

## XII. STUDENT SERVICES

### *PROGRAM DESCRIPTION:*

Student Services performs an integral function at Hartnell College. In support of the College's mission statement "to provide equal access to a quality education," Student Services delivers a wide variety of support services that complement instructional programs and provide educational and cultural resources to students, faculty, administrative staff, and the community. Through the Students Services programs and activities, Hartnell provides a strong framework to support the College's responsibility to serve a culturally diverse community through recruitment, retention, and graduation of students from a variety of ethnic and socio-economic backgrounds.

Student Services' staff members facilitate student success through comprehensive support services in the following general areas:

1. Outreach/Recruitment. }
2. Admissions and Records. }
3. Assessment. }
4. Orientation } Matriculation support for students
5. Registration
6. Follow-up research. }
7. Counseling and Guidance—comprehensive services for all students and prospective students.
8. Sports Counseling comprehensive counseling support for athletes, including orientation and guidance related to athletic eligibility.
9. Financial Aid—coordinating Federal, State, and institutional resources to fund scholarships, loans, and grants.
10. Transfer Center—transfer assistance and support.
11. Career Center—career assessment and advising.
12. Student Activities—clubs, cultural programs, and college-wide events.
13. Re-entry Center—support for residents returning to school.
14. Disabled Students Programs & Services (DSP&S)—supporting students with disabilities.
15. Extended Opportunity Programs and Services (EOP&S)—offering academic advisement and retention services for low income, nontraditional students to ensure their success in college.
16. Cooperative Agencies Resources for Education (CARE)—under the auspices of EOP&S, provides resources and services to single parents who are Transitional Assistance to Needy Families (TANF) recipients and who have children younger than six years of age.
17. Special programs and services for veterans and various categories of underrepresented students. These programs outreach into the community to offer literacy and tutoring in elementary schools and access to higher education.
18. Recruitment and guidance for international students, including travel abroad for recruitment purposes; advertisement about Hartnell College programs and services in publications, which serve specifically as recruitment tools for international students; outreach on the Internet through a permanent web presence and e-mail capabilities; educational planning and guidance provided once students enroll in Hartnell College programs and services.

### *STATEMENT OF PHILOSOPHY:*

Comprehensive and strategically designed support services ensures access, retention, and success in academic, occupational, and personal pursuits for all Hartnell students. The Division facilitates student success through support services that are tailored to the needs of individual students. The staff is composed of dedicated professionals who work together, express a powerful resource of ideas, experience, energy, action, and follow-through. Through vision and determination, Students Services provides leadership and supports needed to address the emerging needs within the Hartnell Community College District service area.

### *ON-GOING GOALS:*

Each one of the Student Services units has developed a statement of purpose, accomplishments, unmet needs, goals for the next 2-5 years and resources needed for the next 2-5 years. These statements follow, starting with the Office of the Vice President for Student Services.

## **A. OFFICE OF VICE PRESIDENT FOR STUDENT SERVICES**

### *PURPOSE FOR YOUR UNIT:*

In support of the college's mission statement "to provide equal access to a quality education," Student Services faculty and staff facilitates student success through comprehensive support services in outreach, retention strategies, graduation and transfer.

### *ACCOMPLISHMENTS:*

1. Contributed to increased enrollments by supporting a comprehensive campus outreach program and the development of support services off-site.
2. Developed and advocated for a re-alignment of the organizational structure of student services.
4. Developed, organized and/or collaborated with others and participated in technology in service sessions to increase organizational knowledge of and capacity to reach students throughout the college's service area through distance learning applications.
5. Purchased information technology, ergonomically correct workstations and other resources needed by faculty and staff so they can do their jobs comfortably and efficiently.
6. Provided leadership in the understanding of learning outcomes cited in the student services accreditation standard to bring student services program review processes up to compliance with WASC accreditation requirements.

### *UNMET NEEDS:*

1. Consolidate Student Services programs "One-Stop Shop" with satellites at remote locations.
2. Expand the development and utilization of technology in all service deliveries.
3. Explore and develop new distance-learning options.

4. Continue/expand on-going research for program evaluation and improvement.
5. Continually develop, revise and adapt new service delivery techniques and practices.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Evaluate and improve services delivered in person at all sites and through the web.
2. Acquire new or reconfigured facilities
3. Provide additional training and professional development, especially computer training to provide services through a variety of distance learning applications including the Internet.
4. Review and support the implementation of the Student Services re-alignment plan. Evaluate adequacy and effectiveness of new management roles.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Provide additional full-time faculty and staff (a minimum of one full-time additional counselor for every 800 new students enrolled at main campus, one full-time additional counselor for South County, and one full-time for East Campus until the number of students served surpasses 800).
2. Develop facility to house Student Services One-Stop Shop.
3. Acquire funding for continued training and professional development for faculty, managers and staff.

