

Q1. Dear Deans and Vice Presidents,

This is where you enter the data from your Deans/VP PAR template. **Please plan to enter your data all at once!** We do not have control over the Qualtrics server and do not want you to lost your work!

Please reach out to the PAR Co-Chairs if you have any questions:

Deonne Kunkel Wu [dkunkelwu@chabotcollege.edu](mailto:dkunkelwu@chabotcollege.edu) and  
Cynthia Gordon da Cruz [cgordondacruz@chabotcollege.edu](mailto:cgordondacruz@chabotcollege.edu).

Q2. Name of Your Area/Division:

Student Services

Q3. Your Name:

Matt Kritscher

Q4.

## 1. Campus-Wide Issues

Programs in your division/area were asked to reflect on the results of last year's comprehensive PAR regarding infrastructure or college-wide issues needing immediate attention. Please review your "**Summary Data Report**" from Qualtrics (these reports aggregate all responses from programs in your division/area). Based on their responses and your own experiences, in ranked order, what do you believe are the top 3-5 infrastructure or college-wide issues that deserve immediate attention?

Issue # 1

1. Streamlining the replacement hiring process

Issue # 2

2. Implement the new Banner Self-Service/ClassWeb module to ease registration

Issue # 3

3. Hire more FT counselors – with 11 currently in service, we have reached historic lows

Issue # 4 (optional)

4. Approve hire of Student Retention and Outreach Director position to help restore enrollments and coordinate new CRM's (Advise and Recruit)

Issue # 5 (optional)

Q5.

## 2. Service Area Outcomes

2.1. Are there any programs/services/areas with **service area outcomes** in your division/area?

Yes No

Q6. 2.2. Please refer to your Summary Data Report from Qualtrics posted on [2022 Fall PAR Reports & Synthesis Statement](#) website. Service areas were asked the status of their SAO assessments. Have all service areas within your division/area filled out the [SAO Assessment Updates Survey](#) in Qualtrics OR assessed two SAOs in the past five years, *in which assessments included plans for continuous improvement*?

Note: To directly look up a service area's SAO assessment results, use this [SAO 2022 Assessment Update SPREADSHEET\\*](#)

Yes No N/A

Q7. 2.3. If not, by when do you believe you can support the service areas in your division/area with filling out the [SAO Assessment Updates Survey](#) in Qualtrics?

I believe I can support Counseling to complete the SAO assessment update survey by mid Spring 2023 semester.

Q8.

## 3. Learning Outcomes Assessment Results

Please refer to your Summary Data Report from Qualtrics and the [SLO Assessment Report\\*](#) to answer the following questions.

Q29. 3.1. Are there any programs/services/areas with **student learning outcomes (SLOs)** in your division/area?

Yes No

Q25. 3.2. Is assessment for all SLOs in your division/area up to date?

Yes No N/A

Q9. 3.3. If not, by when do you anticipate being able to support faculty in your division/area with completing this process? (Or for VPs, how will you support the Deans to get this task completed?) Do you have concerns you would like to share?

Q30. 3.4. Do you have any **program learning outcomes (PLOs)** in your division/area?

Yes No

Q27. Please refer to your Summary Data Report from Qualtrics posted on [2022 Fall PAR Reports & Synthesis Statement](#) website and the [PLO Assessment Completion Report](#)\* to see how many Certificates and Degree Programs in your division assessed PLOs in the 5-year cycle on CurricUNET. Programs who did not submit a complete PLO assessment are highlighted in pink.

Q28. 3.5. Is assessment for all PLOs in your division/area up to date?

Yes No N/A

Q29. 3.6. If not, by when do you anticipate being able to support faculty in your division/area with completing this process? (Or for VPs, how will you support the Deans to get this task completed?) Do you have concerns you would like to share?

Q11.

## 4. Reflections on Goals & Future Planning

**Context:** In their Fall 2021 PARs, programs in your division/area established goals to support continuous improvement in SLOs, PLOs, SAOs, meeting the college mission, or long-term strategic planning in the Educational Master Plan. Please review the Summary Data Report to see how programs in your division/area responded to the question: what is going well and what are some challenges regarding completing your programs/area's goals?

Q12. 4.1. What trends in their accomplishments stand out?

There have been tremendous efforts to support students in a variety of innovative initiatives in spite of the challenges of high turnover and vacancies over the past year. From the highly trained Peer Guides and their Support Phone Line, to the CARES Red Folder for supporting crisis and referrals, to the CalFresh E&T program for Career Education students to receive basic needs support, to the Dream Center/A&R collaborations on AB540 and residency reclassifications, to revamping of PSCN certificates and degrees, the myriad of accomplishments has been extremely significant.

Q13. 4.2. What trends regarding challenges stand out?

