

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 and 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. Maintained the re-alignment of the organizational structure of student services.
3. 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.
4. Purchased information technology, ergonomically correct workstations and other resources needed by faculty and staff so they can do their jobs comfortably and efficiently.
5. 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.
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 lazer 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 HartnellCollege 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 information in hardcopy.

UNMET NEEDS:

1. Link Powepoint versions of the EOPS/CARE program overview and student orientation to 4.
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

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. 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.
4. Develop on-line Career Center Programs and Services, increasing the number of students enrolled in pre-employment and counseling courses.
5. Develop a pre-employment curriculum that is offered in ½ unit modules.
6. 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. Career Center is now sharing copier with TRIO SSS program – additional demand on copier and efforts to reduce overall office printing costs will require acquisition of upgraded copier with networked black/white and color printing capability.
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.

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.

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.

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:

Reflecting a significant reorganization that took place in 2004-2005, the International Studies Center has three principal responsibilities. First, it is charged with the recruitment and support of international students. The Center reviews applications, admits international students, and prepares the required immigration documentation for the F-1 (student) visa application, as well as subsequently tracking and advising students with regard to immigration matters. To facilitate pre-arrival orientation and housing support, the Center also maintains listings of host families in the community. A full three-day orientation is given to students as they arrive, and on-going support is provided as students move through their academic programs. Similar support is extended to students enrolled in the Hartnell English Institute, administered by the WACD office.

A second function of the Center is to support and advise domestic students seeking a study abroad experience, and to serve as a clearinghouse for related international exchange and funding opportunities. Finally, the Center is charged with expanding international and intercultural awareness across the campus.

ACCOMPLISHMENTS:

1. Established database to track student progress and outcomes; regularly distributed student newsletter with office, campus and visa news; re-established International Student Association and United Nations Association Club; provided multiple opportunities for student leadership development and campus visibility.
2. Established routines to build and maintain relationships with 1) prospective students who inquire via email; 2) overseas agents; 3) community immigrant contacts; created database for

inquiries of all types. Created and posted new web content in Spanish and Korean, with audio files in 6 languages.

3. Developed “International Admissions Technician” job description; gained approval to recruit for permanent position.
4. Established HCC display for international/study abroad info; obtained CFC funding for international/ intercultural campus events; acted as advisor to ISA, UNA Clubs on campus; served on boards, World Affairs Council, UN Association and NCAGE Steering Committee; established effective working relationships with faculty in global studies disciplines; convened “Global Studies Curriculum Development” work group; issued Flex Day faculty newsletter on global studies; conducted three faculty/staff development workshops
5. Encouraged existing relationships with Miyagi University, Benguet University; renewed contact with University of Guanajuato; responded to calls for program proposals from Dong Tai Educational Consortium, Beijing Pharmaceutical University, South African Wine Industry Training Program.
6. Submitted two grant proposals (US Dept of Agriculture, US Dept of Education/Title VI)
7. Developed procedure for identifying viable faculty-led short-term study abroad programs; established “Study Abroad” counseling and email list for interested students; established regularly updated “Study Abroad” display area in HCC

UNMET NEEDS:

1. To further improve outreach and marketing to prospective international students
2. To establish effective community support group for international and intercultural initiatives.
3. To establish effective forms of campus and community communication.

GOALS FOR THE NEXT 2 TO 5 YEARS:

1. Increase the number of international students by 20% from 2004 baseline.
2. Develop network of active overseas agents working on behalf of Hartnell College
3. Define and operationalize appropriate student learning outcomes related to global competencies, and establish Global Studies certificate.
4. Increase number of students participating in study abroad programs to 15 per year; identify and support 3 faculty-led short-term programs each year.
5. Establish cycle of campus events to reflect broad interests of campus and community.

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

1. Dedicate additional funds to overseas marketing .
2. Identify regional immigrant groups in order to locally promote English language and special purpose programs.
3. Provide specialized training in SEVIS and related immigration codes and procedures for permanent staff; develop effective partnership with counseling staff, on behalf of matriculated international students.

4. Access special skills associated with webpage design and distance education.
5. Identify community allies in business and commerce in order to strengthen program development and marketing reach.

K. DISABLED PROGRAM AND SERVICES (DSP&S)

PROGRAM PLAN/PRIORITIES FOR 2006-2007

Long Term Goals and Objectives

The mission of Disabled Students Programs and Services (DSP&S) is to support, instruct, and counsel students with disabilities who are pursuing a college education. Centering on disabled students, DSP&S provides a full range of support services and specialized classes focusing on recruitment, retention, graduation, and transfer. The following objectives are reflective of the program mission.