## **B. COUNSELING**

*PURPOSE FOR YOUR UNIT:*

The purpose and goal of the Counseling department is to recruit, teach, counsel, and graduate students. We believe that education accessible to all is a sound investment for the individual and the community. As a team of well trained Counseling Faculty, we share a common objective: to facilitate student success by providing maximized counseling services, which are tailored to the needs of the individual student. We work together as a powerful resource of ideas, experience, and energy. Because of our vision and commitment, the counseling department is a leader and catalyst for action and change.

*ACCOMPLISHMENTS:*

1. Developed the College's "Institutional Transfer Plan".
2. Developed the HC Counseling department Mission Statement and Tenets.
3. Contributed to increased enrollments by expanding campus outreach and other recruitment support services. Counselor participation in Parent Night Programs, Hartnell Days at local High Schools, and other Counselor/High School Liaison recruitment activities.
4. Contributed to student retention through: Educational Planning, Early Alert, Probation Counseling, Crisis Counseling, Veteran's Counseling, and Student Athletic Counseling.
5. Conducted UC/CSU (internet) Application workshops.

6. 'Orientation Check List' developed for Counseling 21 course.
7. Expanded counseling services by adding one (1) new full-time Transfer/Career counselor.
8. Revised the Liberal Studies Program.

*UNMET NEEDS:*

Develop Internship Program for Counselor Education Graduate students. Intended to help graduate students integrate his/her classroom learning, personal skills and career aspirations with the practical knowledge and experience of the workplace.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Continually develop, revise and adapt new service delivery techniques and practices.
2. Increase inter-department collaboration to provide quality services for students.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Implement systems to ensure MIS reporting accuracy.
2. Resources: Funding to develop new expanded tracking mechanisms that link OIR with student Services (Career, Transfer, Counseling, Matriculation).
3. Capital Equipment: A laser quality printer is needed in the Office of the Director.
4. One part-time female counselor assigned to the Sports Counseling Center.

## **C. WEEKEND COLLEGE**

*PURPOSE FOR YOUR UNIT:*

Hartnell College seeks continually to develop innovative responses to the learning needs of our community and prepare students for productive participation in a changing world. This collaborative (Office of Instruction/Student Services) effort is in line with the Hartnell College mission statement to provide leadership and resources to ensure that all students have equal access to a quality education and the opportunity to pursue and achieve their goals. Students who work full-time or who have family responsibilities often find it difficult to take more than one class per semester. The Weekend College Program at Hartnell College offers a unique approach to the completion of an Associate of Arts Degree enabling an easy transfer to a four-year college or university.

*ACCOMPLISHMENTS:*

1. Expanded marketing effort: Twelve (12) local businesses (Household Credit Services, McCormick and Company, Costco, Dole, Tanimura and Antle, Natividad Medical Center, Salinas Valley Memorial, Steinbeck Library, Cesar Chavez Library, El Gabilan Library, Firehouse Recreation Center, and Arbor) were visited by staff and made aware of the

offerings of the Weekend College. Program Flyers, Schedule of Classes and HC Applications for Admission were left for display with Human Resources personnel and permission was given to place materials in company lunchrooms.

2. Administered random Classroom survey to determine demographics of Weekend college students.
3. Contributed to increased enrollments by expanding campus outreach and other support services. In addition to providing a Hartnell Counselor for six (6) NIC hours per month specifically for Weekend students the Hartnell Counselor represented Hartnell College at the Household Credit Career Fair. Household Credit will pay tuition for their employees.

*UNMET NEEDS:*

Develop program brochure.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Develop Weekend College Handbook for the Hartnell College website.
2. Continue to research the feasibility of offering PACE (project for adult college education) ACCELERATED courses. Generally, these transferable courses are offered in nine-week segments.

## **D. IMPROVING TRANSFER SUCCESS (ITS)**

*PURPOSE FOR YOUR UNIT:*

To expand and institutionalize Transfer Services and support to improve student transfer rates at Hartnell College. The project is intended to improve transfer success for all students who cite transfer as their educational goal. Particular attention is directed toward underrepresented, underserved, and non-traditional populations.

This project is based on the Transfer Center Purpose and Goals from the Recommended Program Guidelines, published by the Chancellor's Office, that outlines the essential components of an effective transfer program. An excerpt from the guidelines states that "Improving transfer is the responsibility of the institution as a whole, including campus administration, faculty and student services programs, and in cooperation with the four-year segments. Transfer should not be the sole domain of the Transfer Center, and the significant improvements will not occur if responsibility becomes a compartmentalized and isolated function."

*ACCOMPLISHMENTS:*

1. Developed Transfer Center Plan.
2. Development and adoption of the Hartnell College Institutional Transfer Plan.
3. Developed new Transfer Resolution passed by Academic Senate and Board of Trustees.

