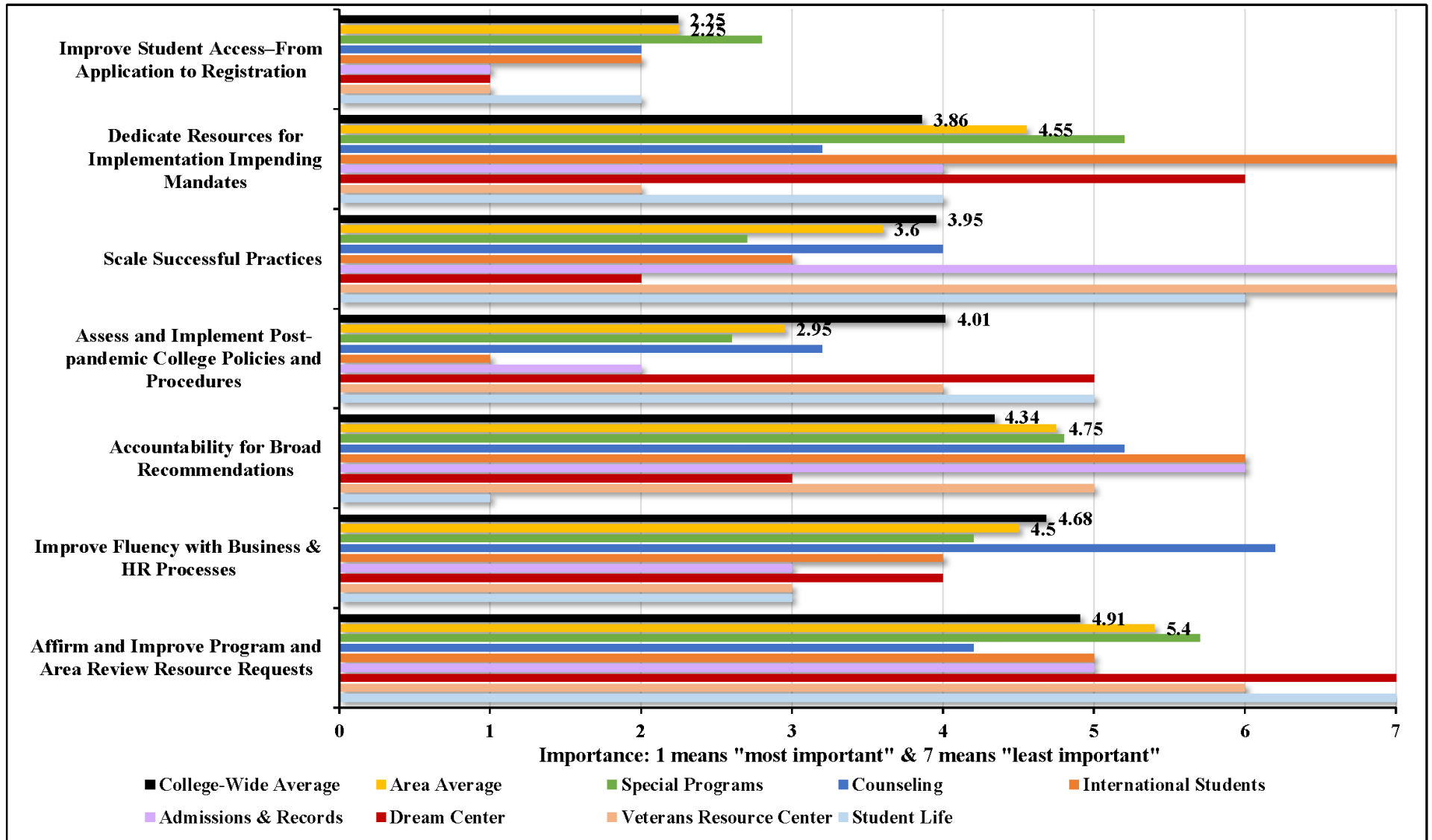# VP Student Services PAR Summary Report

Part I: Priority Areas to Address Ranked by Programs within Your Area

Importance: 1 means "most important" & 7 means "least important"

Legend:
- College-Wide Average
- Area Average
- Special Programs
- Counseling
- International Students
- Admissions & Records
- Dream Center
- Veterans Resource Center
- Student Life

Values shown:

Improve Student Access–From Application to Registration
- College-Wide Average: 2.25
- Area Average: 2.25

Dedicate Resources for Implementation Impending Mandates
- College-Wide Average: 3.86
- Area Average: 4.55

Scale Successful Practices
- College-Wide Average: 3.95
- Area Average: 3.6

Assess and Implement Post-pandemic College Policies and Procedures
- College-Wide Average: 4.01
- Area Average: 2.95

Accountability for Broad Recommendations
- College-Wide Average: 4.34
- Area Average: 4.75

Improve Fluency with Business & HR Processes
- College-Wide Average: 4.68
- Area Average: 4.5

Affirm and Improve Program and Area Review Resource Requests
- College-Wide Average: 4.91
- Area Average: 5.4

Detailed Priority Area Information

- **Improve Student Access–From Application to Registration**
  - Ensure processes from application to onboarding and registration are seamless and efficient from students' perspectives.
- **Improve Fluency with Business & HR Processes**
  - Develop a Chabot-based training program on district hiring processes that ensures appropriate classified professionals, faculty coordinators and all administrators know how to successfully complete and expedite steps (adjusting training to various groups of personnel, from request to announce (RTA) to onboarding). Work with LPC and District to hold Roundtable Forums to review and streamline our business processes (including hiring, purchasing, budget, outside contracts, payroll, etc.)
- **Assess and Implement Post-pandemic College Policies and Procedures**
  - Assess and implement campus policies, structures, facilities, and technology that respond to the needs of students, classified professionals, faculty, and administrators in our Covid-19 endemic world. Build a vibrant, equitable campus climate by committing resources to programs, services, and facilities that address students' basic needs (e.g., food, transportation costs, books, housing/rental assistance, hardware and software access, and technological support).
- **Dedicate Resources for Implementation Impending Mandates**
  - Allocate resources to respond to the challenge of implementing new and existing federal and state unfunded mandates: e.g., Cal-GETC, AB 1111 (common course numbering), AB 705, AB 1705, Financial Aid, etc.
- **Scale Successful Practices**
  - Scale successful practices from grants and categorical endeavors and learning communities through the implementation of Guided Pathways Student Success Teams to reach larger numbers of students.
- **Affirm and Improve Program and Area Review Resource Requests**
  - With the implementation of base budgeting for instructional equipment and lottery funds, both the number and amount of items requested in PAR have been decreasing. However, PRAC continues to receive a large number/amount of requests for which the decision on allocation should be made at the budget manager level. PRAC, in consultation with PAR, will attempt to address causes for inappropriate or duplicate resource requests.
- **Accountability for Broad Recommendations**
  - Build an accountability structure for recommendations that have college-wide scope to ensure continuous improvement.

