#1

COMPLETE

Collector:	Email Invitation 1 (Email)
Started:	Wednesday, December 08, 2021 4:29:25 PM
Last Modified:	Wednesday, December 08, 2021 5:28:24 PM
Time Spent:	00:58:58
Email:	jessica.robinson@gcccd.edu
IP Address:	108.255.205.47

Page 1: I. Service Area Overview and Update

Q1

I.1 Service Area for Review:

Vice President of Student Services

Q2

1.2 Lead Author:

Dr. Jessica M. Robinson, MSW

Q3

I.3 Collaborator(s):

Conversations with VPSS direct reports including, Dr. Lauren Vaknin, Nicole Jones, Agustín Orozco, Ray Reyes, Gregory Vega, and Dr. John Escobedo.

Q4

Manager(s):

N/A

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2021 program reviews on the program review webpage.

Over the past year the VPSS office has acquired a new interim admin assistant which has allowed us to connect more with our Middle Eastern students and community.

Changes, additions and achievements that have occurred in our service area since the last program review include moving all student services to a remote, and now hybrid environment. The results of COVID have forced our division to move quickly to all virtual and then hybrid (virtual and in person) services to meet students need. Students are able to receive assistance both online and in person via appointments. We have conducted drive-through events which included multiple food, technology, supply and gas card distributions.

This work continues as we create innovate ways to serve students remotely, which in turn will only strengthen our support when we return to campus in January.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Administrative service areas collect data in many different ways. Please discuss the access, success and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations.

The VPSS office continues to take part in collaborative efforts to write and contribute to the writing of the College's Strategic Plan, Student Equity Plan, Campus Climate Survey, and Guided Pathway work plans. Engagement and review of these surveys and data on an ongoing basis has allowed the VPSS to connect with administration (at the college and district level) to create, foster, and continue programs which have a positive impact on student success and equity as well as redirect or alter services which have a negative student consequence or interrupt student service success. Additionally, review of individual student service department reports of student satisfaction and success has allowed the VPSS to examine findings with key leadership for a student-centered culture of support and when necessary, change to policies and procedures. This has been especially important as we plan for hybrid services as we return to campus. Connecting with student service departments to view how many students are served, how quickly, and how often allows us to better understand how to best staff our remote modalities.

Q7

II.2. How has this data impacted the goals set in your Spring 2020 comprehensive program review?

Obtaining the data described in II.1. has allowed me to assess department level student outcomes and experiences. Regularly engaging in a system of assessment for student support services is necessary to ensure student needs are met and to gauge how satisfied students are with the services offered and the services they are receiving division-wide. Outcomes of assessments are discussed and used to continue best practices and alter services when necessary.

Q8

Respondent skipped this question

OPTIONAL: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Q9

II.3. Please describe the most significant or impactful ways your service area worked across the college to advance the college's student success & equity goals and strategic priorities over the past year?

The most impactful way the VPSS office has worked across the college to advance the college's student success & equity goals was to provide HEERF funds through our emergency assistance CARES grants, technology grants, and implement the newly created Cuyamaca Cares Bridge Housing Program for students experiencing homelessness. The emergency assistance CARES grants were given in $500 disbursements to each student who applied and met the minimum qualifications in the fall, spring, and summer semesters. The grants were to be used by the students to try and alleviate the unexpected difficulties related to COVID-19 and the move to a now hybrid modality.

Q10

II.4. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience and operational improvements in the future?

Our Division has learned that a remote only, and an in person only environment is no longer realistic. In order to serve our students needs and meet their expectations we must provide services both virtually and in person, simultaneously. This is something the District and college must learn to operate under and our policies, practices, and procedures must mirror this philosophy in order to keep and grow enrollment and meet student needs.

Page 3: III. Previous Goals: Update

Q11

1. Previous Goal 1:

Successfully implement Student Services re-organizational structure.

Q12	**Organizational Health**
2. Which College Strategic Goal does this department goal most directly support? (Check only one)	

Q13	**In Progress - will carry this goal forward into next year**
3. Goal Status	

Page 4: III. Previous Goals: Update continued

Q14	**Respondent skipped this question**
Please describe the results or explain the reason for deletion/completion of the goal:	

Q15	**Respondent skipped this question**
Do you have another goal to update?	

