Fall 2021 PAR Report for Student Services

Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios? (Q70)

49 Responses

Program/Area Name	Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?
Admissions and Records	1) YES. Admissions & Records have in-person hours and also have chat services offered. 2) YES. Admissions & Records offer evening hours on Wednesdays. 3) YES. Admissions & Records offer online services, online requests. We have a chat bot and also cranium hours (direct chat with staff).
Black Cultural Resource Center	The BCRC is planning to have regular open "office hours" on campus in the spring as well as virtual lobby for students to access staff daily. We will offer access to staff in the late afternoons a few days a week & will continue to conduct needs surveys to determine student needs in the evenings & weekends
Business Services	N/A
CARES Mental Health	Students can access services during Monday-Saturday including some evening hours, as well as online since the emergence of the pandemic. We also have virtual walk in hours during the day time couple days a week.
CalWORKS	o Yes, our hours are accessible for students in person and on-line. o Our CalWORKs team is flexible and accommodate to our students needs for their intake and counseling appointments.
Campus Safety and Security	N/A
Career and Transfer Center	Consider offering evening services in partnership with General Counseling Consider offering online evening synchronous transfer workshops

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Chabot Association of Teacher Education (CATE)	Students have been able to access our services during the day and evening and through emailing for information.
Change It Now (CIN)	☒ Yes. CIN counseling appointments are primarily during the day but when needed, we have set up counseling appointments and workshops in the evening and provided services on the weekends. ☒ CIN Instructors are responsive in their work with students.
Computer Support and Audio Visual	N/A
DSPS Student Services	At the moment students can access DSPS services in-person twice a week during the day, but we are returning evening services once a week in about 2 weeks. Online services are always available and we continue to add what is available online. At the moment, return to campus policy relating to COVID is what is determining our on-campus presence. In spring of 2022 these are scheduled to return to 5 days a week in-person service availability.
Dream Center	Students can access services during the day and online. However, the Dream Center is currently staffed by a part-time counselor and 5 hours from a full-time counselor. We would need to increase the level of personnel including an administrative assistant, Outreach specialist, peer advisors, and more counseling support.
Dual Enrollment	N/A
EOPS/CARE	Yes, students have access to us starting at 9 until 6pm. They can also send us email on our EOPS email and Canvas, or leave messages on our Google Voice#. They have access to ask a question on ESARS online counseling through email, anytime of the day.

Program/Area Name	Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?
Early Childhood Development Lab School	N/A
Financial Aid	Per FAO discussion and suggestions, the following are thoughts to consider and explore as solutions or changes in the future. Current services during the day: Front Desk (in person, remote), individual advisement by zoom, email and phone, cranium cafe. We believe our online and in-person services during the day are working and give variety of access options to students, some who prefer in-person, some prefer remote. Evening / Weekend Services We currently have Front Desk one evening per week; has been remote, beginning Nov, will be in-person. This would understandably be limitation for students who work during the day. We do not have any weekend services but it might be useful on at least a periodic, or strategically scheduled basis (prior to certain deadlines, for example). It could be a good pilot idea within Student Services. Late afternoon/evening/weekend students have 24/7 access to the website, the ChatBot, ClassWeb, and email. By providing online and in-person services such as zoom and front desk we are giving options to the students. We have Cranium and students send emails during the weekend or anytime with their questions. Changes / Issues to resolve: We need more well-trained permanent staff (FAA1 and FAA2) to help with phones, emails and front desk. This is in part a staffing / resource issue. Additional hourly temp staff would be helpful as support. Observation: Since transitioning online and providing remote advisement, we are available more than we were in-person. We strive to improve on letting students know where to meet us.
First Year Experience Program	Students can currently access services during the day and online. Evening hours and weekend hours are accessible by appointment and we have some drop-ins; however, we would need to expand our times which is challenging with the limited personnel that supports our program.