4. Retention of ten (10) Hartnell students in the UCSC Dual Admission Program. This is the charter cohort and they are expected to enroll in Fall 2002.
5. Nine new workshops developed for students: How to choose a Major, etc.
6. Bi-weekly Transfer Meeting with EOPS, MESA, Transfer Center, and Counseling department representative.
7. Two Hartnell Counselors provide sixteen (16) hours per week (8 each) of counseling service for students enrolled in the MESA program.
8. Transfer Workshops presented in English 1B, Geology 1, and Oceanography 1 classrooms.
9. Developed and presented Transfer Training Workshop for new and probationary faculty.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Increased collaboration with EOPS, MESA, and DSPS to provide expanded services and increase participation by target population students.
2. Continue and expand Transfer classroom presentations to include English 1B, English 2, and other transfer courses.
3. Increase faculty involvement in facilitating university tours for Hartnell students planning for transfer.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Adequate facilities for existing Transfer Center staff and space for students to utilize the services. Students and faculty would utilize the Transfer Center more for tours and make more referrals if there were more space.
2. Staff positions: one 30 hour per week, 10 month full-time para-professional (Special Programs Coordinator staff person to coordinate transfer programming for targeted groups (EOPS, DSPS, MESA, Cal Works, CARE, etc.), advertising, scheduling, transportation: university tours, recruitment programs/activities at UC/CSU, representatives on campus, workshop.
3. In three years we will need to begin to replace our computers and our copier.

**E. STUDENT OUTREACH**

*PURPOSE FOR YOUR UNIT:*

The purpose of Student Outreach is to promote Hartnell College's programs and services to prospective students in order to meet the admissions and enrollment needs of Hartnell College.

*ACCOMPLISHMENTS:*

- Continue to provide outreach services to local middle schools, high schools, and adult schools
- Continue to provide outreach services to local and state agencies such as the One Stop Career Center, Monterey County Youth Probation Sites and Detention Centers
- Continue to provide outreach services to community based organizations across Monterey

- County
- A total of 30 AmeriCorps members serviced over 15 elementary school sites in regards to literacy
- Over 2500 students received Gear Up services at El Sausal Middle School and Alisal High School through the East Salinas Gear Up Project
- Over 500 students received Gear Up services at Main Street Middle School through the Soledad Gear Up Project

*UNMET NEEDS:*

All staff and faculty in the Student Outreach department are grant funded. There is no general funding provided to the department for operational expenditures. This deems to be a problem as grants specifically state how monies are to be spent. Resources are needed to update outreach and recruitment brochures and materials.

*GOALS FOR THE NEXT 2-5 YEARS:*

The overall goal for Student Outreach is to create and administer a complement of services and programs to expose prospective students to Hartnell College and meet the admissions and enrollment needs of the College reflective of its community.

- Plan a consistent Outreach schedule for area high schools.
- Coordinate a High School Counselor's Advisory Board to meet once a semester for updates on the Hartnell College and the Community College system.
- Enhance outreach efforts to meet the growing demand at King City and East Campus sites.
- Design a supportive outreach plan for students deferred to the community college from the UC and CSU system.
- Develop a student ambassador program.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. FACILITIES

Currently the department of Student Outreach is housed at the East Campus. As the needs of the students grow at the East Campus so does the staff. The counselor and financial aid technician share offices and switch hours to accommodate students' confidentiality needs. We have no conference room for staff meetings. The AmeriCorps clerical assistant is in need of office space. The instructor's do not have a workroom for copying materials, message retrieval or use of computers. This is a problem as the office is run on grant monies and specifically states how the monies are to be used.

2. STAFFING

The department of Student Outreach needs non-grant funded staff. This includes a director, an administrative assistant and minimally four student services technicians.

3. CAPITAL EQUIPMENT

As the new Datatel conversion begins to take place on campus the office of Student Outreach is in need of upgrading 4 computers to run the new Datatel System.

4. STAFF DEVELOPMENT

There are no resources for staff development. Currently, staff members attend professional and staff development hosted by the College. As the department of Student Outreach, staff members need to be encouraged to attend off campus staff development to broaden their horizons and see what other colleges and colleagues are doing in this field.

## **F. EXTENDED OPPORTUNITY PROGRAM AND SERVICES (EOPS)**

### *PURPOSE FOR YOUR UNIT:*

To provide qualified low-income students an extended opportunity to enroll in college, obtain financial assistance, receive academic counseling, peer mentoring, and other retention services to ensure academic success. In addition, CARE provides coordinated resources and services to eligible single parents who are concurrently enrolled in EOPS.