Part II: Summary of Deans Summary PARs*
*Summary of Individual Programs not within a division included in Part III

Deans PAR Summaries Included in this Report

2 Responses

Name of Your Area/Division:

Counseling (General Counseling)

Special Programs

Deans' Analyses of #1 Priority Collegewide/Infrastructure Issues to Address

2 Responses

Name of Your Area/Division:	Issue # 1
Counseling (General Counseling)	Improve student access from application to registration
Special Programs	Affirm and Improve Program and Area Review Resource Requests

Deans' Analyses of #2 Priority Collegewide/Infrastructure Issues to Address

2 Responses

Name of Your Area/Division:	Issue # 2
Counseling (General Counseling)	Dedicate resources for implementation of impending mandates
Special Programs	Dedicate Resources for Implementation Impending Mandates

Deans' Analyses of #3 Priority Collegewide/Infrastructure Issues to Address

2 Responses

Name of Your Area/Division:	Issue # 3
Counseling (General Counseling)	Access and implement post-pandemic college policies and procedures to respond to the needs of students and employees
Special Programs	Accountability for Broad Recommendations

Deans' Analyses of #4 Priority Collegewide/Infrastructure Issues to Address

2 Responses

Name of Your Area/Division:	Issue # 4 (optional)
Counseling (General Counseling)	Improve fluency with business and HR process
Special Programs	Improve Fluency with Business & HR Processes

Deans' Analyses of #5 Priority Collegewide/Infrastructure Issues to Address

2 Responses

Name of Your Area/Division:	Issue # 5 (optional)
Counseling (General Counseling)	Scale successful practices from grants, categorical endevors and learning communities
Special Programs	N/A

Service Area Outcomes
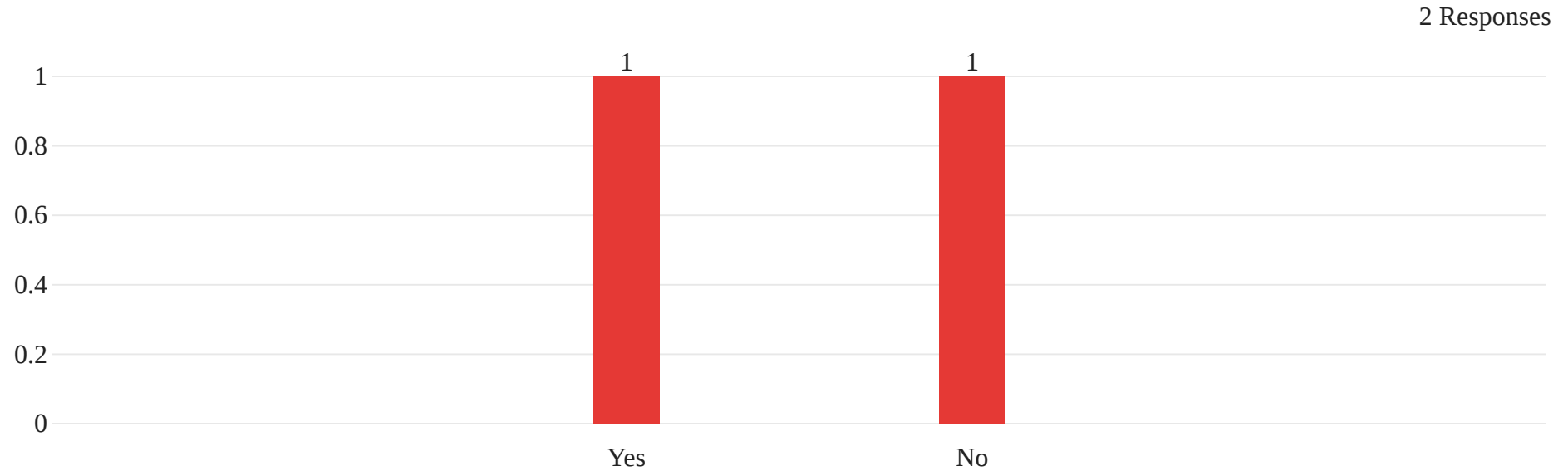
Are SAO Assessments in your division/area up to date?
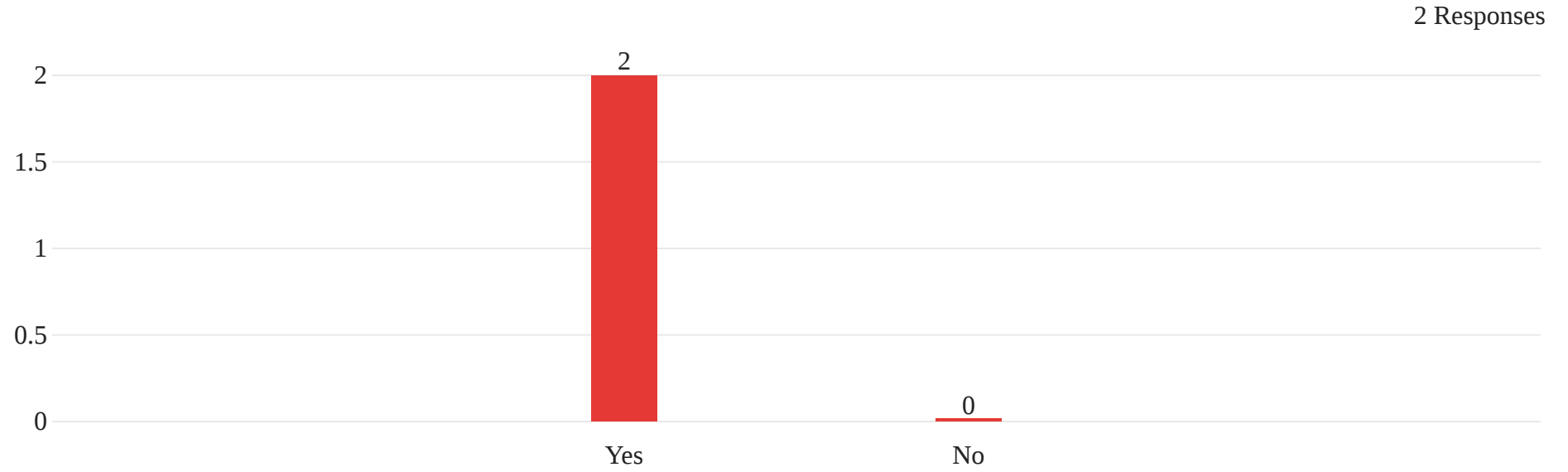
2 Responses