Program/Area Name	Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?
Foster and Kinship Care Education (FKCE)	N/A
General Counseling	While during the Fall and Spring students are able to schedule appointments online during the summer the online booking appoitment system is not available. In order to provide consisteant access to students, we need to ensure that the modality of accessing Counseling services at Chabot is consistent throughout all semesters.
Guardian Scholars Program	GSP students must plan out in advance to schedule their appointment with the GSP counselor because her schedule is regularly full one to two weeks out. Sometimes, students have a quick question or high needs and unfortunately GSP does not have the capacity for drop ins support from the counselor.
Guided Pathways	N/A
Hispanic Serving Institution/ El Centro	Students have access to our services during the day and early evening. We do not offer services late evening or Weekends. We either need more staff to be able to offer services during other hours or rotate staff hours, but that would mean increasing staff to adjust to increase in hours.
Instructional Technology	N/A
International Students	Students can access services during the date and afternoon on week-days. They can contact the Coordinator by phone, email, in person during limited availability, by virtual chat over Cranium Café or by setting up a virtual conference meeting over Zoom.

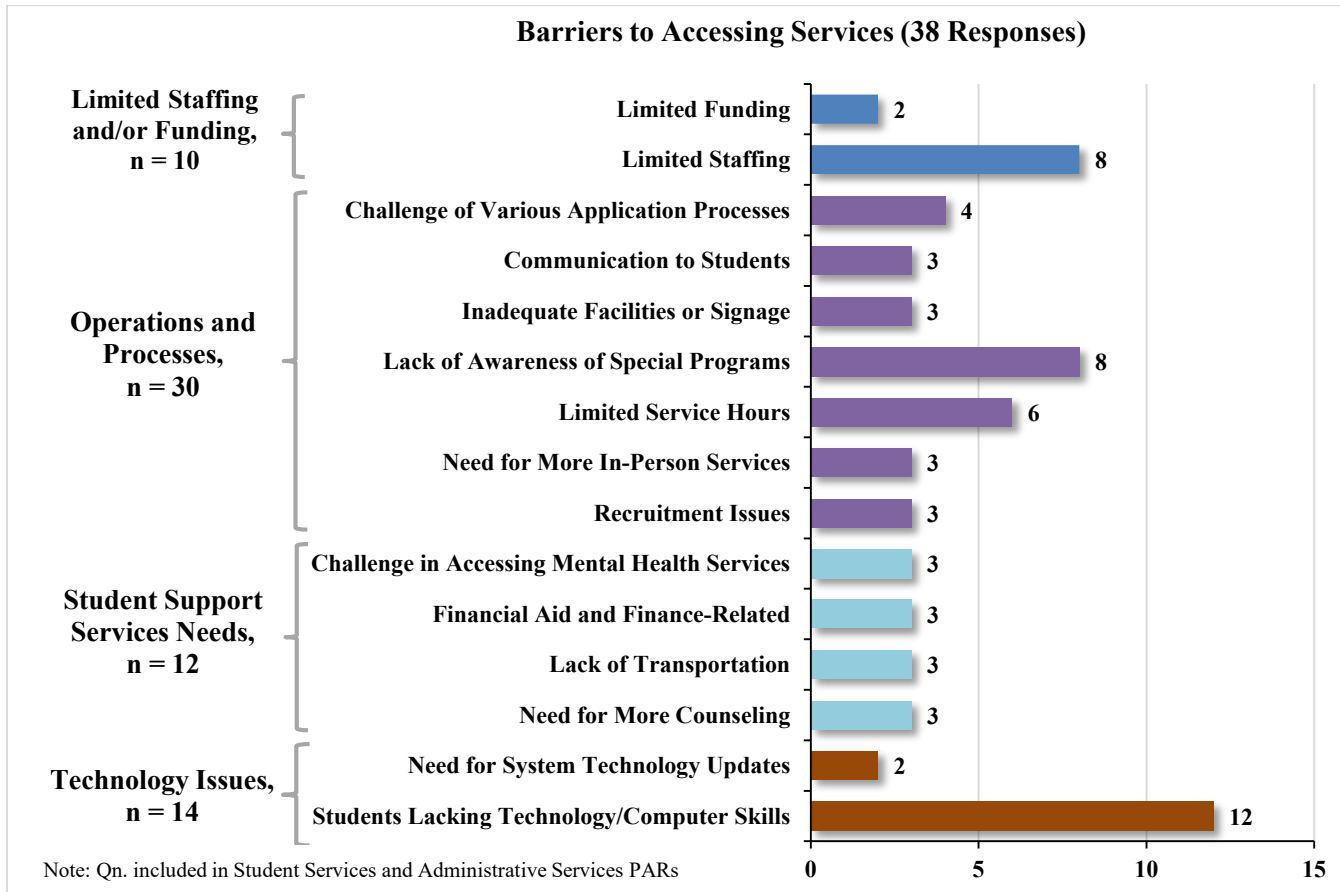| Program/Area Name	Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?
Learning Connection	We don't currently offer weekend hours/services and we've never offered online tutoring & face-to-face tutoring concurrently/simultaneously. To address the above, we'd need to acquire more technology/equipment pertinent to online tutoring; more space in our centers/locations (to set up online tutoring stations without compromising face-to-face work space), increased staffing (meaning increased $$$). More student workers/tutors may be needed to cover weekends & simultaneous face-to-face/online tutoring & more staff will be required to offer support, line of sight supervision, weekend hours, etc.
Library	N/A
MESA and TRIO-STEM	Depending on which services, yes it could be available at all three times. We have less access in the evening and that was the shift worked by our IA. Our tutors survey students and set their schedule based on student survey with faculty input so there should be a variety of hours tutors/workshops are available.
Office of Institutional Advancement	N/A
Office of Institutional Research	N/A
PACE	N/A
Puente	Our students have access to our services during all three scenarios. Our contact information is on the Chabot Puente website. Students are eligible to text or email to request services.
RISE	Yes, RISE staff are available during the day, late afternoon/evening/weekend, as well as online. Contact information is also available on our RISE Website and the program is also accessible on social media.