Long range and ongoing goals and challenges:

1. Hartnell DSP&S serves 530 disabled students, or 3.16%, of the college's 16,776 annual headcount. Hartnell should increase disabled students served to more closely mirror the state (3.32%) local district (14%) and area community colleges (5.83%).
2. Future trends see a need for using adaptive distance education technology in the recruitment and orientation of incoming students to prepare them for the on-line education and admissions process. Students lack training and personal computer resources to take advantage of computer access technology, and face a lack of funding sources to purchase their own technology.
3. Efforts continue to be needed to access the program to the Spanish speaking population of the community.
4. Services for the 9 deaf students served annually will require improvement in order to be able to effectively provide interpreter and supportive services. A shortage of qualified interpreters in the local area will require innovative uses of technology such as Internet based sign language services, coordination with local sign agencies, and restructuring of interpreter positions and pay.
5. On-line courses will need to be developed to bring supportive instruction to the distance education environment.
6. Campus barriers will be a challenge during the next decade during construction and with an expanded campus footprint.
7. Efforts need to be made to address the needs of the Developmentally Delayed Learners on campus.
8. Continue to develop effective methods of assessing learning disabilities and providing up to date and effective learning disability supportive services.
9. Expand in-service training and flex day opportunities in technology, awareness, and instructional methodologies, targeting transfer, ESL, and basic skill instructional faculty.
10. Expand programs in Adaptive PE to include the use of a planned therapeutic pool, additional full time staff, wellness programs, and South County.
11. Continue in-service programs in high technology for the college.
12. Ensure access to distance education and the college video collection.
13. Expand a system of learning communities and freshman experiences.
14. Outline and prepare for transitions during construction.

15. Develop an on-line special education orientation course program.
16. Develop a Learning Skills Curriculum and expand the Adaptive Computer Technology offerings.
17. Continuing to bring the latest technology and increasing student usage of alternate media.

Goals for 2006-2007:

1. Provide services for over 557 disabled students.
2. Provide assessment and services to over 140 learning disabled students.
3. Increase FTES and enrollment in Adaptive Courses by 12% to 57 FTES.
4. Provide multiple on-campus outreach, liaison, training, and communication activities.
5. Continue to improve computer technology services and instruction.
6. Provide an updated brochure for DSP&S and Learning Disability Services.
7. Expand the effective and innovative “Steps to Hartnell/Freshman Experience” and orientation program for recruiting, assessing, education-planning, and enrolling of high school special education students and ensure completion to enrollment of students.
8. Continue to actively articulate with the disabled students programs and services staff at CSU Monterey Bay and other 4-year colleges and provide on-line application workshops for transfer students.
9. The Program will provide continued job placement for WorkAbility III students/DR consumers.
10. Continue to expand offerings and improve equipment in Adaptive Physical Education.
11. Develop a data base to track transfer students in transfer level courses in math and English.
12. Coordinate with college efforts to identify an early alert system to identify students in need of assistance.
13. Implement assessment of the DSP&S learning outcomes measures for incorporation into
 14. Actively participate in college master planning activities related to building construction, signage, ADA, program space needs, the One-Stop Student Services Center, and the CALL building program objectives and program plan.
14. Actively participate in college master planning activities related to building construction, signage, ADA, program space needs, the One-Stop Student Services Center, and the CALL building.
15. Expand the on-campus tram system for mobility limited students.
16. Provide for staff attendance at workshops L. Financial Aid Office.

Resources needed for the next 2-5 years (facilities, staff, capital equipment, and training):

1. DSP&S staffing must continue to grow to meet the needs of students.
2. Capital outlay to maintain and expand accessible computer workstations.
3. Continued need for training and conferences in assistive technology, transfer, ADA, LD, Psych.
4. Funding and capital outlay for on campus mobility assistance program.
5. Funding for interpreter costs and potential need for direct instructional programs for students.
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. Federal Work-study Program increased by 5% in upcoming 2006-07 school year.
2. Financial Aid website restructured with links to financial aid documents established.
3. Yearly financial aid awareness table available every Friday during the Month of May.
4. Facilitated students with on-line financial aid applications, loan quiz accessibility, and Satisfactory Academic Progress quiz processes utilizing an adjacent computer lab.
5. Web-based third party loan processing and tracking system established and a more prompt processing timeframe has been established.

UNMET NEEDS:

1. Larger office space in order to accommodate service for more students with lobby to house computer accessibility for students to perform corrections in privacy.
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 5% to 10% per year
2. Automate 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 AND 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. The Optika System, which is a document imaging system, has been in place in the Admissions and Records Office since 1995 with an upgrade of the software and hardware occurring in 2000. In December 2005 a new system called Matrix was installed to replace the Optika system. Training and installation was held in December and immediate usage began by all A&R staff and all counselors.
2. The Admissions & Records Office continues to process all Cal Grant GPA verifications through electronic format directly to the Chancellor's Office. Approximately 20,000+ records are sent up twice a year.
3. The Admissions & Records Office continues to work 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.
4. 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.
5. We continue to offer training sessions for the campus community on "How to Use the Student System" and "How to use PAWS" on a monthly basis.
6. We continue to streamline the College's registration process. In the Summer 2005 semester, the registration process has been handled in the Admissions and Records Office instead of the college cafeteria. By moving registration to Admissions, students are being better served because there was no more sending the student back and forth amongst our services. Students now had easy access to counseling and financial aid as a result. This also freed up the College to better utilize the College Center instead of tying it up for a month three times a year.
7. Two permanent 30 hours per week part-time positions have been granted for the Admissions and Records department. Registration dollars from the usage of 180-temporary employees was converted so that the Department can have permanent services. In addition one 20 hour per week position has been granted through Title V funding for the usage of student support for the PAWS web room.
8. Hartnell is one of several colleges that have chosen to use the electronic (digital) signature for the on-line statewide CCCApply application. That means that the on-line application is truly paperless.
9. Electronic waitlists were implemented in the Summer 2005 semester. By putting this in place, it helped students to meet systematically put their name on a waitlist should the section that they wanted to enroll be full (closed). This new system also helps faculty have a systemic way to add students in their classes on a truly first-come; first-serve basis; therefore, eliminating the

