

Q1.

Dear Deans/VPs,

This is where you enter the data from your Deans 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 lose your work.

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

Brian Goo bgoo@chabotcollege.edu, Na Liu nliu@chabotcollege.edu, and Simon Abramowitsch sabramowitsch@chabotcollege.edu.

Q2.

Name of Your Area/Division:

Student Services

Q3. Your Name:

Matt Kritscher

Q4.

Campus-Wide Issues

Q32. Programs in your division/area were asked to rank the [seven recommendations](#) PRAC put forward. Please review your [Division/Area Summary Data Report](#) (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 campus-wide issues that deserve immediate attention?

Issue # 1

Improve student access from application to registration

Issue # 2

Dedicate resources for implementation of impending mandates

Issue # 3

Improve fluency with business and HR process

Issue # 4 (optional)

Issue # 5 (optional)

Q33.

Service Area Outcomes

Q5. 1. Are there any programs/services/areas with service area outcomes in your division/area?

Yes No

Q6.

Please refer to your [Division/Area Summary Data Report](#) from Qualtrics. Service areas were asked the status of their SAO assessments. Have all service areas within your division/area 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.

If not, by when do you believe you can support the service areas in your division/area with filling out the [SAO 2023 Assessment Updates Survey](#) in Qualtrics?

I believe I can support the service areas in Student Services with filling out the SAO 2023 Assessment Updates Survey in Qualtrics during the Spring 2024 semester.

Q8.

Learning Outcomes Assessment Results

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

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

Yes No

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

Yes No N/A

Q9.

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?

I will be able to support the Deans of Counseling and Special Programs in completing the SLO Assessments in the Spring 2024 semester. I don't have other concerns in this regard.

Q27. Please refer to your [Division/Area Summary Data Report](#) from Qualtrics and the [PLO Assessment Completion Report](#) to see how many Certificate and Degree Programs in your division assessed PLOs in the 5-year cycle. Programs who did not submit a complete PLO assessment are highlighted in pink.

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

Yes No N/A

Q29.

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.

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 mission critical priorities in the Educational Master Plan. Please review the [Division/Area 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?

Q31. What trends in their accomplishments stand out regarding completing your division'/area's goals?

Trends in the accomplishments of program and area goals include increased agility in providing both in-person and online services, progress in new technology implementations, support for Guided Pathways and integrated student support, and leveraging new categorical funds to meet the district and college goals and objectives in the areas of basic needs, mental health, former foster youth and work-based learning. The trend speaks to the above and beyond work of the Student Services areas who continue to increase support structures while dealing with significant institutional challenges outlined below.

Q13. What trends regarding challenges stand out regarding completing your division'/area's goals?

The trends regarding the challenges that stand out regarding completing Student Services program and area goals include high turnover and slow time to replace positions, the time it takes to train and support new employees, while learning and implementing new technologies and systems such as SARS Integration, CRM Advise, MS Teams, and the new MyPortal platform, all of which are great new systems, but take time to configure, learn and implement. Additionally, new state mandates have been challenging to address timely including the new Methods of Administration Review process by the CCCCCO, monthly reporting on enrollment fraud activity, and the variety of mandatory reports for financial aid and categorical funds while in transition of not having a full-time Financial Aid Director for five months. Additionally, the special initiatives such as CalFresh Employment and Training and CalFresh Outreach programs require significant investments of time to implement the contract requirements, all while closing out all CARES funds and reports from the pandemic.

Q17.

Program Maps

Q18. 1. Have all program maps been updated in your division/area?

Yes No N/A

Q20. 2. If not, by when do you believe you can support the programs in your division/area in completing their maps? Please share the [Review Your Program Map](#) document and [Program Map Review Feedback form](#) with faculty in your area to provide updates for maps. If faculty members need support to update program maps, they can reach out to Heather Oshiro hoshiro@chabotcollege.edu.

Q21.

Summary Analysis

Q34.

Please provide a summary of your division's/area's **key achievements** since the Fall 2022 Update Year PAR. (300 words)

