

# Section 1 and 3 - Analysis of Unit PIE & Updates on Goals



## PIE - Student Services: EOPS, CARE, CalWorks & Student Life Manager

**2019-20**

**Contact Person:** Koji Uesugi, Dean of Student Services

**Email/Extension:** kuesugi@mtsac.edu / (909) 274-5909

**Division Mission Statement:** We aim to provide a wide-range of high quality services to support the academic, social, leadership development, and basic needs of our students to create a rich and engaging educational experience for all Mt. SAC students.

**Summary of Notable Achievements:** Basic Needs Resources:

1. Collaborated with the Los Angeles Housing and Services Authority (LAHSA) and Hathaway Sycamores in Pasadena to find various pathways to housing for students. Through efforts by these agencies and Mountie Fresh Basic Needs Resources, two students were able to secure temporary housing.
2. Formalized a partnership with Hathaway Sycamores Child & Family Services and secured the co-location of a Campus Peer Navigator for Mt. SAC that provides housing referrals for housing insecure students.
3. Disbursed over 3,500 bags, equating to over 87,000 lbs. of food through our food pantry during 2019-2020. The food pantry was immediately transitioned to a drive-thru services once the campus closed due to the COVID-19 stay at home order by the state. The drive-thru food pantry will operate throughout the summer term.
4. Ensured 96 students completed their CalFresh applications through our CalFresh outreach efforts. 36 of those applicants confirmed now receiving CalFresh benefits.
5. Successfully added the REACH, ASPIRE, and SSEED programs to the California CalFresh Student Eligibility Approved Programs to their Increase Employability List.
6. Referred 16 housing insecure students to the Youth Coordinated Entry System (YCES) for students under the age of 24; 12 housing insecure students were referred to LAHSA Hope referral system for students over the age of 24.
7. Launched an online scheduling application to increase access to services and resources in a remote service environment due to COVID-19. As a result, it now takes students about 3-5 minutes to set up an appointment with staff.
8. Collaborated with Mt. SAC's Foundation and Alumni Association to help raise over \$35,000 for the Basic Needs Fund, to support students in need.
9. Presented at four campus faculty and staff professional development sessions, selected to present at the annual Strengthening Student Success Conference in October, and participated/presented at the first annual California Higher Education Basic Needs Alliance statewide conference in February.

CalWORKs:

1. Served approximately 351 students during the 2019-20 academic year.
2. CalWORKs Counselors and Program Specialists provided more than 2150 contacts during the 2019-20 academic year.
3. 25 CalWORKs students earned their certificate, degree, and/or transferred for 2019-20.
  - The retention rates for CalWORKs students during the Spring 2020 term was 81.1%.
  - The success rate for CalWORKs students during the Spring 2020 term was 71.4%.
  - The persistence rate for CalWORKs students from Fall 2019 to Spring 2020 was 87%, with a GPA between 2.0 to 4.0.
4. 24 students were nominated and selected for the 2020 CalWORKs statewide CalWORKs Student Voices and two students received scholarships and participated in CalWORKs Annual Training Institute.
5. Nine CalWORKs students were acknowledged and awarded Mt. SAC scholarships, including Inspiring Women.
6. 34 CalWORKs students participated in workstudy earning more than \$103,000 in unsubsidized wages.
7. Updated program website including temporary CalWORKs hotline and staff direct Google phone numbers and CalWORKs Counselors starting offering counseling online via Cranium Café.
8. Launched online workshops, small group and virtual hangouts for CalWORKs students. Some topics included but limited to:

Restorative Yoga, Financial Aid and Scholarships, Transfer, CalWORKs 101, Student Panel CalWORKs Alumni, Adapting to Remote Instruction.

9. Created a celebration video in place of our year end recognition event: <https://www.youtube.com/watch?v=yCNAVPy5vlo>.
10. Created Canvas Shell to offer tutorial support remotely for CalWORKs/EOPS students. The Canvas Shell provided students with the opportunity to submit questions and assignments to be reviewed by tutors. This was an collaborative effort with EOPS/CARE program director, program faculty and tutoring specialist. Transition our tutoring services from 100% in person to 100% online.
11. successfully met criteria for year two of three of the DPSS contract, which allows us to sustain salary and benefits (\$127,000) for CalWORKs staff.
12. Work Study efforts continued to increase, so maintaining positive relationships with campus partners such as, Financial Aid Office and Career/Transfer Center was critical to improving the structure and expansion of Work Study participants.
13. Developed positive working relationships with local county offices and attended monthly collaborative meetings, which include GRET, LA County Community Partners Meetings, CWTEP Steering Committee Meetings