Program/Area Name	Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?
Reed L. Buffington Visual and Performing Arts Center	N/A
Reprographics Center	N/A
STEM Center	During the day students can reach our services. Even at times when the Director and IA are both away from their desks, instructors and tutors are trained on how to support students with calculators, textbooks, etc. With our current staffing we close at 5:30 pm, M-F We used to have Saturday hours, a faculty member would volunteer and open the center from 9:00 AM to Noon. However, because it was volunteer, sometimes this individual would not show up and students stopped coming because of the inconsistency. These hours were not sanctioned by anyone, but it was a good idea. COVID helped us move towards online tutoring with our LC partners. It is going to be a challenge for us to manage both online and in person tutoring once we return from COVID For us to be able to offer day, night, and online services we need a Sr. IA, and 3-5 student employees (see intern program below)
Student Equity	N/A
Student Health Center	Yes. Students can come into the health center, do telehealth visits, or phone consultations
Student Life	Increasing online resources is the biggest area of need. Online forms and video trainings are the next steps in improving this area.
Switchboard and Mailroom	N/A

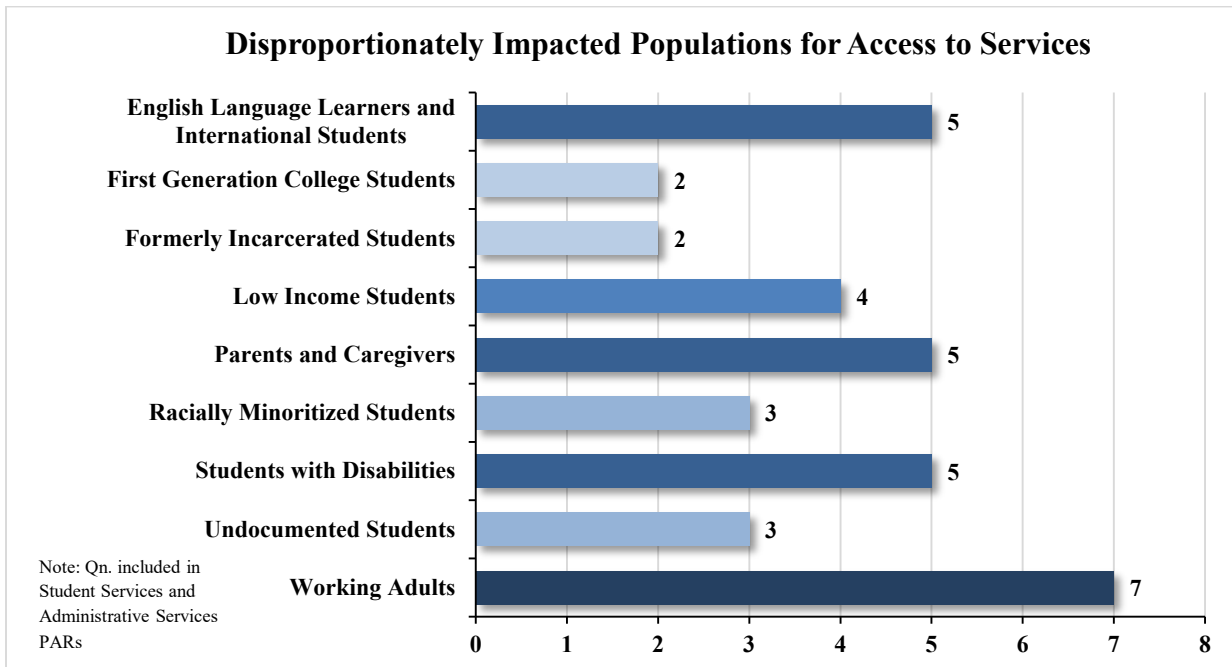| Program/Area Name	Can students access your services: 1) during the day or 2) in the late afternoon/evening/weekend or 3) online? What changes would be needed to ensure access for students in all three scenarios?
TRIO - ASPIRE	Student can access our service Monday – Friday online during the day and late afternoon. All of the current services are online
TRIO - ETS	Yes though not on the weekends, but in every other way.
TRIO - EXCEL	Student can access our service Monday – Friday online during the day and late afternoon. All of the current services are online
TV Station	Students can access our services during the day and late afternoon, but due to staffing issues this is limited to 2 days a week.
Umoja	N/A
VP Office of Academic Services	N/A
VP Office of Administrative Services	N/A
VP Office of Student Services	Students can email the VPSS, Executive Assistant or call the office including day, late afternoon and often into the evening until 7 PM. Our office of the VPSS website has recently been updated: www.chabotcollege.edu/studentservices
Veterans Resource Center	Have been working on better online access before shelter in place and pivot to remote services was fairly quick. Most students visit the VRC in between classes so evening hours are not very popular and we are not seeing a demand for weekends.
Webmaster	N/A

<u>Barriers to Accessing Services</u>

PAR Question: What barriers, if any, make it difficult for students (or Chabot community members) to access your service? Are there any barriers that could be disproportionately experienced by people from a particular demographic group (e.g., racial/ethnic, age, disability status, parents, etc.)

PAR Committee Lead Analysts: Cynthia Horn and Nicole Albrecht

Barriers to Accessing Services (38 Responses)

Category	Barrier	Count
Limited Staffing and/or Funding, n = 10	Limited Funding	2
	Limited Staffing	8
Operations and Processes, n = 30	Challenge of Various Application Processes	4
	Communication to Students	3
	Inadequate Facilities or Signage	3
	Lack of Awareness of Special Programs	8
	Limited Service Hours	6
	Need for More In-Person Services	3
	Recruitment Issues	3
Student Support Services Needs, n = 12	Challenge in Accessing Mental Health Services	3
	Financial Aid and Finance-Related	3
	Lack of Transportation	3
	Need for More Counseling	3
Technology Issues, n = 14	Need for System Technology Updates	2
	Students Lacking Technology/Computer Skills	12

