Manager PIE Report



**Manager PIE Report**

Student Services: EOPS, CARE, CalWorks & Student Life Manager

undefined

# 2022 - 2023

**Contact Person:**

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**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.

**Analysis of conditions and resulting plans, activities, resources, progress and critical decisions.**

An external condition that all California Community Colleges continued to face is the challenge of increasing student enrollment as the budget landscape begins to shift to decreases in revenue. As a result, departments in student services and instruction made various efforts in 2022- 23 to increase recruitment and improve retention efforts. Navigating these two priorities will continue to the forefront of our departments' efforts in 2023-24 as well. Internally, Mt. SAC experienced the retirements of long-time VPSS, Dr. Audrey Yamagata-Noji and President, Dr. Bill Scroggins, which led to various transitions as our new VPSS, Dr. Melba Castro and President, Dr. Martha Garcia, started their roles in late May and July. Reorganization of the Student Services Organizational Chart included the Associated Dean of Student Equity and Success now reporting to the Dean of Student Services. The reorganization also included El Centro and The Center for Black Culture and Student Success to move under the leadership of the Associated Dean of Student Equity and Success. 2022-23 also ushered the opening of the new Student Center at the end of the spring semester, which led to the move of Student Life, Associated Students, Dean of Students Services Office, and Rising Scholars. Two full-time positions (Student Center Coordinator and Administrative Specialist I) were hired to support the operations of the Student Center.   
  
External and Internal Conditions Analysis:  
- Basic Needs Resources: (External) Funding to support basic needs efforts were provided from external and internal sources, including ongoing and one-time basic needs allocations were provided through the CCC Chancellor's Office, the Cal State Chico State's Center for Healthy Communities for CalFresh outreach grant, Lottery funds, and Foundations. These funds contributed to providing housing resources for unhoused students through Jovenes Inc and emergency hotel vouchers, bimonthly food pantry and food vouchers, case managers who worked one-on-one with students, peer navigators for intakes and referrals, and CalFresh outreach and application assistance.  
(Internal Conditions) The Food Pantry underwent a transformation with a construction project that updated the entire pantry space and added much needed storage. The Basic Needs Resources Center continued to enhance its portable space in Bldg. 9G, but the center moved to its temporary location in the vacated Building 9C until its move to the new Campus Store, when it opens in 2025. Basic Needs Resources also began reporting MIS data to the Chancellor's Office as required.  
  
- CalWORKs: (External) CalWORKs students continued to not be required to complete participation hours and no negative action was taken during AY 2022-223. While this benefited CalWORKs students by not having to enroll in courses, the detriment was their disengagement from their education, which contributed to the significant decrease in CalWORKs students in colleges statewide. In response, the CalWORKs staff began outreach efforts to recruit new students and engaged in follow-up and academic support activities to improve retention of current students. These efforts, along with the shift in the state's budget which began trending downwards, resulted in a 36% increase in CalWORKs students, which exceeded the program's goal.  
(Internal) The front counter staff had been serviced by one part-time administrative specialist and hourly staff to fill consistent gaps in front counter coverage. The director moved to increase the position to a full-time position to increase front counter coverage. The program also experienced a vacancy in the director's position when she was hired for a position at another  
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college. Instead of filling the vacancy, a decision was made to reclassify the position to an assistant director with partial EOPS/CARE responsibilities and report to the EOPS/CARE Director. The program was consolidated under the EOPS/CARE department in July 2023.  
  
- EOPS/CARE: (External) EOPS programs statewide received an announcement in December 2022 that those that were not operating a NextUp program at the time, would receive funding to operationalize the program to ensure every CCC had a NextUp foster youth program. The NextUp allocation for Mt. SAC was over $1.5 million, so a strategy to run the program along with its existing REACH program was developed with campus leadership.  
(Internal): As a result of the vacancy of the CalWORKs Director and addition of the NextUp program, a decision was made to consolidate CalWORKs and NextUp/REACH under EOPS/CARE, was made. Both of these programs will be led by assistant directors who will report to the EOPS/CARE Director. In addition, the campus approved for EOPS/CARE to hire an NextUp/REACH full time counselor who would start in fall 2023.  
  
