesiology.

Discussion with Director of Facilities and request permission to relocate Track and Field Throws area. In coordination with RCC Facilities Master Plan.

Resources Needed

2nd Mental Health Supervisor VPSS DIVISIONAL PRIORITY #1 - The second Mental Health Supervisor is needed to divide the workload in the department. Face-to-face mental health counseling for students is crucial and a critical need to ensure academic success. The number of college students with mental health issues and diagnoses is increasing at staggering rates across the country. RCC is no exception. We had a number of conduct and RCC Cares cases involving students who are struggling with mental health issues. We failed to retain even more students with these issues. To have one Mental Health Counselor for over 30,000 students is not meeting the needs of our community. We need a trained psychologist who can diagnose and treat serious mental health issues. We also need someone who can support faculty and staff in their work with students who are presenting in classrooms and across campus with these issues.

The annual total cost of position (TCP) is \$155,980 calculated at Grade R, Step 1 and included the base salary and all benefits.

Year of Request: 2019 - 2020

Resource Category: Human Resources - Management Staffing

Funding Source (Grant, Allocation, General Funds, etc.): Use Health Services Resource (contingency funds) 1070 or General Funds

Resource Life Cycle: SALARY RANGE is \$78,222 - \$95,232 plus benefits. The annual total cost of position (TCP) is \$155,980 calculation at Grade R, Step 1 and included the base salary and all benefits.

Projected Cost : 155980

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Funding for speakers and events - 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.

Resource Category: Other - Staff Development/Guest Speaker/Conference/Etc

Funding Source (Grant, Allocation, General Funds, etc.): Student Equity or General Funds

Resource Life Cycle: Yearly

Projected Cost : 25000

Outdoor Stage and Seating in the Patio Area behind Bradshaw Building - Increase the dining space for students and provide an outdoor staging area for clubs, organizations, departments, etc. to use for programs, events, and activities. Improve the student life programming options for students and expand outdoor community gathering spaces.

Year of Request: 2019 - 2020

Resource Category: Capital Outlay (Physical Resources)

Funding Source (Grant, Allocation, General Funds, etc.): One-time capital outlay funds

Projected Cost : 140000

Relocation and construction of Track & Field Throws Area on Field C - Evans Field. - The project was approved during the 2016-17 Strategic Planning Cycle. Unfortunately, no budget funding stream was available at that time. We have been able to identify one-time money that can be used for this construction project.

Year of Request: 2019 - 2020

Resource Category: Capital Outlay (Physical Resources)

Funding Source (Grant, Allocation, General Funds, etc.): One-time funding

Projected Cost : 400000

Space for Second (2nd) Food Pantry on Campus - We have a large number of students who are food insecure. The space in Student Activities currently being used as the Food Pantry is also the copy room and is too small for our needs. Potential space would be the Staff Dining Hall in the Bradshaw Building. It will be easily accessible to students.

Year of Request: 2019 - 2020

Resource Category: Capital Outlay (Physical Resources)

Funding Source (Grant, Allocation, General Funds, etc.): Hunger Free Grant Allocation

Resource Life Cycle: On-going

Disciplines / Departments sharing Cost of Resource: All funding will come from the current Hunger Free Grant Allocation