



Vice President of Student Services 2022-2023 Program Review Summary

Updated 08/2022

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.

To review the full VPSS Prioritization Nuventive plan [click here](#).

VPSS 1:

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, and Health and Psychological Services. In addition, the departments host a variety of equity and diversity programs and events

The Riverside City College Athletic Department supports student equity and opportunity by creating an environment focused on academic and personal development, following the four pillars of Guided Pathways. Athletics has several ongoing efforts and future plans to help address the objectives of the Student Equity Plan. Expanded, targeted intervention for specific groups such as Asian-Pacific Islanders, African American, Latinx and female student athletes, which include offering tutoring in engagement centers through special grant funding, faculty-coaches, administrators and support staff participating in Cultural Proficiency training, professional and personal development programming opportunities and supporting college initiatives to reduce achievement gaps.

Athletics will continue to strengthen bonds and partnerships in the college and community to provide greater, more equitable access and opportunities to our student-athletes.

Resources Needed	Resource Category	Funding Source	Amount
Name Image and Likeness CCCAA Requirements	Other	General Fund	\$6,500
TOTAL			\$6,500

The following resources have all ready been funded in alignment with this initiative

- Dedicated Space for Full-fledged Food Pantry on Campus
- Reassign a part-time Clerk to manage/coordinate our Basic Need Resources
- Relocation and construction of Track & Field Throws Area on Field C - Evans Field.

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.1, 1.3		3.3		

VPSS 2:
Athletics Equity Initiatives

ATHLETIC GENDER EQUITY SELF-STUDY • RCC athletics, in partnership with stakeholders on campus must complete a gender equity self study as part of the Orange Empire Conference program review

Implementation Timeline: April-May 2022 for self-study group; select Athletic Advisory Committee

ATHLETICS ADVISORY COMMITTEE

Also, to ensure student equity and that athletics maintains its connection to Guided Pathways, the Athletic Advisory Committee should be formed to serve as a liaison between the Athletics Department, faculty, staff, and administration and exists to help the College develop and maintain the best possible intercollegiate athletic program consistent with the academic integrity of the institution and the academic, social, and personal development of student-athletes. Discussions should still be held about this proposal, but each is integral to moving forward in athletics with equity and excellence. Initiative/Project Status: Initial Proposal Initiative/Project Target: Complete Self-Study by June 2023; maintain monthly athletic advisory committee meetings

Resources Needed	Resource Category	Funding Source	Amount
Self Study Vendor	Staff Development	General Fund	\$16,000
TOTAL			\$16,000

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.1, 1.3		3.3		

VPSS 3:
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.

CalWORKs Counselor/Coordinator and staff meet and/or present to the local Riverside County DPSS GAIN offices each fall and spring semester and present to CalWORKs recipients at the Riverside County Job Clubs two times a month.

CUSTOM GATE INSTALLMENT FOR DRC

DRC is seeking to install a pony door at our front desk to minimize the traffic of individuals that wander back into the professional area, impacting our service delivery to students with whom we are meeting.

Resources Needed	Resource Category	Funding Source	Amount
DRC Custom Gate	Physical Resource	General Fund	\$8,075
TOTAL			\$8,075

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.1, 1.3		3.3		

VPSS 4:
Student Employment --Admissions and Records

Increase the department’s ability to provide effective customer service.

Currently open 46.5 hours with 1x 40 hour staff member for entire department who also responsible for all student employment duties (job creation and posting, hiring, payroll, balance statements). Would provide ability to create student employment general email account and monitoring.

PT Customer Service Tech to assist Heather Yates - Need to increase accessibility and customer service provided by student employment for students by adding a permanent part time customer service clerk to provide service for hours that the 1 full time staff member is not scheduled. This classification will allow for the required security access to be able to assist students, conduct data entry and follow up services for student employment that are not currently available to student workers.

- a. Student Employment service hours equal 46.5 hours and there is only one 40 hour full time employee assigned to that area. Adding a PT Customer Service clerk will provide service for the remaining needed hours
- b. Need to provide necessary desk time needed for the full time staff member to complete their assignments that are delayed due to customer service interruptions and lack of assistance with required data access such as intake of hire packets, data entry, payroll data entry, balance inquiries, payroll inquiries, supervisor assistance.
- c. PT classification will allow for access to required student information and data systems in order to serve students, supervisors and provide assistance to the Student Employment Personnel Specialist.

Resources Needed	Resource Category	Funding Source	Amount
Part Time Clerk	HR - Classified	General Fund	\$35,000
TOTAL			\$35,000

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.1, 1.3	2.1, 2.4			

VPSS 5:

Veterans Resource Center Staffing

Work with Veterans Center and Division to create an effective model to ensure integrated support. This Resource Center model should align functionally with RCC's Instructional Engagement Center model.

This area is in need of a director and support staff for the VRC to managed the day to day operations, student traffic, budget requirements, student work study team, and manage 2 staff members. Riverside City College has the largest amount of Veteran / dependent students within the district (1100 Student Veterans) pre-Covid and over 840 as of April 22, 2021. This position would add uniformity and strategic onsite management to areas of growth that desperately needs it.