### *ACCOMPLISHMENTS:*

1. During 2002-03 the Hartnell College EOPS/CARE program enrolled 855 students while serving 719 who met all program criteria and were counted as “served.” Comparatively, 803 students were enrolled in EOPS while 689 students were completely served during 2001-02.
2. During 2003-04 provided part-time EOPS/CARE counseling services to Hartnell College students on the East Campus and South County campuses.
3. In conjunction with the Director of Enrollment Services and Administrative Information Systems, initiated web-based priority registration for EOPS students using PAWS beginning in fall 2003.
4. Acquisition of six new Microsoft XP-compatible computers and flat screen monitors during spring 2004. Three counselors, two clerical staff members and the unit manager received the new computers.
5. In spring 2004 completed a comprehensive update of the EOPS/CARE program overview in Powerpoint format that describes program features, student eligibility requirements, important deadlines and the like. This presentation is currently used on a regular basis by the EOPS Program Assistant/Recruiter on site visits to local high schools, adult schools, One-Stop Career Centers and the like.
6. In fall 2003 completed a comprehensive update of the EOPS/CARE Program Orientation in Powerpoint format that is used for group and online orientation sessions.
7. Joined the formerly separate Hartnell College DSPS and EOPS student recognition ceremonies into one beginning Spring 2003. The annual event was attended by approximately 275 people in Spring 2003 and 290 people in Spring 2004.
8. During 2003-04 expanded Spanish translation of existing EOPS and CARE student infor-

mation in hardcopy.

*UNMET NEEDS:*

1. Link Powepoint versions of the EOPS/CARE program overview and student orientation to the EOPS/CARE website for use by students on the Main, East, and South County campuses.
2. Link the EOPS/CARE electronic application in both English and Spanish formats to the EOPS/CARE website to enable student submission and EOPS/CARE application processing.
3. Link the EOPS/CARE Midterm Progress Report to the EOPS/CARE website.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Continue to increase the number of Hartnell students applying to, enrolled in, and served by the EOPS/CARE program.
2. Continue to increase student satisfaction with EOPS/CARE counseling, administrative services, and peer advising.
3. Prepare for an Operational Program Review (OPR) of the Hartnell College EOPS/CARE program in spring 2006 by a team of visitors.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. *Facilities.* In the immediate near future, swing space must be secured to house the entire EOPS/CARE staff while building continues for the new Learning Resource Center and adjacent parking structure. Later, a permanent new location must be secured for all EOPS/CARE program staff and peer advisors.
2. *Staff.* As student enrollments continue to grow, additional full and/or part-time staff will need to be hired to fulfill EOPS/CARE student needs and requirements.
3. *Capital Equipment.* A second network computer will need to be obtained to meet the printing demands of our growing program. A proposal to the CCC Chancellor's office will be submitted to approve the acquisition of a second network printer in fall 2004.
4. *Training.* Continue to provide ongoing staff development training for EOPS/CARE counselors, clerical staff and peer advisors.

**G. CAREER CENTER PROGRAMS AND SERVICES**

*PURPOSE FOR YOUR UNIT:*

The purpose of the Career Center Programs and Services is to provide career development for students and community members seeking to obtain an education, enter today's world of work, make

career transitions, or advance on the job. The Career Center is responsive to its employer community's workforce development needs and the College's professional development as it relates to the Career Center Programs and Services. The Career Center Programs and Services include: career counseling; career assessment; library, Internet and computerized programs; the Job Bank and job search assistance; work-based learning (e.g., work experience, internships, and subsidized training); workshops and courses, including self-paced and Internet-based job search, occupational assessment, and pre-employment curriculum; and the CalWORKs Program. The Career Center collaborates with other campus units and community organizations to deliver career and job fairs, and actively market to and recruit community members to utilize Hartnell College's career and educational services.

*ACCOMPLISHMENTS:*

1. Delivered annually through the Career Center paraprofessional and professional career services to 3000 students and community members.
2. Posted annually an estimated 1000 employment opportunities through the Job Bank.
3. Made EUREKA available at the Counselor workstations and in the TLC.
4. Submitted and had approved self-paced curriculum for Counseling 29 and 30.
5. Upgraded resources (books, video tapes, computer software) available through the Career Center.
6. Piloted on-line curriculum for Job Search.
7. Administered CalWORKs counseling, childcare, career and employment services, work-study, and curriculum development for 200+ CalWORKs students per year, coordinating with EOPS/CARE.
8. Enrolled 100+ students in Cooperative Work Experience, or Internships each semester.
9. Implemented the Student Success through Education and Experience Program, which is the administrative and contractual process for placing students in subsidized training for CalWORKs Work Study, Financial Aid, and the subsidized Model Internship Program. Approximately, 30 students participate in these placements.
10. Obtained a \$50,000 FSS Grant to further develop the Internship Program and provide subsidized training for internship students that do not qualify under CalWORKs, financial aid or other special programs. The funds have supported the placement of 13 internships.
11. Obtained a \$200,000 FSS Workbased Learning Grant to provide professional development for faculty and staff with the goal of building institutional capacity for career development and workbased learning. Approximately, 14 faculty and 4 classified staff have participated in faculty development activities.
12. Developed the technological infrastructure and provide representation on the Oversight Committee for the One-Stop Career Center System in coordination with Outreach. To date this has yielded approximately 52 tracked enrollments, linkage with One Stop agencies and approximately 250 potential One-Stop clients have meet with staff and faculty.
13. Developed a video on Career Center Programs and Services for distribution to college community and secondary schools.
14. Developed seven brochures for cross-marketing the programs we administer. These brochures include Childcare Programs and Services in English and Spanish, CalWORKs in English and Spanish, Career Center Programs and Services (two versions) and the Employer Source.