#### EOPS/CARE:

1. Increased the number of EOPS/CARE students served during the Fall 2019 semester by 13% (Fall 2018 = 1101, Fall 2019 =1272)
2. Increased the number of CARE students served during the Fall 2019 semester by 20% (Fall 2018 = 61, Fall 2019 = 78)
3. Actively tracked contacts and doing active intervention (e-mails, calls etc.) and as a result over 90% of active students completed their required contacts.
4. Fourth EOPS/CARE Counselor was hired for fall 2019, which equipped the program with the ability to serve 171 more EOPS eligible students. (Fall 2018 = 1,110 vs. Fall 2019 = 1,272).
5. EOPS Week of Action celebrated EOPS turning 50 years. During week we had the following events: EOPS Kick-off Celebration, EOPS Day of Service, EOPS Community Art and EOPS Friends & Alumni Night. At this culmination event, speakers included, Dr. Manual Baca (Mt. SAC Board of Trustees Member and former EOPS Director @ Rio Hondo College, Dr. Audrey Yamagata (VP of Students Services), Dr. Ernest Gregoire (former Mt. SAC EOPS leader.) The student speakers were: Sophia Bulgarie, Jorge Castaneda, Gina Guerrero, Miranda Sheffield and Evelyn Vargas.
6. During the pandemic, the EOPS/CARE Program was able to successfully transition all program services to an online platform and offer remote assistance. Among the accomplishments are:
  - All EOPS/CARE staff and faculty established Google phone numbers to be accessible to students.
  - Implemented eSARS scheduling for our EOPS/CARE students to book appointments online.
  - EOPS/CARE Counselors received Cranium Café training.
7. Launched online workshops and received positive feedback.
8. Transitioned from paper EOPS & CARE Agreements to electronic submission in time for Summer 2020 EOPS/CARE Information Sessions.
9. Transition tutoring services from 100% in person to 100% online. In order for EOPS to offer tutoring online a committee was created to develop the new protocols.
10. 99% show rate for counseling appointments once we moved to phone appointments.
11. Modified EOPS & CARE Information Session to an online format. 100% of new EOPS admits responded that the EOPS/CARE Information Session helped them understand the services that EOPS/CARE and their responsibilities as EOPS students.
12. Created virtual year end recognition event: <https://www.youtube.com/watch?v=yCNAVPy5vlo>.
13. 98% (64 out of the 65) EOPS students who received tutoring received "C" or higher on the courses they received tutoring in.

#### Student Life:

1. Provided in 47 Grievance Initiation Meetings.
2. Participated in seven Grievance Level II Meetings with the Dean of Student Services.
3. Facilitated 187 Discipline Conferences.
4. Facilitated 22 Student Conduct Board Hearings.
5. Judicial Affairs Officer resigned and position title was changed to Assistant Director of Student Life and Alejandra Gonzalez was hired in February 2020.
6. Hosted 2019 Fall Leadership Conference for 50 students-at-large and Associated Student Officers at Lake Arrowhead.
7. Successfully implemented in person LEAD Program for Fall 2019 and transitioned the implementation of LEAD Program via Zoom for Spring 2020.
8. Completed successful election/appointment of 28 of 30 Associated Students student officer positions for 20-21
9. Managed Character Development Workshop program – integrated manual tracking with Maxient data and tracking
10. Completed evaluations for New Student Welcome and Fall Leadership Conference:
  - New Student Welcome - 98.9% believed the college fair helped students find different ways to get support and be involved on campus. 97.8% of students believed that they felt a sense of belonging to Mt. San Antonio College as a result of attending New Student Welcome.

- Fall Leadership Conference:

93% of the students that attended believed that their leadership skills were enhanced as a result of participation. 88% of the students who participated believed that they learned more about diversity and advocacy. "The activities exposed me to thinking more openly while being a leader role. Most importantly for me appreciating individuals strengths and working with diverse strengths individuals."

11. Implemented permanent Meditation Space in Student Center

12. Customer service contacts for Student Life Office & Student Life Center:

- Student Life Center \*July 2019 – March 2020 (In person patrons = 6,992)

- Student Life Office \*July 2019 – June 2020 (In person 1015 + 1652 = 2,667, Phone calls 275 + 401 = 676 Online 473)

13. Transitioned Character Development Workshop program online. The workshop was converted into an individual directed learning activity that students could complete at their own pace. The spring Character Development online activity was offered to 47 students and 11 submitted and 8 students successfully completed it.

14. Canceled all spring in-person celebration ceremonies and created/hosted virtual ceremonies for: Inspiring Women, Students & Educators of Distinction, and Student Leaders & Advisor Awards.