Are SLO Assessments in your division/area up to date?
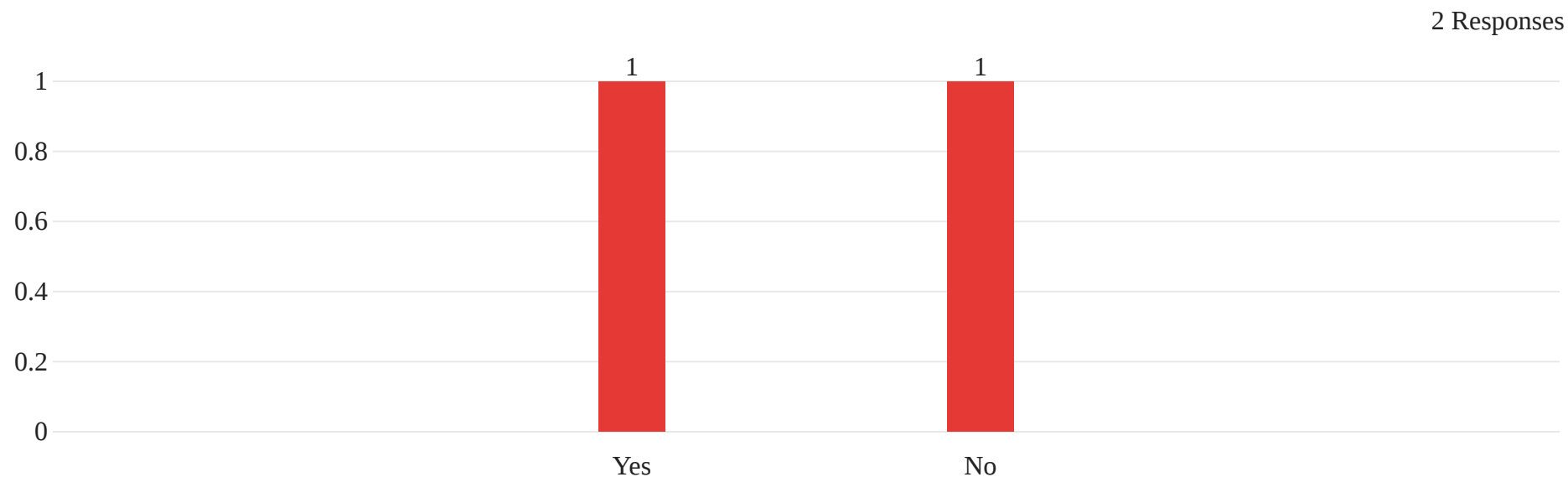
2 Responses

2 Responses

Name of Your Area/Division:	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?
Counseling (General Counseling)	For our PSCN discipline, the counseling faculty are dedicating a Spring 24 retreat to update SLO's for more measurable objectives. The way to support this is to give institutional time dedicated to curriculum discussion and planning.
Special Programs	N/A

Are PLO Assessments in your division/area up to date?

2 Responses

2 Responses

Name of Your Area/Division:	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?
Counseling (General Counseling)	N/A
Special Programs	N/A

Trends in the Accomplishments from Programs within Divisions

2 Responses

Name of Your Area/Division:	What trends in their accomplishments stand out regarding completing your division'/area's goals?
Counseling (General Counseling)	Here are some highlights of what is going well for our Counseling area: • We have a dedicated team of classified professionals and counseling faculty that is student centered and committed to providing culturally responsive and equity minded support for students. We have grounded our work in establishing our shared professional values, goals, and priorities which are aligned with our President's Goals and Guided Pathways and Equity frameworks. • We have increased access to counseling through improved scheduling, screening, and integration of technology. As a team we have 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. We are now offering both in person and online counseling sessions simultaneously as we have successfully implemented SARS zoom integration and text reminders for appointments. • Counselors provide holistic counseling and we are continuing our efforts to maintain quality services while also working to increase access • We have improved partnering across campus/cross collaboration to leverage resources to best support students (ex. Special programs, A&R, Financial Aid, Learning and Career Pathways, etc.). • We are doing well in supporting students through their educational journey through events and programming such as Transfer week, transfer field trips, purchasing university application fee waiver codes to support students experiencing financial hardship, EBCAN, Career Fair, development of career exploration resources, expansion of CARES mental health wellness ambassador program that has increased mental health awareness through classroom presentation, wellness outreach days, and campus tabling. The increased promotion has increased access and referrals to CARES MH services. • We have implemented a Behavioral Health partnership with the apprenticeship program to support the career pipeline. • Our Peer Guide program and Wellness Ambassador program are exemplary • We are doing well in building upon community partnerships with our Chabot Area Counseling Collaborative, dual enrollment, Castro Valley Adult School, and other community based organizations to support onboarding students interested in human services related professions.

Special Programs

The trends that can be seen as part of Special Program's goals relates to retention, mental health, onboarding, and student engagement on campus. These align with the college mission Learning and Teaching, Community, Inclusion, and Equity, Innovation, and Growth, and Sustainability.

Currently, all programs have priority registration, counseling support, etc, our persistence rates are higher than non-Special Programs students. For example, 85% of Phase1 Puente students persisted from fall 21 to spring 22 and fall 22 to spring 23 compared 63% of non-Puente students. This has been a continuous trend for all Special Programs and by adding priority registration it is growing. Our programs are continuously meeting the goals from last year.

Onboarding and recruitment has been a major trend in our area. Last year, the programs targeted the 5 high schools in collaboration with HPN. The enrollment rate percentages were higher in these schools than previous years. The goal was to have all new students hear about the resources or apply to Special Programs before classes started or in the first semester. All programs participated in SOAR an SOAR Jr which was a success. This gave the programs a chance to meet first time college students in the onboarding process. There was an increase in the number of first time students enrolled in Special Programs.

Mental health is another area that has been addressed in our area. Next-up and UMOJA will collaborate to bring mental health services to directly to our students. We are braiding funds with General Counseling to hire a part-time intern specifically for Special Programs students focusing on foster youth and UMOJA.

Lastly, increasing student engagement on campus is another trend Special Programs. Post COVID has been hard to get students on campus. Programs, like EOPS, CalWORKs, UMOJA, PUENTE and Movement held events like Chop it up Tuesdays, numerous helpful workshops, UC/CSU campus trips, cultural events and guest speakers on campus.

Trends in the Challenges from Programs within Divisions

2 Responses

Name of Your Area/Division:	What trends regarding challenges stand out?
Counseling (General Counseling)	The following are challenges related to our counseling area goals: • Reliable data, to help inform scheduling priorities and Counseling Dashboard • Staffing of classified professionals and counseling faculty (we need more personnel!) • Additional hiring requests include a technology consultant (improve our counseling website, web based forms, etc.) and counseling outreach specialist • Technology: We are awaiting phase II of CRM advise to utilize communication tools to offer students just in time messages. • Advisory board to support conversations of updating curriculum based on industry relevancy • In order to support creating a more welcoming environment for our students and support with streamlining onboarding efforts, we are presently working on rebranding of Online Services to Welcome Center and Assessment Center to New Student Support Center and this requires senior leadership support, logistics of redesigning our spaces, and updating our directory and signage. • FSPS/Orientation/SOAR/ is an area that requires coordination and a team effort to improve student onboarding experience

Special Programs

In Special Programs the challenging trends are mainly technology, finding funds to braid to support smaller programs, office space for larger programs, hiring of new staff and student follow up.

In our area technology is critical for the counselors to keep in touch with our students and track their progress. The SARS integration took a very long time to implement in our department. To this day, we are still training on how to use the features. CRM Advise was introduced to us as a tool that could text and track students. Seems that it will take a while for it to be rolled out for counselor use. Some of the coordinators in our area are worried that Ocelot will end before CRM Advise will be usable. We are hoping that Ocelot can be extended until CRM Advise can be of use.

As budgets get tighter small programs must be creative and collaborate for their funding needs. CIN would like a part-time counselor/coordinator for 17.5 hours a week to support their students. CIN will partner with Next-up to become the learning community for foster youth students this is an example of braiding funds.

Other programs are expanding and requiring more staff. As they grow, we are having trouble finding offices for the new staff. By increasing the number of students in the programs the state will increase the allocation for more on-going categorical funding.