15. Coordinated in conjunction with School and Community Relations the College's presence at four secondary and middle school career fairs.
16. Host the Nontraditional Career Fair, bringing approximately 65 employers and 1000 secondary students to the campus for a hands-on event, giving each student a Career Center Programs and Services Brochure.
17. Provided Student Success Series Workshops to CalWORKs/CARE students in addition to the general student population.

*UNMET NEEDS:*

1. Space for students to utilize the services.
2. Space to provide adequate working conditions for the people who work in the Career Center. Feedback from a campus-wide faculty and counseling faculty survey has indicated that they would utilize the Career Center more, bringing classes for tours and making referrals if there were more space.
3. Career Center Coordinator funded through the General Fund.
4. Full-time CalWORKs Counselor funded through CalWORKs.
4. Employment Services Coordinator funded through CalWORKs.
5. Outreach Coordinator to recruit special populations such as CalWORKs/EOPS, jointly funded through categorical programs.
6. Systems to ensure MIS accuracy.
7. Accessibility for students with disabilities, especially mobility.
8. Resources to develop new expanded tracking mechanisms that link the Office of Institutional Research with Student Services (e.g., Career Center, Transfer Center, Counseling, etc.)
9. The positions identified above are necessary to link the Career Center to the Campus Community, the Career Center to the Employment Community, and ensure access and support for Special Populations. The space and increased staff would allow the Career Center Programs and Services to expand the quality of the services delivered and increase enrollment in Workbased Learning Courses and Career Development Courses.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Increase the number of students enrolled in the work experience programs.
2. Recruit additional participants in the CalWORKs Program once participation can be tracked.
3. Hire one full-time CalWORKs Counselor to counsel the growing CalWORKs student population.
4. Develop an initial intake process for all students and community members accessing services provided through the Career Center for better usage accountability.
5. Improve accountability for job posting and job referrals provided through Career Center by means of an Employment Services Coordinator, electronic tracking system (database), and better placement and referral procedures.
6. Strengthen the relationships of faculty and counseling faculty participation in Career, Service-Learning, and Workbased Learning activities through staff development.

7. Strengthen the quality of services delivered through the Career Center through cross-functional training.
8. Develop on-line Career Center Programs and Services, increasing the number of students enrolled in pre-employment and counseling courses.
9. Develop a pre-employment curriculum that is offered in ½ unit modules.
10. Develop the “Hire Hartnell Program” in coordination with the President’s Office.
11. Develop a technological infrastructure for managing and marketing the employment services.

Additional facilities and staff are crucial to achieving these goals on a continuous and consistent basis.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Adequate facilities for existing staff and to provide student services and related infrastructure for telephone and computer services.
2. In two years, we will need to replace copier and in one year, we will need to begin replacing our computers.
3. Staff positions identified under unmet needs, which included Career Center, Career and Employment Services and Outreach Coordinators.
4. On-going staff development is needed on a yearly basis.

## **H. STUDENT ACTIVITIES**

*PURPOSE FOR YOUR UNIT:*

Develop student activities that will increase campus life, awareness of programs, promote involvement in student government and campus governance.

*ACCOMPLISHMENTS:*

1. Increased student participation and activities of clubs
2. Developed month long events commemorating Black History Month. Increased student and community involvement by sponsoring these events at Hartnell College
3. Participated in the development of an activity to increase knowledge about international cultures and awareness of global issues affecting our community by organizing and sponsoring an International Conference. This conference was attended by Hartnell students, community members, city employees, and students.
4. Organized major fund raising activities to raise \$10,000 for the Freedom Scholarship Fund created to support the victims of 9/11 and their children.
5. Increased awareness of the need and of giving back to our community by the highly successful annual Holiday Food Drive. Hartnell students were able to bring in over 15,000 food items that were donated to the Monterey County Food Bank.
6. Sponsored and developed a program that includes workshops, entertainment and ethnic food sales for the annual Cinco de Mayo celebration.
7. Developed the Annual Leadership retreat which is an intensive weekend program to train

the newly elected students who will be members of the ASHC Senate for the following year.

*UNMET NEEDS:*

1. Need a larger space to maintain ASB office, club offices, and conference room for club and ASB meetings.
2. Need a larger space for Student Activity Office
3. Additional Staff

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Pass a Student Center Fee to fund renovations to and operating expenses for the Campus Center.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Additional staff for Student Activity Office
2. Work station for additional staff, i.e., desk, chair, computer, printer
3. Copy Machine
4. On going training for staff

**I. VETERAN'S PROGRAM**

*PURPOSE FOR YOUR UNIT:*

The purpose for the Veterans Program is to provide assistance to veterans and eligible dependents in planning their educational programs and maintaining compliance with Veterans Administration while they are receiving their educational benefits.