15. Developed a social media presence for Inter-Club Council; Increased from 200 to 316 followers

16. Leadership programming with multiple Student Services programs, ARISE, ASPIRE, REACH, DREAM, Bridge, ACES, MMI, and Veterans (retreats, advocacy, identity development, personal leadership, and mentorship).

**Closing the Loop - Analysis of Progress on College Goals:** The units reporting to the Dean of Student Services office continue to make progress towards achieving goals that are aligned with College's goals. The Student Life Office offers services and leadership experiences, especially for student government leaders that support Goals 1 and 4. As categorical programs, EOPS/CARE and CalWORKs, as well as newly formed Basic Needs resource area, in addition to Associated Students, work collaboratively with Fiscal Services to ensure fiscal stability and utilize resources effectively for the benefit of their students (Goal 2). Each department also supports professional development for staff (Goal 3) and engage in efforts that their practices ensure access, equity, and completion of Mt. SAC's diverse students (Goal 5).

**External and Internal Conditions Analysis:** Basic Needs Resources:

External Conditions: The most significant impact to Basic Needs Resources and all college units, was the COVID-19 pandemic. Beginning March 20, 2020, one-on-one services to students was no longer possible and 90% of services were transitioned remotely using Zoom and other online platforms, including Google Voice. The food pantry services transitioned to a drive-thru model for the rest of spring and summer terms.

Funding continues to be an external condition that is a challenge for basic needs efforts. This year, the CalFresh Outreach grant and the California Community College's Hunger Free Campus allocation (established in 2017) were the primary funding sources to support students. Unfortunately, the Hunger Free Campus funding was phased out for 2020-21 and beyond. Funding to develop fledgling basic needs programs at all colleges will be a challenge when funds are not provided by the state.

Internal Conditions: Although the food pantry was able to begin operations at its stand alone market-style space in 67A-103, there continues to be a lack of adequate space. This impacts the quality of services provided by the program, including CalFresh support, one on one consultations with Coordinator, meetings with Campus Peer Navigator and student ambassador services. There continues to be a need for Mountie Fresh Basic Needs Resources to seek assistance with IT to better utilize existing technology, including APEX, to increase efficiencies with the operations of the department.

CalWORKs:

External Conditions: In an effort to navigate through the impacts of COVID-19 with minimum disruption of services to CalWORKs students, all local county offices created guidance to the colleges CalWORKs staff and GAIN Services Workers (GSWs)/Contracted Case Managers (CCMs) on how to temporarily proceed with certain education activity requirements as a result of college campuses being closed due to the impact of COVID-19. During the pandemic and as campus remain closed, CalWORKs students are not required to complete participation hours and no negative action will be taken until further notice.

Governor Gavin Newsom has identified CalWORKs as critical to the economic recovery of California and the safety net of California children. Community College CalWORKs is the key component in career education and upward mobility for low-income California families. Following the lead of Governor Newsom, California Community College CalWORKs programs must maintain their current level of funding in order to meet the demand of an influx of CalWORKs students due to the COVID-19-induced economic crisis. Average monthly CalWORKs caseload is estimated to be approximately 724,000 families in 2020-21, a 102% increase from the Governor's Budget projection due to the COVID-19 pandemic. This is a drastic change compared to years prior as CalWORKs experienced a continuing downward trend of at least 30% decrease in the number of CalWORKs participants statewide. This trend represents a challenge for CalWORKs programs at community colleges that are seeking to increase program participants in order to increase program allocations to effectively support the operational needs of their programs.

Internal Conditions: The CalWORKs office lacks adequate confidential workspace for adjunct counseling. The CalWORKs adjunct counselors do not have an office to provide counseling services. While a semi-confidential cubicle space for adjunct counseling is available, CalWORKs requires an office for adjunct counselors. The CalWORKs department also lacks an administrative assistant position to provide a variety of higher-level administrative support to the assigned manager, professional staff, and faculty. Currently, the CalWORKs department is reliant upon support from other areas (e.g., general counseling and Dean of Student Services office) that have administrative specialists to perform complex administrative duties.

#### EOPS/CARE:

External Condition: As a result of COVID-19, EOPS/CARE students have reported struggling with not being able to come to Mt. SAC and conduct business as usual. Students have reported struggling with the transition to online courses. Students initially reported challenges in getting a hold of various departments across campus. Students also reported that some of their classes were canceled. Another challenge was that professors changed the class time and that resulted in additional barriers. Some of EOPS/CARE students reported losing their employment or being concern with losing employment. In addition, students have shared that they have had to start working because their parents were laid off as a result of the closures around the county.