Lastly, because we are categorical funded programs, we have a responsibility to spend down our allocations by the end of the academic year of June 30. It's imperative that our positions we request are moved forward quickly so we can spend down our funds. We have had positions delayed and take months to get approved. It's the hope that these positions in our area can be expedited.

Summary of Divisions' Greatest Accomplishments since the last Fall 2022 PAR

2 Responses

Name of Your Area/Division:	Please provide a summary of your division's/area's key contributions/ major achievements since the Fall 2022 Update Year PAR. (300 words)
Counseling (General Counseling)	• We have improved our counseling lobby with new furniture to create a more welcoming space for students, cleaned and organized our areas, and hired student assistants to support the outer front desk to welcome students. Despite large gaps of classified professionals in our area (6 transitions out 8 positions in less than six months due to promotion, retirement, death, etc.), we have maintained our daily operations through hiring of short term temps • We have improved our screening efforts (new form), check-in processes, and appropriate referrals • We have also made progress within the Guided Pathways framework to establish counselor leads & supports for student success teams. • All full time counselors have received training and have access to viewing CRM Advise. • We have improved streamlining forms and processes (i.e. prerequisite challenge, petition to repeat, course substation) • We are currently working with our marketing director in creating promotional materials for our counseling areas/centers • We have also hired 8 new part time general counselors and 2 part time mental health clinicians; we have developed onboarding and training for new part time counseling faculty and interns • We have made significant progress in submissions of evaluations of part time counselors

In Special Programs, there were some key contributions and major achievements since the Fall 2022. The past spring Special Programs played a key role in the success of SOAR (Senior Onboarding and Registration) Day. Coordinators collaborated with General Counseling and created the Special Programs Hub area. This area allowed students who were interested in Learning Community or didn't rsvp get into a program and get registered for their Spring Classes. Everyone was helped no matter what their status. Over 350 students registered for Fall 23 classes in-person and online. Learning Communities enrolled many students into their programs. The next week Special Programs coordinators spearheaded SOAR Jr, a new registration day to catch the students that missed the SOAR Day. They registered over 50 students and placed them in a Special Programs

Special Programs

This past year Special Programs was given an E-SARS link for students to make their own appointments online. Students have an option to make appointments in-person or online. This allows students easier access to their counselor.

In discussions, making it easier to apply to programs have been an issue. While we are working on a common application, where students fill out one application for all programs, an interest survey was created. It's not ideal, but it is an accomplishment as it eliminates many applications to determine eligibility. Students will fill out and receive a follow-up email to determine the eligibility.

Lastly, we are very proud of programs as they provide many events and workshops for our students. This past year Nesians Unite was created to raise awareness of the Pacific Islander population which includes islands of Polynesia, Melanesia, and Micronesia.

These are just a few key accomplishments and achievements in our area.

Summary of Divisions' Greatest Challenges since the last Fall 2022 PAR

2 Responses

Name of Your Area/Division:	Please provide a summary of your division's/area's greatest challenges since the last comprehensive PAR cycle. (300 words)
Counseling (General Counseling)	Data tracking, technology (CRM Advise implementation, waiting for Phase II), Counseling Dashboard (waiting for IT to create COUNSEL as default reason code to ensure reliability of data), staffing (we need to increase our personnel to ensure adequate coverage and sustain programming/services). We are also awaiting training on Adobe sign.
Special Programs	One of the greatest challenges in our area is office space. We are planning to increase the number of students we serve; however, we will need more staff. This puts us in a situation that will force some programs to be separate from Special Programs area. As expansion is inevitable, hiring is another challenge in our area. An expedited processing system would support these programs in spending down the grants and getting the support for the students most in need.

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

Yes: 1
No: 0
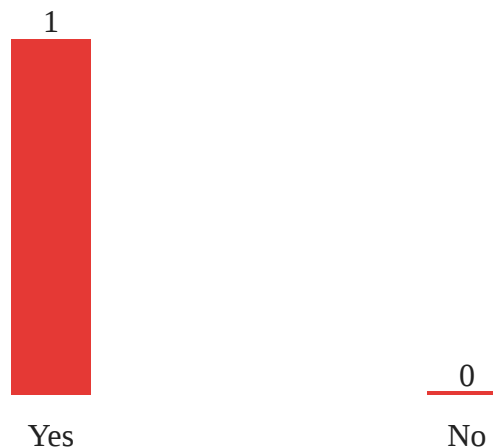
Name of Your Area/Division:	If not, by when do you believe you can support the programs in your division/area in completing their maps?
Counseling (General Counseling)	N/A
Special Programs	N/A

Name of Your Area/Division:	So far, what is going well regarding completing your office's goals? Please include reflections on achievement of outputs or outcomes.
Counseling (General Counseling)	• Hiring of multiple short-term temps and interim sr. admin assistant despite high volume of changes to personnel. • Hiring of multiple part time counselors and currently having senior leadership approval to allow for exceeding the 67% limit of 2 counselors in general counseling, 1 counselor for FYE and 1 counselor CARES MH to help support coverage and student demand. • We have been responsive to increasing our hours of operation, including Fridays until 5pm • Creation of master schedule, across areas and better tracking of scheduling requests from counselors working in Veterans, El Centro, STEM, MESA, Dream Center, • Improvement of our scheduling form that allows for a more streamlined process which in turn allows for creation of master schedule, identifying coverage gaps, etc. • Collaborating with Dean of Special Programs and Director of A&R in development of a Student Success Workgroup • Utilization of TEAMS for record keeping of agendas/notes • Our meeting structure allows for guest speakers (new guest speaker form) • Initiating a new Student Health and Wellbeing Advisory

Special
Programs

Goals

1. Hire a counselor who is shared across EOPS and other support programs such as BCRC and El Centro to make counseling services more easily accessible to students.

One of our EOPS counselors shared hours in the EOPS area and the BCRC. It was an accomplishment as students learned about the EOPS program and reach students that were currently in the program. Unfortunately, she is no longer working at Chabot. Currently, the UMOJA counselor sees students in the BCRC.

2. Work closely with General Counseling and the SOAR program to present our programs to incoming students so they can take advantage of the benefits from the start of college.

As I previously mentioned, the creation of the Special Programs Hub for SOAR day and SOAR Jr assisted many students in registering for Fall 22 classes. It also allowed students to learn about our programs in their first year. Many of our programs were full or almost full by the time the first day of class was started.

3. Continue our "We go the extra mile" motto and provide our high touch services. Students will receive program orientation, student education plan and consistent counseling.

In Special Programs, our students receive comprehensive student education plans their first semester, their program orientation, counseling in two modalities, online or in-person. All programs have an online link or students to make their own appointments online. Students have more access to counselors. As you look at institutional research, Special Programs students have higher success rates in English, retention and graduation than students not in our programs.