Note: Qn. included in Student Services and Administrative Services PARs

Across the 38 responses discussing barriers for students to access services, some of the most frequently mentioned responses were technology issues (14 responses), challenges with accessing student support services (12 responses), limited staffing and/or funding (10 responses), and various operational or process issues, such as lack of awareness of special programs (8 responses), limited service hours (6 responses) or challenges with various application processes (4 responses).

A barrier mentioned that could be disproportionately experienced by people from a particular demographic group is difficulty accessing technology—such as laptops, hotspots, wi-fi and study space—as well as students' knowledge of how to use this technology and computer software. The student groups who were named as disproportionately impacted in terms of accessing services are outlined in the graph below.

Disproportionately Impacted Populations for Access to Services

Population	Value
English Language Learners and International Students	5
First Generation College Students	2
Formerly Incarcerated Students	2
Low Income Students	4
Parents and Caregivers	5
Racially Minoritized Students	3
Students with Disabilities	5
Undocumented Students	3
Working Adults	7

Note: Qn. included in Student Services and Administrative Services PARs

**Summary and Policy Implications for Consideration:**

The barriers to accessing various services at Chabot include the myriad of challenges named above. Similar to previous policy recommendations, the challenges students experience that are related to navigating our technology and lack of awareness of special programs may be addressed by **examining Chabot's processes and structures for system-wide technological change, with a particular eye towards understanding how we use technology to communicate with students and ensuring students have access to the technology they need to be successful.** Continued support in the form of high-touch interventions and guidance, such as that provided to students in special programs and learning communities could address challenges that students face with accessing student services. Thus, responses to this PAR question provide further support for the importance of **researching how to expand learning communities (e.g., Umoja, Puente, CIN, MESA, FYE, Guided Pathways, etc.) and learning-community-type supports to wider groups of students.**

Service Area Wait Times

PAR Question: Are there any services your area provides to students or the college for which there is a particularly long wait time? If yes, which services? What creative low-cost ideas do you have for how to decrease wait time for access to your services?