Application and registration technology platforms, hiring replacement personnel and obtaining approval for new positions, and the lowest amount of FT counselors we have had in recent decades. We are also struggling to implement the new CRM Recruit and Advise without a dedicated Student Retention and Outreach Director proposed.

Q14. **Context:** Last year, your office also established goals, please look here to see the [goals you established in your Fall 2021 PAR](#)\*

Q15. 4.3. So far, what is going well and what are some challenges regarding completing your office's goals? You could include reflections on: achievement of outputs or outcomes and/or challenges with producing outputs or outcomes so far.

Some of the VPSS Office Goals from 2021 have been attained, but others are taking longer than expected to complete. For example, a significant goal in the area of technology was: - Implement Recruit to track, engage applicants, re-engage DI students who have stopped out, and manage prospective students in cohorts While several student services staff participated in a series of CRM Recruit configuration meetings with ITS and the vendor, we are waiting for the platform upgrade and next steps to begin to implement the software system. Additionally, the goal to Develop Comprehensive Basic Needs Center has been partially attained, but is still in progress. We hired a Student Resources Manager and CalFresh Outreach Specialist, and have helped over 200 students obtain CalFresh food benefits. However, the food pantry is still not operational, and we are still organizing direct aid basic needs benefits with Financial Aid and Foundation to roll out Emergency Grants. A significant challenge has been the affects of the resignation of the Director of Student Equity and Success and Administrative Assistant just before school started, and just three months into the hire of the CalFresh Outreach Specialist and before the hiring of the Student Resources Manager that reports to the Director. The VPSS has been providing direct supervision for this area which has also been challenging with additional obligations including serving on the negotiations team for the District.

Q16. \*Note: if you need to amend one of your office's PAR goals, please email the adapted goals to Cynthia Gordon da Cruz cgordondacruz@chabotcollege.edu

Q17.

## 5. Program Maps

Program Maps will launch later this fall. Please consult the [Program Map Tracking Spreadsheet](#).

\*If link does not open,

try: <https://clpccd.org.sharepoint.com/:x/s/ChabotGPprogrammapping/EYNtlwpHRIFAnSMAYqbqmEMBV4omShNxMfbOugYdFDJsIA?e=EgdEaO>

Q18. 5.1. Have all programs in your division/area completed program maps?

Yes No N/A

Q20. 5.2. If not, by when do you believe you can support the programs in your division/area in completing their maps? Please remember that if faculty members need support, they can reach out to Heather Oshiro hoshiro@chabotcollege.edu.

Counseling is working on program maps and expect to complete in Spring 2023.

Q21.

## 6. Summary Analysis

6.1. Please provide a summary of your division's/area's **key contributions/ major achievements** since the last comprehensive PAR cycle. (300 words)

Developed and implemented two new revenue-producing student support programs: CalFresh Employment and Training and CalFresh Outreach. We also were able to increase the Mental Health Counselor staffing to include four PT counselors, with two more planned for hire from the new Mental Health Support categorical funds from the state Chancellor's Office. With support of the College President and District, Student Services returned to in-person schedules and services starting four days per week in June and five days per week in August of this year, while also maintaining online services in the afternoons as well as one evening for A&R and Financial Aid and two evenings for Counseling Services. Additionally, two significant grants have been awarded to Chabot to support our Latinx, API and low-income student communities: - HSI STEM Grant for nearly \$5 million (largest in college history) - AANAPISI Grant for over \$1.2 million (first API specific grant) These two legacy grants are directly tied into institutional strategic goals and objectives including supporting Guided Pathways, STEM academic and career for students of color of color, and increasing learning communities such as the Movement API cohort program.

Q22. 6.2. Please provide a summary of your division's/area's **greatest challenges** since the last comprehensive PAR cycle. (300 words)

The greatest challenges in Student Services are summarized as follows: - High turnover rates in both Classified and Administrator positions coupled with challenges in obtaining hiring committee appointments and scheduling meetings due to the short staffing that affects other personnel - Lack of registration platform self-service features that cause large workloads for A&R including PIN resets, application processing delays, and managing both in-person and online services. - Reduced FT counselor numbers with 11 FT counselors down from a normal 14-15 with one serving as Interim Dean and another for the AANAPISI grant - Need for more dedicated position to support the CRM Recruit and Advise platforms - Need for more training and usage of the Ocelot student messaging system to engage students

Q23.

## 7. Resource Requests for Your Dean's/VP's Office

You will need to enter resource requests for *your own Dean's/VP's offices* into [Fall 2022 Resource Request Submissions](#).

Q24. 7.1. How do these requests support the goals in your division/area?

Q25. 7.2. I have entered any resource requests for my Dean's/VP's office into [Fall 2022 Resource Request Submissions](#)

Yes No N/A

### Location Data

Location: [\(37.6403, -122.0667\)](#)

Source: GeoIP Estimation