Name of Your Area/Division:	What are some challenges regarding completing your office's goals? Please include reflections on challenges with producing outputs or outcomes so far.
Counseling (General Counseling)	• High volume of transitions of classified professionals that in turn has required me to chair multiple hiring committees at the same time. My sr. admin assistant transitioned to FT counselor, counselor assistant I (front desk) transitioned into management, counselor assistant II (scheduler) retired, counselor assistant II for assessment center (pass away), Peer Guide counselor assistant transitioned to my interim sr. admin assistant, and CTC Counselor assistant II had a voluntary transfer to El Centro (6 out of 8 FT classified professionals had transitions in less than 6 months). While hiring to fill these positions, I have had to be resourceful in maintaining the daily operations through hiring short term temps and providing training. • While recognizing IT is for the entire campus, counseling is an area that relies heavily on technology support. It has taken awhile to get access to running SARS data reports, creating and archiving schedule and reason codes, and integrating SARS zoom. We are presently working with IT to receive training for the TV advertising carousal for CTC and Counseling. We have also been working with IT to set up a TV for students to view the drop-in list. We are collaborating with IT around the Counseling Dashboard as well. • We are working to rebrand our spaces (relocation of Dream Center, Online Services to Welcome Center and Assessment Center to New Student Support Center) and this requires continued support to see this vision through. • We need time for a work retreat to do a deeper dive into providing equity minded holistic counseling support for our DI students that utilize data and best practices • We need sustained funding to support the Peer Guide and Wellness Ambassador programs • We need dedicated coordination for SOAR planning • Last but not least, we need advocacy for more full time counseling faculty, particularly recognizing that one FT counselor position was lost due to me moving into administration.

Special
Programs
The only office goal we have a challenge with is sharing a counselor with the BCRC or El Centro. We have hired 2 new part-time counselors that need to be trained and on boarded. In looking to the future, we may be able to place one counselor in the BCRC.

How Deans Office Funding Requests Support Division Goals

2 Responses

Name of Your Area/Division:	How do these requests support the goals in your division/area?
Counseling (General Counseling)	We recognize that students who complete an SEPC are more likely to persist, and in order to be responsive to the high demand for counseling services we need more staffing. We need personnel, technology, data, and institutional time to support all the programming, events and daily operations, aimed to improve access and sustain quality services.
Special Programs	Not requesting resources

Part III: VP Student Services Summary of Individual Programs Not Within a Division*

Summary of Deans PARs included in Part II

6 Responses

Name of Program, Discipline, Area or Service	Name(s) of the person/people who contributed to review:	Which PAR Template (word template) did you fill out?
Admissions & Records	Paulette Y. Lino	Student/Admin Services/Office of the President
Dream Center	Maria Gutierrez, Katie Messina, Diego Bautista, Paulette Lino, Abigail Patton	Student/Admin Services/Office of the President
Hispanic Serving Institution/El Centro	Monica Olmedo	Student/Admin Services/Office of the President
International Students	Sean Day, Paulette Lino	Student/Admin Services/Office of the President
Student Life	Arnold Paguio	Student/Admin Services/Office of the President
Veterans Resource Center	Jessica Vile, Arnold Paguio	Student/Admin Services/Office of the President

Reflections on Annual Priority Progress in Academic Year 2022-23

6 Responses

Name of Program, Discipline, Area or Service	What progress did you see in any of these annual planning priorities?
Admissions & Records	Admissions & Records participates in outreach efforts and other events, including doing presentations on application and registration process. Admissions & Records also extended our in person hours for services, Monday through Friday. This way, we'll be able to assist students for any application or registration needs.
Dream Center	The Dream Center has been actively promoting events and services at Chabot outreach events as well as community events. We are also very active on social media, keeping students informed of Dream Center events and updates. This fall, we also hosted the AB 540 Regional Training in partnership with Immigrants Rising with over 80 people in attendance from across the state.
Hispanic Serving Institution/El Centro	1. This priority needs improvement to be connected to our counselors so they are aware of how to refer students. 2. As part of the STEM grant, one Co-Pi has advertised these opportunities for students. 5 students participated this past summer in REU's as East Bay; during field trips, students learned more about internships; this is one area to develop more this year as we learned we can use HSI Funds to pay student interns. 3. In our area, we now have access to edit/revise our web page, the HSI landing page is almost ready, drafting of Exito STEM orientations beginning.
International Students	The campus continues to offer a variety of modalities in serving students, including in person, and virtual. Our Student Equity Office Team has expanded its services to provide basic needs to students in need.

Student Life	The Student Life office provides support to all of the areas listed. Student Life is heavily involved in Discover Chabot, Early Decision, Gladiator Day and other events promoting programs, services and resources. We provide mass texting services through Ocelot, mostly for areas outside of student services. Specifically regarding basic needs, Student Life helped to provide these the services during transitions in the office of Student Support and Equity. Regarding interfaces specifically to the Student Life Office, we have begun moving student facing forms such as club registration to online to Microsoft forms.
Veterans Resource Center	The VRC had no fulltime staff for most of 2022-2023. However, student interfaces has been a priority for the new staff. The website, the ChabotGo App, the hiring the marketing director, CRM in trial phase, new face to CLASS-Web, and continuous training and resources on how to utilize Canvas and Pronto, are all ways that highlight the third planning priority. Within the first planning priority, progress was made in the Guided Pathways program mapping, and in general in the Guided Pathways initiative. The VRC still has a significant presence in the community and building new connections is less of priority than engaging current students.

Name of Program, Discipline, Area or Service	Question: If you could advise college decision makers how to make better or more efficient progress on any of these annual planning priorities, what would you say?
Admissions & Records	Have a main Outreach position, that will coordinate all outreach efforts for onboarding, and also events.
Dream Center	Hire someone to coordinate Outreach across the college so that we are more efficient in promoting our college as well as increasing access to the community.
Hispanic Serving Institution/El Centro	Apart from having a career center to help us with finding internships, we also need high touch services to assist students apply for these. Counselors also need to dedicate some time with their case loads on how to encourage students to apply for 6-8 week internships. We need to find local business in STEM to help us connect students with internship.
International Students	I would advise our college decision makers to have a centralized office and person for outreach to our service area. This person could organize campus tours, give presentations, and make connections with our feeder schools and others in the community on behalf of our entire campus.
Student Life	The priorities listed are all important and nicely connected. One piece that helps to connect them all is mass communications and how we can be diverse and robust with getting information out. As new technologies emerge we should remember to add new channels without forgetting the previous ones. All of our communication tools (social media, website, text, etc.) have a place and an audience that and it is more important to be thorough than efficient.
Veterans Resource Center	Continue building the capacity provide high touch service. Our processes and procedures are barriers to students and where we cannot remove barriers it is on the institution to make sure student can successfully navigate our system and have equitable access to the college and it's resources.

