

## Chabot College

### Student Services Overview, 2007-2009

PART A: Student services is comprised of a range of units, many which are special programs and learning communities which also include instructional components, and many which are part of the comprehensive delivery of programs and services spanning community outreach, pre-enrollment services, matriculation, student follow-up, and transition to transfer colleges and/or career employment.

Especially over the past year, Student Services has been engaged in the business of developing new initiatives to improve **student access, student equity, and student success**. Using the terminology of the college's Priority Objectives, this can be translated to "Increasing Enrollments through Recruitment and Retention." This means that every unit across Student Services is engaged in new programs, initiatives, and activities that support these efforts across the board. These include but are not limited to:

#### Student Access and Outreach Initiatives

- Pre-College Academic Development Initiatives through TRIO Educational Talent Search, **Gear-Up (July 2008)**, and "Second Wind" (anticipated for July 2008) to create a "college-going culture".
- Extended outreach to Latino and Spanish-speaking youth and families including Latino Educational Summit, PREPA Outreach Day, and numerous community workshops and events.
- Extended outreach to African-American youth and families including efforts through the Southern Alameda County Regional Educational Alliance to address the African-American achievement gap in Southern Alameda County. Faculty, staff, and Student Mentors have participated in community events to promote Chabot College.
- Extended efforts in all current efforts including Early Decision/MEGA Day, Financial Aid Festival & Workshops both on campus and in schools and community organizations, Major Career Fairs and College Nights, outreach to high school students with disabilities, and global outreach to international students.

#### Student Retention and Success Initiatives

- Development of improved systems for Student Follow-Up Interventions include individualized personal telephone and e-mail contacts to students at-risk
- Expansion of Gladiator Welcome Day for new students and the Help Zone Welcome Center to ensure adequate pre-enrollment advisement for incoming students
- Piloted the ChabotLINK Peer Advisors' program to foster a sense of community and connection for all students
- Re-establish the "El Centro" concept with additional Spanish-speaking to ensure that the Spanish-speaking community and others receive adequate services when coming onto the campus.

\*A complete and more detailed descriptive list of new initiatives is located in the Office of the Vice President of Student Services.

PART B: The top priorities for the next two years or longer for Student Services overall are listed as follows. Note that other priorities are found in the Dean and Director summaries:

#### 1. Community Outreach and Creating a College-Going Culture:

Institutionalize systems, collaborations, and partnerships for community relations to include outreach efforts to all segments of our local community, i.e., community-based organizations as well as pre-collegiate academic preparation initiatives and relations with schools.

Because of the one-time monies allocated for outreach and recruitment and the additional grant monies to develop pre-collegiate academic initiatives in the schools, we are “victims of our own success” in that the more the community sees Chabot, the more they want to collaborate and partner in efforts to create a college-going culture. With the acquisition of three large grants to develop programs in the high schools, a Coordinator or Director of Community Relations or Relations with Schools is needed. Because of limited resources, during 2008-2009, a Community Outreach Committee will be formed to meet monthly to “coordinate” efforts. This involves every unit across Student Services as well as the Director of Off-Site Courses. As Outreach expands, this committee will eventually develop the rationale for a higher-level coordinator or Director position to lead these efforts. Additionally, there is a growing need for marketing and promotional materials. During 2008-2009 improved efforts will be made to centralize promotional giveaways. The number of events and invitations to the college have also increased, for which funding for “refreshments and giveaways” needs to be secured through fundraising efforts. Until there is a Marketing Director, the Office of the Vice President will centralize these efforts.

## **2. Student Services Program Review:**

Complete the Program Review cycle for ALL Student Services Units. The review materials will incorporate Unit Plans (goals and objectives), Student Learning Outcomes (SLOs), and Service Area Outcomes (SAOs), as well as a plan for Outcomes Analysis to incorporate the results of these reviews into the planning for program and institutional effectiveness. These efforts are critical for meeting the Accreditation Standards (specifically Standard IIB4) to be reflected in the Institutional Self-Study.

Student services has provided professional development opportunities enabling both counseling faculty and classified professionals to engage in the development of student learning outcomes and understanding of assessment for program effectiveness which will continue in 2007-2009. The only resource needed to support this goal is time.

## **3. Becoming a Hispanic-Serving Institution:**

Continue to provide leadership to the efforts towards becoming a Hispanic-Serving Institution through community outreach and ongoing efforts for improved access to pre-enrollment services for the Latino and Spanish-speaking community. There is currently an *ad hoc* committee working to analyze and direct these efforts, as well as developing the vision and plan for submitting a Title V grant in collaboration with partners including the local K-12 school districts.

Since this is an effort that requires college-wide collaboration and coordination amongst faculty and staff across the college, once again, the main resource needed is time.

## **4. Continued Efforts to Improve Student Retention and Success:**

The One-Time Monies allocated for Student Retention and Success, in addition to funding the development of the new initiatives, has led all Student Services units to engage in dialogue within and across units to re-examine all current service delivery systems to identify any barriers or “speed bumps” in student pathways towards their success. This has led to changes in many areas, e.g. changing procedures for accessing counseling appointments, ensuring access to Spanish-speaking assistance in all areas of service once the student arrives on campus, creating Gladiator Welcome Day and Help Zone to ensure students do not fall through the cracks. For retention efforts, many initiatives do not require additional resources. We must ensure that the current level and quality for our traditional admissions, counseling, and matriculation services are maintained. Additional resources will only mean that we can reach out to more students and only do it better.

## **5. Student Services Engagement in Strengthening Basic Skills Initiative Dialogue and Action Plan:**