PAR Committee Lead Analysts: Nicole Albrecht and Christina Read

In the 36 responses to the question on service area wait times, the majority of programs do not report long wait times. However, the following programs shared there is at least one service in their area with a long wait time: Admissions and Records, Financial Aid, Counseling, Tutoring, EOPS, CalWORKS, Foster and Kinship Care Education, VP Office of Student Services, and Institutional Research. The area most frequently noted as having long wait times is Admissions and Records.
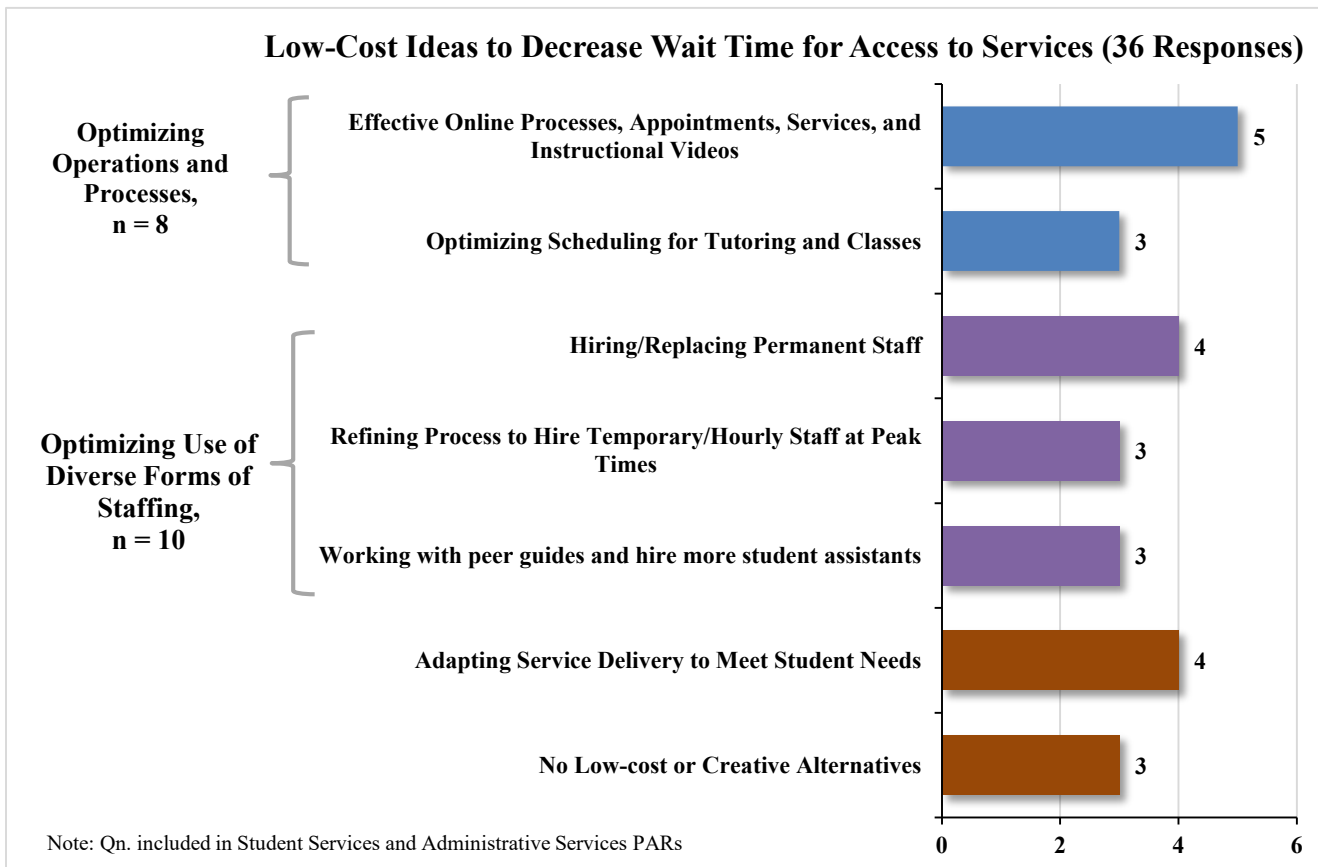
Programs suggested creative, low-cost solutions to address long wait times. The suggestions fell into three main categories: "Optimizing Operations and Processes" (8 responses), "Optimizing Use of Diverse Forms of Staffing" (10 responses), and "Adapting Service Delivery to Meet Student Needs" (4 responses). In terms of optimizing operations and processes, the most frequently mentioned solution was ensuring "effective **online** processes" for appointments, services, and instructional videos (5 responses). With regard to optimizing use of diverse forms of staffing, respondents suggested refining processes to easily hire temporary/hourly staff at peak times (3 responses). The importance of hiring/replacing permanent staff was also mentioned four times. Within the final category, adapting service delivery to meet student needs, respondents suggested things like small group appointments and establishing one staff contact for particular groups of students. For a few key services (e.g., DSPS, Institutional Research, and Foster and Kinship Care Education), respondents noted that there are not any low-cost solutions.

Summary and Policy Implications for Consideration:

Among the programs that were named (or shared about themselves) that there are long wait times for at least one service, the following programs serve all students on campus—Admissions and Records, Financial Aid, Counseling, and Tutoring. Delays in these services to all students could impact the student body at large in meeting their educational goals. Therefore, the policy recommendation is to **evaluate what funding, resources, or structural changes would be needed to ensure that Admissions and Records, Financial Aid, Counseling, and Tutoring are able to provide their services efficiently and effectively to campus.**