6 Responses

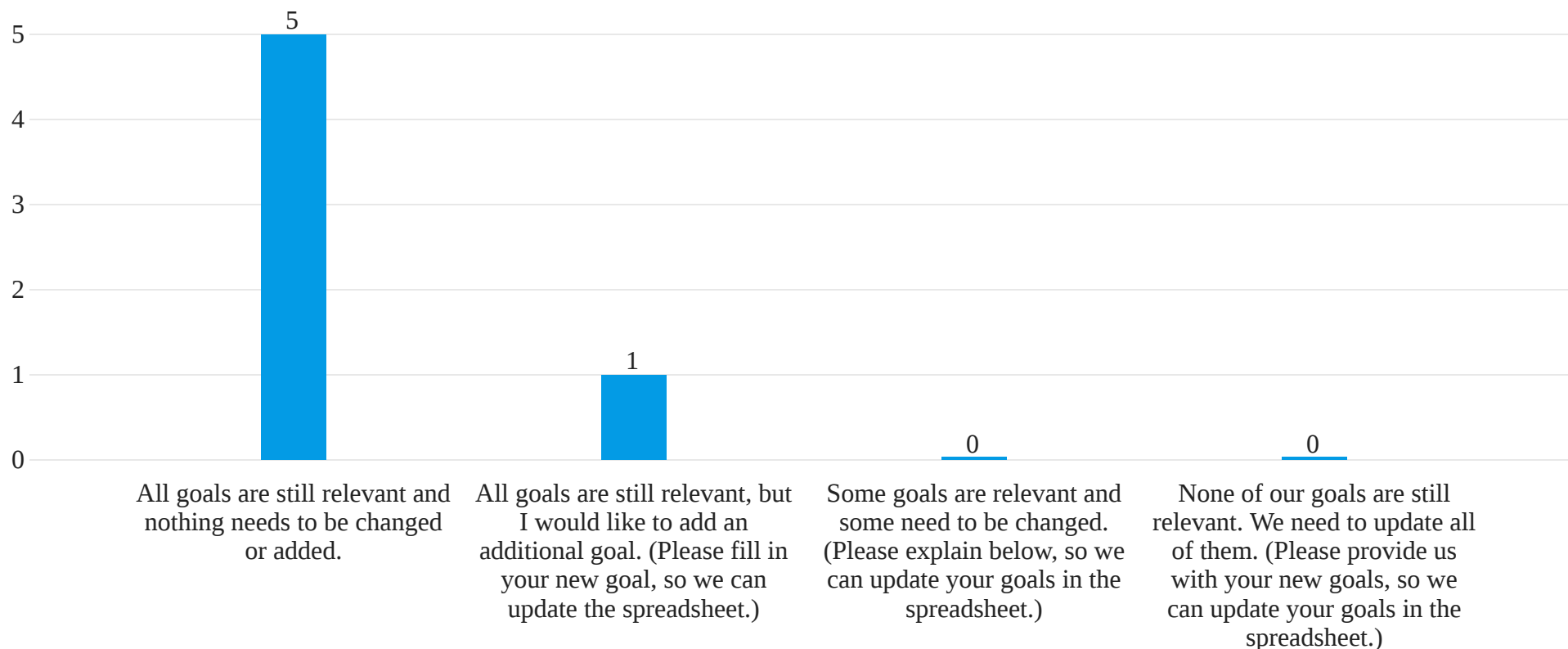| Name of Program, Discipline, Area or Service	Question: If you believe there is an important issue to address to carry out the college mission that is NOT mentioned in the previous list, please describe below (optional).
Admissions & Records	N/A
Dream Center	N/A
Hispanic Serving Institution/El Centro	N/A
International Students	N/A
Student Life	None of the priorities above explicitly mention equity and justice. While there are opportunities in all of the issues listed we need to center this in our mission and keep it visible in the discourse.
Veterans Resource Center	no additional issues at this time

Reflections on Goals

Keeping in mind, you only have one year left in this PAR cycle to accomplish these goals, please take a look at your goals to determine:
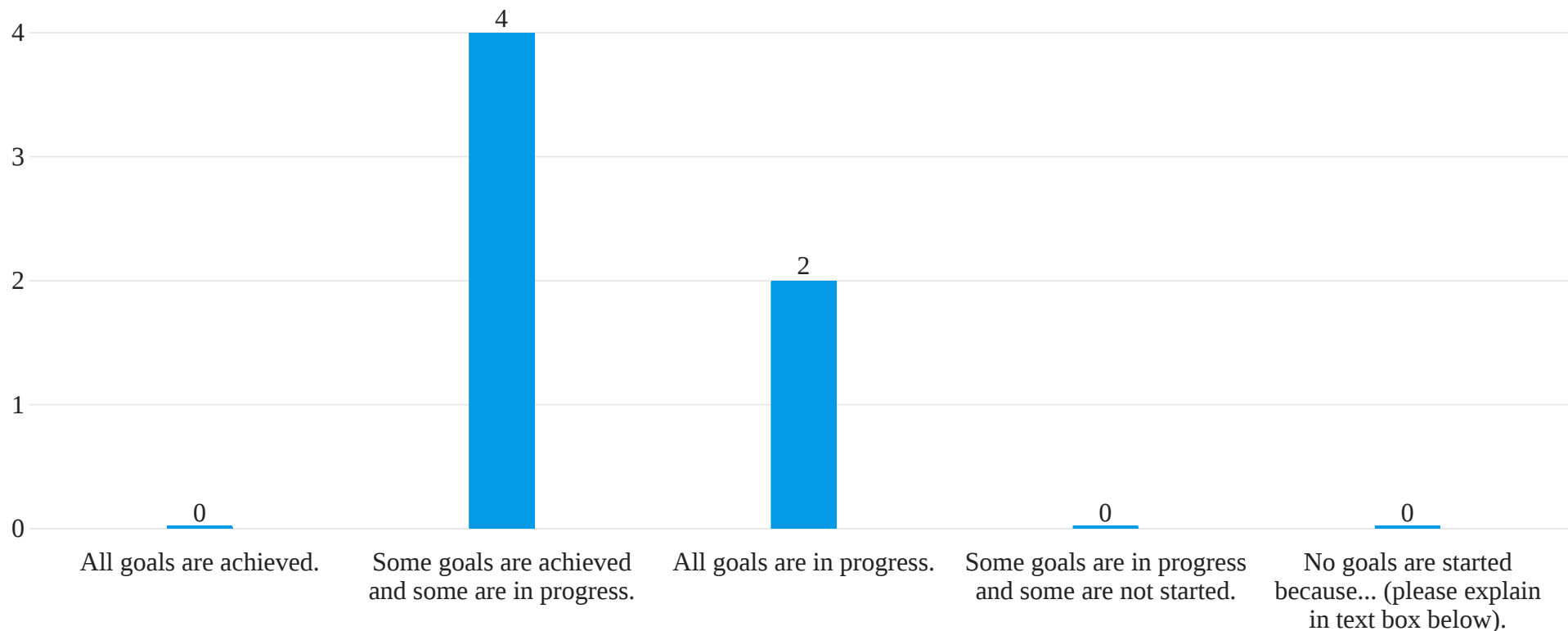
Name of Program, Discipline, Area or Service	All goals are still relevant, but I would like to add an additional goal. (Please fill in your new goal, so we can update the spreadsheet.) - Text
Admissions & Records	N/A
Dream Center	N/A
Hispanic Serving Institution/El Centro	We need to identify students who are still in need of SEP's or financial aid support, are not in good academic standing, both in Summer Bridge (past & present) and STEM majors who may have not been tapped by existing programs.
International Students	N/A
Student Life	N/A
Veterans Resource Center	N/A

What are the statuses of your program's/area's goals right now?