Several of the new Student Services Division goals have been completed or are on track for completion, as evidenced by the various areas goal update summaries that include new service structures implementations of meeting students where they are in-person and online, new technology enhancements for more efficient processing, fuller integrations with academics through embedded student supports and pathways, and filling of a very significant amount of vacancies associated with separations. Student Services has accomplished an enormous amount over the past year, including full restoration of in person services along with integrated synchronous (chat/zoom) as well as asynchronous (email, electronic forms and processing) online services Monday – Friday including evening access. These ongoing hybrid services embodies the student equity motto of “meeting students where they are.” For example, Counseling has increased access to counseling through improved scheduling, screening, and integration of technology. Counseling has transitioned back to campus while retaining progress made during the pandemic to offer both in person and online counseling services and programming to our students. Counseling offers both in person and online counseling sessions simultaneously through successful implementation of SARS zoom integration and text reminders for appointments. Additionally, a series of Transfer Center services have increased in scope, breadth and capacity including a full Transfer Week, University field trips including an HBCU tour and hosting the HBCU Caravan, as well as a new process for paying for CSU admissions application fees for students with basic needs. Career Services have also increased with multiple Career Fairs in different formats and foci, implementation of Handshake employer-student career engagement platform and more interns and partnerships including support of the Behavioral Health apprenticeship pipeline. Special Programs Hayward Promise Neighborhood team was instrumental in the awarding of a third Promise Neighborhood grant including a \$2 million subaward to Chabot's HPN program. HPN has significantly strengthened K-12 partnerships that have resulted in increased enrollment from our participating schools. Additionally, through enhanced integrations with Counseling, Special Programs was able to fill all of its learning communities, cohorts and support programs before the semester began through the SOAR Hub, Discover Chabot and special program orientations. Special Programs also co-sponsored a variety of student retention programs in partnership with the BCRC, CLEA and other special events. The Admissions and Records has also achieved an extraordinary level of accomplishments including electronic transcript and diploma processing systems, handling of a very high volume of residency reclassification petitions and supporting the integration of the DegreeWorks program into once instance with LPC and District ITS. The Financial Aid Office has increased the implementation of CampusLogic to further automate aspects of awarding financial aid and file completion processes, along with doubling the College Promise Program participation with a focus on follow up and College Promise Day before the August due date for application. Additionally, both departments supported the District Business Office in a challenging year end fiscal close and audit that resulted in no audit findings as reported by District Business Services. Student Life has leveraged the growing Flea Market into more scholarships for students, re-invigorated the Veterans Resource Center including events, a new Coordinator and full-service operations, and supported a variety of college-wide student enrollment and engagement events including Discover Chabot, SOAR Gladiator Day and other events promoting programs, services and resources. Student Life has also provided leadership and support for mass texting services to support timely messaging of college-wide events and programs. Specifically regarding basic needs, Student Life helped to provide these the services during transitions in the office of Student Equity and Success and moving student facing forms such as club registration to online to Microsoft forms, further leveraging this new technology. El Centro has provided leadership and support for a comprehensive Summer Bridge Program that supported the AB 1705 and STEM Pathways initiatives introducing students to math and STEM programs and supports during the summer before the first fall semester. With enhanced connections to our service area through HPN, CACC, SOAR and Special Programs, El Centro hosted the largest Raza College Day to date with over 700-900 participants from our service area schools and beyond with what is likely to be one of the most comprehensive college and STEM access and engagement conferences for pre-college students in the Bay Area and beyond. Hundreds of students surveyed indicated increased motivation to attend college, pursue a STEM pathway and consider Chabot College as their college of choice.

Q22. Please provide a summary of your division's/area's **greatest challenges** since the last Fall 2022 Update Year PAR. (300 words)

Trends in greatest challenges include more requirements than current staffing levels provide, constant new technology implementations, hiring and training new staff for large volume of vacancies, dealing with new state mandates and district initiatives (AACC, EBCAN, CRM Advise, Apprenticeship credentialing, pathways and support services, full in-person and online service requirements simultaneously. A return to full-service in-person workweek, while offering integrated online services and remote work schedules continues to be a challenge, along with identifying and training qualified temporary staff to backfill vacancies. Rising to the community's expectations of a fully functioning campus has also been a challenge with various physical plant, business operations and technology platforms going through changes and needing support.

Q23.

Goals and Resource Requests for Your Dean's/VP's Office

Context: Your office also established goals, please look at [this sheet](#) to see the goals that you first established in Fall 2021 and updated or confirmed in Fall 2022.

Q35. So far, what is going well regarding completing your office's goals? Please include reflections on achievement of outputs or outcomes.

Several of the VPSS Office Goals from 2021 and confirmed in 2022 have been attained, but others are still in progress. 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. We have progressed in implementing CRM Advise however for student retention-oriented, desktop customized queries, and looking forward to the pending messaging features. Additionally, the goal to Develop Comprehensive Basic Needs Center has been partially attained, but is still in progress as the Student Resources Hub design/furnishing and Building 3800 improvements are still underway. Basic Needs staffing has stabilized with the hire of a Student Resources Manager and CalFresh Outreach Specialist, both CalFresh sub-award contracts and the UWBA SparkPoint grant have been renewed continuing over \$350,000 of external annual resources to the college to supplement food pantry services with ongoing food benefits while addressing immediate needs of students with Student Equity Office, Financial Aid and Foundation to roll out Emergency Grants. A new Director of Student Equity and Success, HSI Director, Financial Aid Director and Student Resources Manager were all hired, providing much needed leadership and support for these areas. The Student Retention and Outreach Director proposed was not approved, but the hiring of a new Marketing Director for the first time since the Great Depression was hired and has become instrumental in the external and internal marketing of Chabot's programs, services and student life.

Q24. What are some challenges regarding completing your office's goals? Please include reflections on challenges with producing outputs or outcomes so far.

--High turnover rates in both Classified and Administrator positions coupled with challenges in timely hiring committee appointments, identifying qualified temporary personnel, and scheduling meetings due to the short staffing that affects other personnel continue to present challenges in completing office goals. Additionally, very significant complexities in implementing remote work schedules coupled with full-week in-person services has been daunting. The significant increases in fraudulent applications, enrollments and FAFSAs have cause unmanageable workloads for A&R including large quantity roster reviews, dropping and messaging students, and application processing delays 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.

Q39. *Note: if you need to amend one of your office's PAR goals, please email the adapted goals to Na Liu nliu@chabotcollege.edu

Context: You will need to enter resource requests for your own division's/VP's offices into [Fall 2023 Resource Request Submissions](#).

Q36. How do these requests support the goals in your division/area?

These requests support the goals in Student Services by funding personnel, technology platforms, contracts, professional development and equipment that are in alignment with the Board Priorities, Chancellor's and College President's Goals and PRAC identified priorities, especially in the area of attracting, enrolling and retaining students, as well as expanding support for students with basic needs. Student Services also plays a pivotal role in supporting a culture of diversity, equity, inclusion, accessibility and belonging with the various learning communities, special populations support programs, and mental health integrated support.

Location Data

Location: [\(37.6736, -122.0944\)](#)

Source: GeoIP Estimation