*ACCOMPLISHMENTS:*

1. Developed a new Educational Plan that meets the needs of the students and is in compliance with Veterans Affairs.
2. Developed a newsletter informing students of all new regulations
3. Updated the VA Brochure
4. Fully implemented electronic certification

*UNMET NEEDS:*

1. Need a larger office space to accommodate additional staff and the foot traffic that comes through this office

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Larger office space
2. Additional staff

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Additional staff for Veterans/Student Activity Office
2. Work station for additional staff, i.e., desk, chair, computer, printer
3. Copy Machine
4. On going training for staff

**J. INTERNATIONAL STUDENT OFFICE**

*PURPOSE FOR YOUR UNIT:*

The International Student Office (ISO) is responsible for the outreach and recruitment activities to promote Hartnell College to the international student population. It admits international students and completes the Immigration documentation for their F-1 (Student) Visa application. It provides pre-arrival information as well as arranges host families and meets students at the Monterey airport. A four-day International Student Orientation is presented before each semester and Summer Session. This office is responsible for providing comprehensive information about the Immigration and Naturalization Service's regulations to students and community members. The International Student Advisor provides academic, personal, and career counseling to international students. The ISO works closely with Workforce and Community Development and the instructor of the Hartnell English Institute to ensure the success of the students in this program.

*ACCOMPLISHMENTS:*

1. The ISO successfully served 90 students at Hartnell College during 1999-2000.
2. The revenue from non-resident tuition and enrollment fees was approximately \$300,000.
3. Developed on-line International Student application and posted to International Student Website
4. Developed brochure to promote the Hartnell English Institute.

*UNMET NEEDS:*

1. Increase the number of international students.
2. Improve international students recruitment efforts.
3. Improve the International Student Orientation.
4. Improve existing tracking and reporting of International Students to be able to profile the students who have received AA/AS degree or certificates, transferred, and received honors

- recognition.
5. Resources to conduct on-going research for program evaluation and improvement

*GOALS FOR THE NEXT 2 TO 5 YEARS:*

1. Increase the number of the International Student population by 25%
2. Develop an effective recruitment program
3. Conduct on-going research for program evaluation and improvement
4. Improve International Student Orientation
5. Increase number of activities/workshops for international students

*RESOURCES NEEDED FOR THE NEXT 2 – 5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Enhance existing efforts to recruit students
2. Update International Student and Hartnell English Institute's web pages
3. Replace computers and printers
4. A full-time international student counselor

**K. DISABLED STUDENTS PROGRAMS AND SERVICES (DSP&S)**

*PURPOSE OF YOUR UNIT:*

The purpose of Disabled Students Programs and Services (DSP&S) is to provide a full range of outstanding and effective support services and instruction to ensure student success.

DSP&S offers supportive services and instruction for students with physical, visual, hearing, learning, acquired brain injury, developmental, psychological, and other disabilities. Services and instruction are designed to enable each student to successfully complete an educational plan. Services include a full range of counseling services, educational planning, in-service training for college faculty and staff, adaptive computer equipment and technology, note-takers, translating/interpreting in sign language, classroom accommodations, and job placement. Instruction includes: assessment for learning disability, college study skills, learning disability skill lab, adaptive computer technology, adaptive physical education, and job readiness skills.

*ACCOMPLISHMENTS:*

1. DSP&S successfully identified through MIS 661 disabled students at Hartnell College during 2002-2003.
2. Disabled Students collectively complete an average of 10,979 units annually with an overall grade point average of 2.86 as evidenced through the DSP&S program review completed in April of 1999.
3. DSP&S WorkAbility III has successfully placed 379 students in full time competitive career level jobs since its inception.

4. DSPS has developed and maintained an active and updated web page with question and answer information on serving and instructing students with disabilities.
5. DSP&S counselors continue pioneering work with on-line CSU/UC applications, coupled with field trips and campus visitations.
6. DSP&S with EOP&S continue to provide computer technology to low income and disabled student, and have coordinated with Financial Aid to provide on-line FAFSA applications in the Educational Skills Lab in Annex 103.
7. DSP&S has brought in 2.496 million dollars to the district in the past three years in program funding, providing services at virtually no cost to the college general fund.
8. DSP&S provides a significant support and accommodations system that enables the college to meet ADA requirements, protects the college from OCR lawsuits, and fulfills the college mission to provide equal access, responsiveness, and preparing students for productive participation. Staff maintains a rigorous training program to maintain currency in legal and model supportive services programs.
9. DSP&S has successfully worked with Human Resources to formalize an updated and competitive interpreter pay scale.
10. DSP&S has successfully positioned the Instructional Technology position to target access to the college distance education and technology infrastructure.
11. DSP&S has successfully recruited a full time Adaptive PE position.
12. DSP&S continues a successful orientation program for special education/504 high school students each year at 13 feeder high schools in the tri-county area through its popular "Steps to Hartnell College Program."
13. DSP&S continues to provide production of Braille on demand for blind students.
14. DSP&S continues a model supportive instructional (SI) program to ensure student success in math, with a Hartnell math instructor receiving state wide recognition for achievement in access to disabled students.
15. DSP&S aggressively pursues all avenues to ensure that the campus is accessible to students with mobility impairments.
16. DSP&S has successfully implemented an advanced ASL course at the college.
17. Active training sessions have occurred across campus at the instructional departments, deans meetings, and flex day activities.