Name of Program, Discipline, Area or Service	So far, what is going well regarding completing your program's/area's goals? Please include reflections on achievement of outputs or outcomes.
Admissions & Records	In the last decade, the number of degrees and certificates awarded have increased (http://www.chabotcollege.edu/ir/studentsuccess/degrees_certs_chabotonly_2003-04to2020-21.pdf) In collaboration with ITS and a 3rd party vendor (formerly Credentials now Parchment), an electronic transcript request and exchange is available for students to use.
Dream Center	Goal 1 – through targeted outreach, the number of Dreamer and Dreamers+ have been increasing once again. Academic Year 2021-2022 (Summer 2021, Fall 2021, Spring 2022), Dreamer Students had a total of 459 AB540 Academic Year 2022-2023 (Summer 2022, Fall 2022, Spring 2023), Dreamer Students had a total of 383 AB540 Goal 2 – Outreach events and presentations include 8/10/2022 New Student and Parent Engagement Night, 9/8/2022 UndocuWelcome, 10/25/2022 Tour and Presentation to Tennyson High School World House students, Had a workshop series with HUSD newcomer students four sessions during October 2022, 11/4/2022 hosted UndocuAlly for HS/Adult school/Community Members, 4/22/2022 Visited Rusdale High School presentation of Dream Center/Chabot College, 2/28/2022 Dream Center presentation to James Logan, 3/14/203 Dream center Presentation to San Leandro High School, 07/28/23 Chabot Promise Day, 09/09/23 Discover Chabot, 09/15/23 College Day, 09/18/23 La Bienvenida. Monthly emails for new students attending Chabot. Goal 3 Completed, we had an UndocuAlly training for staff and faculty on 10/21/2022. We also hosted an AB540 training and promoted the training with our community partners and campus community to serve as our UndocuAlly training for the fall on 9/13/23.

|	
Hispanic Serving Institution/El Centro	Currently, what has gone well is the first objective of the grant. Our summer bridge changes worked as per the survey conducted by A&R. Our HSI presence is more noticeable on campus as well after the Gina Garcia workshop and more conversations on HSI identify, workshops, & programming on campus.
International Students	Chabot College has invested in a marketing subscription with a Study in the USA, an overseas recruitment partner to increase our virtual presence abroad and translation services with the goal of increasing international student enrollment. Our international student enrollment has increased as we emerge out of the COVID-19 health emergency. We have added a new English language proficiency test (Duolingo) to our list of accepted English language proficiency exams. This test is available online and is more affordable than the other tests which makes it less of a burden for students.
Student Life	Making progress toward all goals (increasing club activity, reviewing resources, increasing scholarships). Goals are connected and tend to support each other. When activity increases we get more feedback on and when activity is low we are able to start implementing improvements.
Veterans Resource Center	Over the last year we have seen an increase in the number of veteran benefits certified for their VA benefits. 64 students were certified in Fall 2022; 73 students were certified in Spring 2023; and 87 students were certified this Fall 23 (and continuing). We are actively participating in activities/campaigns to increase the number of completed SSSP and award priority registration. We are also engaged with PRMG in using veterans as a pilot group for CRM Advise which will significantly increase our ability to communicate with and support student veterans.

Name of Program, Discipline, Area or Service	Question: What are some challenges regarding completing your program's/area's goals? Please include reflections on challenges with producing outputs or outcomes so far.
Admissions & Records	A & R has signed up with Parchment (vendor) for mailing of hard copy diplomas and certificates. Parchment also delivers diplomas & certificates electronically. In order to maintain this service, there is an annual cost of $25,000. The cost was previously covered by one time funds. A & R will need funding to cover this service.
Dream Center	Currently, the Dream Center does not have its classified coordinator and is being filled with a temporary short-term position. Therefore, there is not enough staffing to ensure there is always someone there to help students with onboarding and processing AB 540 affidavits. The current processing time for AB540 is taking longer than expected (8 weeks) some students have shared they have decided to attend a different community college due to not hearing back about their status.
Hispanic Serving Institution/El Centro	One major challenge will be the change in key personnel--this will be the third administrator on this grant--this will disrupt progress on the grant's objectives on year 3.
International Students	As a result of the pandemic and current inflation in our area, many students are struggling financially. Our CLPCCD decided to increase nonresident tuition by $68 per unit starting in the Summer 2023 term. As a result, choosing a mandatory health insurance plan for all students that would offer more benefits, but would also likely be more expensive, would be a hardship for many students. The ISP Office has decided to continue reviewing health insurance plans but not choose a mandatory health insurance plan for all student at this time. Students will continue to purchase health insurance plan according to their needs which includes affordable plans.
Student Life	Event schedules can make it difficult to dedicate significant amounts of time to major reflection and upgrades. Opportunities to implement change are often sporadic and pieced together over a period of time.

Veterans Resource Center

The program had been without a full-time Veterans Specialist and Veterans Program Coordinator for well over a year before the coordinator role was filled in July 2023. The program is still without a full-time Veterans Specialist position making it extremely challenging to grow the program and achieve the set goals from 2021. With the number of students increasing, we are concerned that they will not be supported appropriately. VA benefits is the main entry point for student veterans to access campus resources and get engaged with the Chabot community. At this time students are working with a student records evaluator providing 4-5 hours a week of overtime work and the Program Coordinator with limited knowledge of VA benefits. Bringing back the fulltime Veterans Specialist will allow us to be more thorough and high-touch with student veterans and allow the Program Coordinator to dedicate more time to other services.

Please check the statement that best describes your program's/area's SAO assessments.