In addition to impact to students, the pandemic has impacted EOPS/CARE staff as they have had to take time to care for their children since schools are also closed. This resulted in hiring additional adjunct counselors to meet the counseling needs of the EOPS/CARE student population. The additional adjunct counselors started with minimal training, but did a great job adjusting to the EOPS/CARE counseling philosophy. Short-term hourly support were also critical to fill the gaps and make sure that our students felt that we were there to support them.

Internal Condition: There continues to be a lack of adequate space, which continues to impact the quality of services provided by the program. Services impacted include counseling, tutoring, and peer advising services. Plans to reconfigure the space in EOPS/CARE have begun to move forward and expected to have three to four functional work spaces. While the reconfiguration will help with the space issue, the lack of privacy continues to be an issue, specifically for the CARE Coordinator, who meets with students individually and needs a confidential space for students to feel safe. In addition, our EOPS Specialist meets with students to go over their CalFresh eligibility and needs a confidential space to have these conversations. Tutoring is currently housed in the library near ASAC and it would be ideal to locate this service closer to our main operation.

#### Student Life:

External Conditions: Global pandemic of COVID-19 resulted in shut down of physical offices and transition of all services to online including appointments, workshops, meetings and Student Conduct Board Hearings. Department of Education Title IX VAWA regulations update in May 2020 resulted in planning for changes in procedures beginning August 2020. Telecommuting required technology acquisition for all Student Life team.

Internal Conditions: Staff vacancy of student conduct manager resulted in increased need for director to lead student conduct matters, which led to less time to guide Associated Students officers and programs. Lack of space for campus offices necessitated incorporation of Basic Needs Staff into the Student Life Center office to provide staff office space. Student Life Center also moved to permanently remove video gaming and implement a "Connect/Study Time" within the operational hours in addition to prayer/meditation space. The decision to remove video gaming was due to increased disruptive behavior in spite of numerous warnings and attempts to create a respectful space for all users of the center.

#### **Program Planning (Equity, Retention and Success):** Basic Needs Resources:

The Mountie Fresh Basic Needs Resources staff (Coordinator) participated in planning retreats with Dean of Student Services and EOPS/CARE, Student Life, and CalWORKs managers in August 2019 to discuss program objectives and areas of growth from its initiation in May 2019. The goals and objectives for basic needs were specifically focused on providing a wide range of basic resources to students in need, who were largely those from historically underrepresented backgrounds. The Mountie Fresh Basic Needs Resources staff worked with the Basic Needs Committee to prioritize basic needs as a student equity issue, and made efforts to work with equity programs and outreach to students to access resources.

#### CalWORKs:

The CalWORKs Program at Mt. San Antonio College is designed to support student-parents with access to educational programs to become gainfully employed and financially self-sufficient by providing comprehensive services, including individualized academic counseling, advocacy and support, case management, and community resource referrals. During the national pandemic of COVID-19, the CalWORKs program continued to offer quality support for students remotely while maintaining a virtual presence as students experienced difficulty adapting to online instruction. The program director and staff/faculty met weekly to discuss challenges, available resources or the lack thereof, and operational procedures to best serve students in a remote environment. As a student-centered campus, Mt. SAC's CalWORKs

aims to mirror this model by providing a wide-range of academic, social, and leadership development opportunities that impact the educational experience of student-parents.

#### EOPS/CARE:

The concerted efforts by the EOPS/CARE staff to increase program participation for students seeking its services and their dedication to support students to completion. As a result, approximately 200 EOPS/CARE students earned their certificate, degree, and/or transferred for 2019-20. In addition, according to the CCC Data Mart, the retention rate for EOPS students taking degree applicable courses during the Fall 2019 term was 89.67%, compared to 87.38% for the general MT. SAC student population. The success rate for EOPS students taking degree applicable courses during the Fall 2019 term was 74.75%, compared to 70.57% for non-EOPS students.

#### Student Life:

Researched, attending training modules, and completed the development of an Associated Students Canvas Hub to be used for cohort officer training and access to resources. This is a new learning noncredit course and resource to support the learning, training, and development of Associated Students Officers and College Wide Committee Student Representatives. The development was successfully completed May and June with scheduled implementation mid July. No budget or facility implications exist in the remote/telecommuting environment.

**Analysis of Division's Plans, Activities, Resources and Critical Decisions:** Looking ahead to 2020-21, the Dean of Student Services Division will face the challenges of the COVID-19 pandemic that will be the case for all CA community colleges. Each unit made tremendous efforts in the Spring Semester to transition all services online, so maintaining as well as improving these online services will be critical to support students as they struggle with online courses and lack of access to in-person services. Collaboration among the units and with other programs in Student Services, Instruction, and Administrative Services will be necessary to help the entire Mt. SAC community successfully navigate through the pandemic.