guessing game about who should be given permission to add. Lastly, this new system allowed Management (Deans) in particular to see the unmet needs of students. Some sections developed waitlist of 15 students. Deans were able to add additional needed sections because of the data that waitlist management provided.

UNMET NEEDS:

1. 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. Due to the addition of the Early Admit Program, there has been a need for additional funding since this program generates a great deal of paper communication.
2. 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 when the grant ends, and will need at least a ½ time position to replace it.
3. We need two electronic date stamp machines. Because all information received in the Admissions and 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.
4. Transcript Signature Validator. The current transcript signature validator is approximately 25 years old and will need to be replaced soon. This machinery is used for every “official” transcript that is requested from students as it embosses the “College’s seal and the signature of the Director of Enrollment Services. Two requirements that must be met for the transcript to be considered official.

GOALS FOR THE NEXT 2-5 YEARS:

1. Implement electronic degree audit and electronic educational planning.
2. Continue to refine and promote the Early Admit Program.
3. Implement CCCApply in Spanish.
4. Revamp the Departments web page on Hartnell’s web site with links to registration forms, etc.
5. Continue to work on the implementation of the Matrix document image storing system for the Department.

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

1. On-going staff development
2. Replace transcript signature validator
3. Replace computer monitors with flat screen to allow for additional desk space.
4. Electronic date stamp machines.
5. Additional, printing services and bulk mail funding.

N. STUDENT SUPPORT SERVICES PROGRAM

PROGRAM DESCRIPTION:

The TRIO Student Support Services (SSS) program provides opportunities for academic development, assists students with basic college requirements, and serves to motivate students towards the successful completion of their postsecondary education. The SSS program may also provide grant aid to current SSS participants who are receiving Federal Pell Grants.

STATEMENT OF PHILOSOPHY:

The goal of SSS is to increase the college retention and graduation rates of its participants and facilitate the process of transition from one level of higher education to the next.

ON-GOING GOALS:

TRIO/SSSP will provide the following ongoing goals.

TUTORING

Trained Peer and Professional Tutors will be available on a scheduled basis to provide individualized and small group tutoring.

COUNSELING

Career and personal counseling will be available to SSSP students at scheduled times during the semester or upon students' request to assist the student in finding solutions to personal problems and in developing an awareness of educational and career goals.

CULTURAL ENRICHMENT

Cultural activities will be offered to SSSP participants. They will attend campus based programs and activities, attend area plays, concerts, historical attractions, museums, and art shows. Admission to these special events will be free to participants.

TRANSFER ASSISTANCE

The counselors will provide information about transfer procedures to SSSP participants who plan to transfer to and graduate from a four-year institution upon completion of the A. A. degree. The counselors will guide the students throughout the process.

ACADEMIC ADVISING

Academic advising will be available for course selections, individualized testing, changing majors, drop/add referrals and other related matters.

Peer mentoring

Peer mentoring will be available for SSSP participants who are new to the campus and who need extra support to adapt to the campus. The mentor will serve as an informal advisor, campus friend and positive role model to help participants adjust to college life.

SHORT-TERM GOALS:

SSSP will recruit 160 SSS/TRIO students in the first cohort year.

MEDIAN-TERM GOALS

Identify, recruit, and select 160 participants

- 106 low income and first generation; 54 low income or first generation; students with disabilities – 1/3 will be low income
- OBJECTIVE 4: SSS will provide tutoring and academic support to project participants resulting in at least 50% of each project entry year cohort attending a G.P.A. of 2.50 each semester.
- OBJECTIVE 5: SSS will provide transfer advising and counseling to 100% of participants. A minimum of 45% of participants within each cohort will transfer to a baccalaureate-granting institution each year.
- OBJECTIVE 6: Hartnell will refine an institutional climate supportive of the success of low-income and first generation college students and individuals with disabilities through SSS small group presentations and/or individual contacts with at least 85% of Hartnell student services staff.

STAFFING PLAN:

The TRIO/SSSP grant will fund a full-time project Director (100%), full-time clerical support (100%), 2 part-time counselors (50%) and two student instructional aides. TRIO/SSSP will also fund tutors in the academic learning center.