*UNMET NEEDS:*

1. DSP&S staffing must continue to grow to meet the needs of students.
2. Future trends see a need for using distance counseling technology in the recruitment and orientation of incoming students to prepare them for the on-line registration process.
3. Efforts continue to be needed to access the program to the Spanish speaking population of the community.
4. Restructuring services for the deaf will be needed in order to be able to effectively provide interpreter and supportive services on a part time basis to the increasing numbers of deaf that the program serves and to bring the basic skill level of this student population up to college level.
5. Capital funding and staffing will be needed for captioning of the college video collection, and to support accessible workstations on campus.

6. The Educational Skills lab needs to be restructured to meet the changing needs of students and to adjust to best curricular practices and Title 5 requirements.
7. On-line courses will need to be developed to bring supportive instruction to the distance education environment.
8. Campus barriers will be a challenge during the next decade during construction and with an expanded campus footprint.
9. Efforts need to be made to address the needs of the Developmentally Delayed Learners on campus.
10. Continue to develop effective methods of assessing learning disabilities and developing effective learning disability supportive services.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Expand inservice training and flex day opportunities in technology, awareness, and instructional methodologies.
2. Expand programs in Adaptive PE to include the use of a planned therapeutic pool, additional full time staff, wellness programs, and South County.
3. Continue in-service programs in high technology for the college.
4. Ensure access to distance education and the college video collection.
5. Provide a system of learning communities and freshman experiences.
6. Continue systems to ensure the accuracy of DATATEL/MIS.
7. Outline and prepare for transitions during construction.
8. Develop an on-line special education orientation course program.
9. Upgrade curriculum in the Educational Skills Lab and LD Assessment.
10. Actively participate in college master planning activities related to building construction, signage, ADA, program space needs.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, AND TRAINING):*

1. Capital outlay to maintain and expand accessible computer workstations.
2. Continued need for training and conferences in assistive technology, transfer, ADA, LD, Psych.
3. Funding and capital outlay for on campus mobility assistance program.
4. Funding for interpreter costs and potential need for direct instructional programs for students.
5. Funding for captioning of video and distance education.
6. Funding for bi-lingual counselor and materials for disabled Spanish speaking students.
7. New facilities in the new LRC, CALL building, and upgrades to Adaptive PE. Planning for the College Student Services centralized programs.

## **L. FINANCIAL AID OFFICE**

### *PURPOSE OF YOUR UNIT:*

The purpose of the Financial Aid Office is to provide financial aid to needy student who could not attend college without this assistance. Our main focus is to help student's gain access into college and help retain them so that they can accomplish their educational objectives.

### *ACCOMPLISHMENTS:*

1. Obtained an increase in funding for the 2002-03 academic year for Federal Work Study as a result of an increased number of students served in the 2001-2002 academic year
2. Changed forms to make them more student friendly for the 2002-2003 and streamlined the process in the office to facilitate earlier student awarding.
3. Consolidated five computer financial aid processes into three, which resulted into a better and faster computation between the Financial Aid office and other offices on- campus
4. Facilitated students with on-line financial aid application process utilizing an adjacent computer lab.

### *UNMET NEEDS:*

1. Larger office space in order to accommodate service for more students
2. Remodel the front counter area to serve students at a faster rate and make it accessible to disabled students

### *GOALS FOR THE NEXT 2-5 YEARS:*

1. Increase the number of students receiving financial aid by at least 10% to 20% per year
2. Automated many of the manual processes in the Financial Aid Office in order to free the staff so that they can provide better quality services to students
3. Develop and implement on-going staff development workshops for the staff to continue learning new Title IV financial aid regulations

### *RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING):*

1. Enlarge and remodel the office space in order to accommodate more students
2. Continue upgrading the computer system in the office to keep up with new technology and new financial aid regulations, which need newer technology
3. Continue providing staff development training workshops for the staff e.g. customer relations, new rules and regulations, technology, etc
4. Install a computer server in Financial Aid, recommended by consultant, to allow Federal and State software programs to perform efficiently, thus servicing our students more effectively.

## M. ADMISSIONS & RECORDS OFFICE

### *PURPOSE FOR YOUR UNIT:*

The Admissions and Records Office provides services in admission, registration, academic records, and maintenance of student records, many reporting functions, and general information to students and the community. It is also our responsibility to remain familiar and current with many policies, regulations and laws that affect students and student records.