Page 5: III. Previous Goals: Update continued

Q16

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

I am working on the final re-org which is to change the assoc dean of student services and special program to dean of special programs. Finalizing my plan to implement a more equitable, streamlined, and efficient organizational structure in some student service areas will increase the student success experience and a stronger, more unified division.

Q17   **Yes**

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q18

1. Previous Goal 2:

Student Service departments will collect and assess data to improve student outcomes and experiences.

Q19   **Student Validation and Engagement**

2. Which College Strategic Goal does this department goal
most directly support? (Check only one)

Q20   **In Progress - will carry this goal forward into next year**

3. Goal Status

Page 7: III. Previous Goals: Update continued

Q21   **Respondent skipped this question**

Please describe the results or explain the reason for
deletion/completion of the goal:

Q22   **Respondent skipped this question**

Do you have another goal to update?

Page 8: III. Previous Goals: Update continued

Q23

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Regularly engaging in a system of assessment for student support services is necessary to ensure student needs are met and to gauge how satisfied students are with the services offered and the services they are receiving division-wide. Outcomes of assessments can be discussed and used to continue best practices and alter services when necessary.

Q24   **Yes**

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q25

1. Goal 3:

Conduct a Student Validation training in each student services department.

Q26   **Organizational Health**

2. Which College Strategic Goal does this department goal
most directly support? (Check only one)

Q27   **Deleted**

3. Goal Status

Page 10: III. Previous Goals: Update continued

Q28   **Respondent skipped this question**

Please describe the results or explain the reason for
deletion/completion of the goal:

Q29   **No**

Do you have another goal to update?

Page 11: III. Previous Goals: Update continued

Q30   **Respondent skipped this question**

Action steps for the Next Year: If you are requesting
resources in order to achieve this goal, please list them
below as action steps and specify the type of request (e.g.
submit technology request for new laptop computers).

Q31

Do you have another goal to update?

Respondent skipped this question

Page 12: III. Previous Goals: Update continued

Q32

1. Goal 4:

Respondent skipped this question

Q33

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q34

3. Goal Status

Respondent skipped this question

Page 13: III. Previous Goals: Update continued

Q35

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Page 14: III. Previous Goals: Update continued

Q36

Action steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Page 15: IV. New Goals

Q37

Would you like to propose any new goal(s)?

No

Page 16: IV. New Goals continued

Q38

1. New Goal 1:

Respondent skipped this question

Q39

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q40

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q41

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Respondent skipped this question

Q42

5. Action steps for the Next Year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q43

6. How will this goal be evaluated?

Respondent skipped this question

Q44

Do you have another new goal?

Respondent skipped this question

Page 17: IV. New Goals continued

Q45

1. New Goal 2:

Respondent skipped this question

Q46

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q47

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q48

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Respondent skipped this question

Q49

5. Action steps for the Next Year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q50

6. How will this goal be evaluated?

Respondent skipped this question

Q51

Do you have another new goal?

Respondent skipped this question

Page 18: IV. New Goals continued

Q52

1. New Goal 3:

Respondent skipped this question

Q53

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q54

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q55

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Respondent skipped this question

Q56

5. Action steps for the Next Year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q57

6. How will this goal be evaluated?

Respondent skipped this question

Q58

Do you have another new goal?

Respondent skipped this question

Page 19: IV. New Goals continued

Q59

1. New Goal 4:

Respondent skipped this question

Q60

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q61

3. Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q62

4. Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data:

Respondent skipped this question

Q63

5. Action steps for the Next Year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q64

6. How will this goal be evaluated?

Respondent skipped this question

Page 20: Resources Needed to Achieve Goal(s)

Q65

What resources is your program requesting this year to achieve the program's goal(s)?

My program is currently not requesting any resources at this time

Page 21: Resources Needed to Achieve Goal(s) continued

Q66

1. Administrator Position Request 1:a. Description

Respondent skipped this question

Q67

b. Please share how this position will advance one or more of your service area's current goal(s):

Respondent skipped this question

Q68

2. Administrator Position Request 2:a. Description

Respondent skipped this question

Q69

b. Please share how this position will advance one or more of your service area's current goal(s):

Respondent skipped this question

Page 22: Final Check

Q70

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."

I am ready to submit my program review