6 Responses
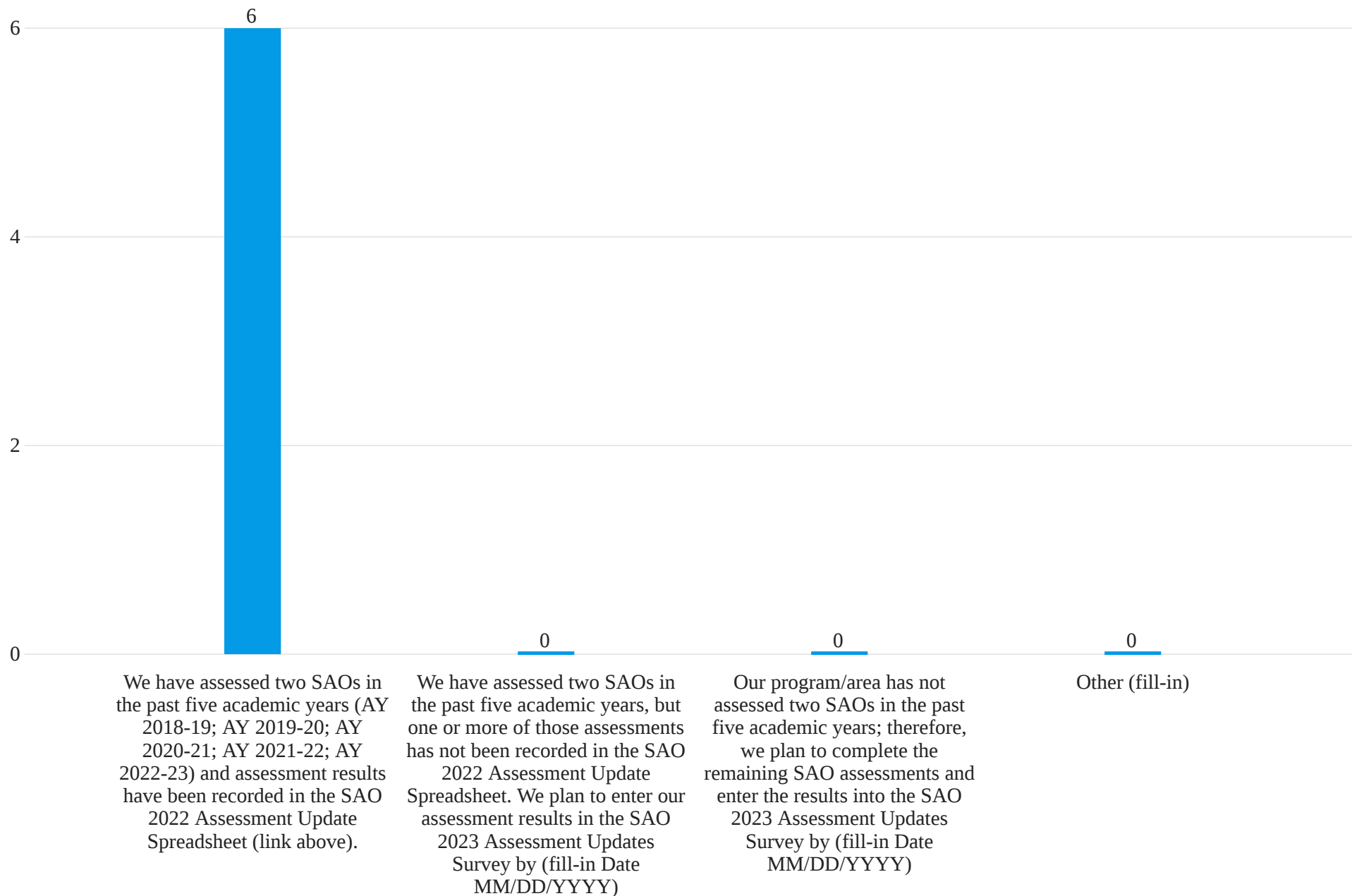
Rationales for Resource Requests

Name of Program, Discipline, Area or Service	Which of your PAR goals, plans for improving student learning, and/or plans for reaching SAOs will need augmented or new resources?
Admissions & Records	A & R has signed up with Parchment (vendor) for mailing of hard copy diplomas and certificates. Parchment also delivers diplomas & certificates electronically. In order to maintain this service, there is an annual cost of $25,000. The cost was previously covered by one time funds. A & R will need funding to cover this service.
Dream Center	The Dream Center is moving locations to building 700 and will need a printer and promotional materials to create a welcoming space for students. We also need support with outreach events, and we are requesting a part-time outreach specialist and Dream Center outreach swag to be more visible at outreach events. Legislation for undocumented students is constantly changing and our staff needs to be primed on the most up-to-date promising practices in serving Undocumented students; therefore, attending conferences is pivotal to our work.
Hispanic Serving Institution/El Centro	We are in the process of hiring a new part-time counselor to replace our open position.
International Students	Hiring a full time International Admission Specialist remains relevant and would help us achieve our goal of increasing international student enrollment.
Student Life	Not requesting any resources at this time.
Veterans Resource Center	The goal is to grow the Veteran's programs resource offerings beyond certifying VA benefits. One of the immediate resources needed is to hire the Veterans Specialist position. Brining back the fulltime Veterans Specialist would provide more expert level support on VA benefits beyond the capacity of the Coordinator while also allowing the Coordinator to develop more services and resources for student veterans.

Response to Enrollment (Optional Question)

Name of Program, Discipline, Area or Service	Question: Though slowly improving, Chabot's enrollment is far from reaching pre-COVID-pandemic levels. This impacts our funding. What are your thoughts on how we should respond? (e.g., ensuring smooth process for students from application to enrollment, mass retention campaign, mass marketing, planning for a smaller college, providing in-person/hybrid/hyflex course instruction and service delivery, other?)
Admissions & Records	Have additional resources to streamline processes. Have an Outreach position that will focus on recruitment and onboarding.
Dream Center	N/A
Hispanic Serving Institution/El Centro	N/A
International Students	A centralized office or person to welcome prospective students and outreach in our community on behalf of our entire College would help in recruiting students.
Student Life	Continue to build communications platforms and coordinate mass communication efforts. Many of our processes become barriers to students, hands on support to helping student access admissions, registration, and other processes and services is still needed. Getting the right balance of course modalities needs to continue and hopefully we can deliver in the ways that students need. With all of the attention to recruiting we should remember that retention also increases enrollment numbers.

Veterans Resource Center

We should support student program areas that need the in-reach support to provide high-touch experiences for students. From working with students, it is clear that the high-touch experiences directly aid in the student's success and can increase retention rates. We can utilize college-wide uniform and consistent communications to remain in contact with the students that will not take courses over summer semesters but need to pick back up in fall. Organized outreach can increase enrollment on a macro-level, continuing to build relationships with community partners, and ensuring a smooth process from application to enrollment. Host an "Application Day" prior to SOAR day to assist with the application, provide them steps on what to expect, and start the constant contacts. Additionally, there should be continued focus around AB 705 and 1705, and growing general counseling to provide consistent messaging and information to those students who do not receive counseling within a special program.

One Thing To Tell President Cooks (Optional Question)

6 Responses

Name of Program, Discipline, Area or Service	Question: As you know, President Cooks assumed the role of Chabot's 10th College President on August 1, 2023. If your program/area could tell President Cooks one thing he needs to know about your program/area, what would it be?
Admissions & Records	Need additional resources to assist in processing residency and concurrent enrollment.
Dream Center	Great news is that the Dream Center is now closer to having a permanent home since its inception in 2019. We are in the process of moving the center as a stand-alone center (physically) to 706 starting January 2024. The Dream Center is currently in need of a more sustainable overall format. Currently, the center's staffing is 1 full time classified coordinator (currently a vacant position), part time counselor and general counselor (6 hours a week). The Dream Center Coordinator has been split 50/50 with Admissions & Records to alleviate the residency reclassification and AB 540 processing time. To make the center more sustainable and in par with the college's mission, additional staff should be allotted in order to better serve students. Due to the nature of staffing, the processing time for residency reclassification petitions has gone from 1 week to 12 weeks and AB 540 affidavit processing has gone from 1 day to 8 weeks.
Hispanic Serving Institution/El Centro	We are a gem in campus! The El Centro story deserves to be told.
International Students	International students in order to maintain their legal status in the United States are required to attend full time and have a limited time in which to complete their program. To meet the full time enrollment requirement, international students are restricted from taking more than 1 class or up to 3 units that are offered online in any term. Therefore, the decrease in the number face to face class or hybrid classes has made it more difficult for international students to meet their legal requirement. It would be helpful to our students to offer more face to face class sections.
Student Life	Happy with connection to and engagement with the President's office at this time. Definitely feel supported.

Veterans Resource
Center

We need to rehire for the Veterans Specialist position. The Veterans Resource Center is a great, safe space for veterans. It is critical to establish a good reputation within the veteran community as this will lead to a direct increase in enrollment. Being visible to the veteran community by doing outreach at events and building connections with relevant outside organizations/resources will get students here. However, we need the Veterans Specialist position to help the Coordinator provide certification, support, resources, events, and connections for retention ad successful completion of programs. We currently have about 350 self-identified veterans on campus. The Veterans Program are tapped into less than 100 of them. There is important work that needs to be done for our veteran students and it will not happen without urgency to hire the full-time Veterans Specialist position.