### *ACCOMPLISHMENTS:*

1. Electronic Prerequisite Checking became effective in the Spring 2003 semester. STAAR\* Assessment scores have been articulated with course placement in English, ESL, and Math courses.
2. Because of prerequisite checking, we were able to articulate high school math courses with Hartnell's math courses. Close collaboration was done with our Math faculty, and our local high schools.
3. On-Line web services were introduced to the college community. CCCApply (on-line application) was introduced in the Spring 2004 semester with 862 students using it to apply to Hartnell during its first semester of implementation.
4. PAWS (Personal Access Web Services) was also introduced in the Spring 2004 semester. Students were able to register for classes using the web. Twenty percent of students used this service as their way to register for classes during its first semester of implementation.
  - In addition to registration, students were also able to retrieve the following information using PAWS:
    - Search for classes
    - Add and drop classes
    - Check their student account balance (account summary)
    - Review and print their semester grades
    - Review and print their unofficial transcript
    - Review and print their current semester schedule
    - Review and print their STAAR\* Assessment scores
    - Change their address and phone number (add email addresses too)
    - Check their official transcript request status
5. PAWS was also introduced to the faculty in the Spring 2004 semester. Faculty were able to do the following:
  - Review and print class rosters
  - Monitor class enrollments
  - Grading – This was the first semester in which entering final grades could be entered; 269 sections were graded by 121 faculty members.

6. The Optika System, which is a document imaging system, has been in place in the Admissions & Records Office since 1995 with an upgrade of the software and hardware occurring in 2000. This system was networked in the last year to all Hartnell College counselors. In addition, the system was also networked to our satellite locations in King City and at East Campus. The counselors now have access to all Hartnell College transcripts from 1920-1983 and they also can retrieve and print copies of any transfer transcripts that have been received by the College.
7. The Admissions & Records Office processes all Cal Grant GPA verifications through electronic format directly to the Chancellor's Office. Approximately 20,000+ records are sent up twice a year.
8. The Admissions & Records Office works in conjunction with the National Student Loan Clearinghouse in providing student enrollment verifications four times each semester. This is all done electronically via the web.
9. We have established the department on the college's official web site as a prime source of information. We now receive several inquiries via email from students about the College and its programs.
10. We have made grading forms available to our entire faculty through the college's intranet system. Faculty can download grade change forms, incomplete grade forms, and reinstatement petitions.
11. We have instituted training sessions for the campus community on "How to Use the Student System" and "How to use PAWS" on a monthly basis.
12. We have streamlined the registration process. In a concerted effort with Counseling, Admissions staff, and Assessment staff, we have promoted the use of technology through the registration process. As indicated above, in the Spring 2004 semester, 20% of our students registered used PAWS, and 68% registered using ASAP\* telephone registration. We have been able to reduce the number of days of Arena registration, thereby, saving the College money.
13. New modular office furniture was installed in July 2002 that is ergonomically correct for the entire Admissions staff in addition to the front counter.
14. A new web room was established in January 2004 with 9 workstations and 1 workstation for disabled students. The web room is located adjacent to the office lobby.

*UNMET NEEDS:*

1. The Optika document imaging system relies on an hourly employee to keep operational on a day-to-day basis. This system requires a permanent full-time position to keep student records up-to-date.
2. Regular budget amounts, such as supplies, printing and mailing have not increased for many years and it is getting more and more difficult to make the funds meet all the needs of the department. We have had to reduce some of our student mailings because of this.

3. Computers – The Admissions & Records staff must have updated computers. The last department computer upgrades was in 1998. We are one of the last departments on campus that remains on Windows 95.
4. Because of the addition of web services, we were able to obtain a grant-fund “help desk” person for 12 hours per week. Because this is a grant, we will lose the position in the next year, and will need at least a ½ time position to replace it.
5. Staff Office Chairs- Many staff office chairs are more than six years old and are deteriorating. There needs to be some sort of replacement plan to ensure that all staff have fully ergonomically correct chairs.
6. We need two electronic date stamp machines. Because all information received in the Admissions & Records Office is time sensitive, we need to have a mechanism in place to ensure work is processed in a timely manner. The two previous date stamp clocks broke about two years ago, and have not been replaced.

*GOALS FOR THE NEXT 2-5 YEARS:*

1. Continue to work toward mastering Datatel as it relates to student records.
2. Continue to increase and expand technological changes to provide more convenience for students.
3. Continue to provide training and consulting while utilizing the Datatel system.
4. Implement electronic degree audit and electronic educational planning.
5. Continue staff development training and develop manuals for A&R staff
6. Provide on-site Admissions at area high schools in the spring semesters.

*RESOURCES NEEDED FOR THE NEXT 2-5 YEARS (FACILITIES, STAFF, CAPITAL EQUIPMENT, TRAINING)*

1. Replace staff computers and printers with newer faster machines
2. Update the Optika system (scanning system for historical records)
3. Increase staff by 2 full time positions for future college growth
4. One ½ time position to replace the PAWS help desk person
5. On-going staff development
6. Replace transcript signature validator
7. Replace 15 staff “office” chairs. Many chairs are falling apart and are not ergonomically correct; nor are they safe.