Student Veteran numbers are expected to increase in the next 3 to 5 five years by 25%. Especially, when we return to campus at 100% in the fall on August 22, 2022. Setting appropriate Organizational Leadership at the VRC will greatly assist in reaching a broader student base, manage operational budget funds, serve as a liaison to admission and records, and serve as an institutional leader for the district.

Resources Needed	Resource Category	Funding Source	Amount
Customer Service Clerk (19 hours)	HR - Classified	Grant Funded	\$23,311
TOTAL			\$23,311

The following resource is being researched for future prioritization

Director, Veterans Services			
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Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
	2.1, 2.2, 2.4, 2.8			

VPSS 6:

Athletic Department Restructuring

Proposed Restructure of Athletics under the Dean of STEM

- Aligned with the interconnectedness of the Kinesiology Department and RCC Athletic Programs and Student-Athletes
- Feasibility of AD becoming Assoc. Dean/Athletic Director if title change is needed
- Aid in the IOI Process so the teaching and the coaching can be incorporated

This initiative aims to provide more effective oversight of the Kinesiology and Athletics programs and the reduction of confusion in resolution of potential conflict.

Resources Needed	Resource Category	Funding Source	Amount
Associate Dean of Kinesiology / Athletic Director	HR - Management	General Fund	\$200,000
TOTAL			\$200,000

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.4	2.1, 2.2, 2.4, 2.8	3.4		5.3

Joint Initiative B: VPPD and VPSS

Provide ASL Interpreter Support for all campus events

VPSSThe college has a large number of events. In order to accommodate all students, the college needs to be able to provide interpretersto support these students.

This is an important need to support our students.

Resources Needed	Resource Category	Funding Source	Amount
Vendor for ASL Interpreter Support (amount is estimated)	Staff Development	General Fund	\$100,000
TOTAL			\$100,000

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.2	2.1, 2.2, 2.4, 2.8	3.4, 3.6		

This initiative is for information only and does not require prioritization **Improvement in Overall Student Services - Enrollment Management**

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!

Benchmarks for Enrollment and Financial Aid - Establish enrollment benchmarks and increase the number of student applying for financial aid for the specific academic year, as compared to the previous academic year. Numbers will be based on FAFSA and Dream Applications received with Riverside City College school code listed.

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.

Enhance Dual Enrollment Programs – Upward Bound and Foster Youth Services (K-12)

The following resources have all ready been funded in alignment with this initiative

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Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
1.1, 1.3		3.3		

This joint initiative is for information only and does not require prioritization
Equity-Minded Learning Institute

Continue creating and implementing an Equity-Minded Learning Institute (EMLI). This program will be faculty led, but the Director of Institutional Research will be involved in the planning and implementation process and will regularly provide the necessary data. The planning body will consist of the faculty lead, Director of Institutional Research, Student Equity Committee co-chairs, Director of Academic Support, and Professional Development chairs (Classified Professional and Faculty). The EMLI program is based off the existing program at Cuyamaca College. The implementation team at Cuyamaca College will be used as a resource during the development of our program. The program is designed to provide a structured framework to provide faculty with resources to start closing student equity gaps within the classroom. Initially the EMLI will focus solely on faculty. However, an additional component will be an Equity Institute focused on providing consistent equity training for our students will also be instituted. Expansion of the EMLI will include additional tracks for classified professionals and administrators.

Through its Equity Plan, FLEX activities, Equity Committee, Strategic Planning Councils, Communities of Practice, and many other college-wide, area, department, and discipline activities, RCC has offered a great deal of equity training. This project seeks to create institutional change by reaching more faculty to acknowledge, understand, and dismantle root causes of systemic barriers to student engagement and achievement, to address deficit thinking and promote validating students, to develop inclusive pedagogical practices, and to create racial equity agendas.

Additionally, RCC's student employees will participate in EMLI training as part of Academic Support's efforts to include student-equity focused training for these groups.

The following resources have been funded in alignment with this initiative
Faculty Special Projects to assess and provide feedback on student modules of EMLI - Summer 2022
Salary for students who participate in Student Employee Training (PIMC, EMLI)

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
	2.0	3.4, 3.5		

This initiative is being researched for future prioritization

Multi-Cultural Student Center

Discussions surrounding a new facility (or modification of existing facility) to include Student Activities and Equity Programs. This multi-purpose space will include rooms and spaces to support a variety of meetings, events and campus activities associated with equity programs. The Multi-Cultural Student Center will be housed in a central location to increase access, enhance engagement and create a sense of belonging for the entire RCC community. Discussions surrounding location, functionality and funding will take place in the first year, with funding identification in year two and/or year three, and implementation soon after. This initiative is aligned with the Facilities Master Plan.

Goal Mapping

1.0 Student Access	2.0 Student Success	3.0 Institutional Effectiveness	4.0 Resource Development and Allocation	5.0 Community Engagement
	2.4, 2.8	3.5		