- Student Life: (External) Construction, DSA, Facilities, Furniture, IT, Purchasing fluctuations in program timelines delayed moving into the new Student Center by three months.  
(Internal): The following are circumstances that impacted the Student Life and Associated Students operations: loss of A.S. Officers during the academic year due to academics and personal hardships; transition out of Student Activities Coordinator November 2022 and transition in of successor March 2023; Cataloging of items, packing, and physical move reduced service operational hours and impacted employee wellness; and upon move into new Student Center, the building was not fully operational, which caused a delay with providing in-person services.  
Critical Decisions Made by Unit:  
  
- Basic Needs Resources: The Basic Needs Resources Director was hired in July 2022, followed by hiring the program's coordinator and program specialist. The director leads all planning and managing responsibilities of the program, including hiring permanent staff to meet the program's demand by students. In collaboration with campus leadership and Facilities, Basic Needs Resources has moved temporarily to Building 9C for the next two years and will transition to its permanent new space when the newly constructed Campus Store and Instructional Administration building opens in fall of 2025. Funding from the state and institution will expand services, resources, and increase capacity of students who can be served by Basic Needs Resources in 2023-24.  
  
-CalWORKs: The program experienced a significant decline in student enrollment and decrease in student engagement over the past several years, so, the CalWORKs team developed a plan prioritize increasing program participants during 2022–23. The following strategies were the focal point for this effort: (1) Developed and implemented a comprehensive outreach and recruitment plan to potential CalWORKs students; (2) Retained current CalWORKs students and increased term-to-term persistence with academic engagement activities; and (3) Revamp the CalWORKs Work Study program by increasing employment opportunities on/off campus for CalWORKs students.  
  
- EOPS/CARE: Led by the EOPS/CARE Director, the program served over 1,400 students, the highest in the history of the program, by utilizing its full breadth of counseling and peer support resources. In addition, there were three critical decisions that were made to enhance the growth and effectiveness of the program: (1) EAB Navigate was phased in during the year in preparation for fully implementation 2023-24. Due to their extensive work in 2022-23, EOPS/CARE will be utilizing many of the new features of the new system; (2) Accepted the NextUp allocation, tied with one other college as the largest in the state ($1.5 million) and operational structure was developed in consultation with campus leadership; and (3) Reorganization of vacant positions (admin specialist II to program specialist II) and bringing CalWORKs and NextUp/REACH under EOPS/CARE led to creation of assistant director position for each of the two programs that will report to the EOPS/CARE Director.  
  
- Student Life: While many years in the making, the Student Life Office and Associated Students functions moved into the brand new Student Center in June 2023. Led by the Student Life Director, the transition of all personnel, equipment, and functions were made successfully. During 2022-23, a new Student Activities Coordinator was hired when the previous person in the role was hired for another position on campus, and through discussions with the Associated Students leadership, a decision was made to hire a new Administrative Specialist II to provide essential front counter and administrative support for the new Associated Students leadership space in the Student Center. Associated Students also passed a referendum to increase the Student Activities Fee from $11 to $15 starting fall 2023.

**College Goal 1: Equitable, diverse, inclusive, just, anti-racist campus culture...**

Each departments in the Dean of Student Services Division continued their commitment to ensuring that services and resources were equitable and inclusive to effectively meet the needs of Mt. SAC's diverse student population. The department directors and staff demonstrate this commitment through DEISA+ based professional development goals for staff and managers, regular review of operational policies and practices, and efforts to support campus student equity programs and initiatives.

**College Goal 2: Physically & emotionally safe & accessible campus environment...**

Each department makes efforts to ensure physically and emotionally safe and accessible environment in their office spaces, centers, and food pantry to ensure services and resources are accessible to the diverse needs of our student population.

**College Goal 3: Opportunities for retention, persistence & success...**

Each department is intentional with their program design to support retention, persistence, and success, and utilizes multiple modalities, including electronic communication via email messages, social media posts, Canvas updates, portal announcements, and flyers around campus, to reach out to students about academic support services and student engagement opportunities in their units and other campus programs to ensure students are informed.

**College Goal 4: Technology & financial resources for student access, growth, & academic success...**

Faculty, staff, and managers participate in various professional growth opportunities annually, use of current and new technology to increase efficiency and effectiveness are considered, and strategies to fully maximize program funding to support accessibility and academic success are practiced by each department.

**College Goal 5: Environmental, social & economic sustainability...**

Each department is committed to weaving DEISA+ and environmental and economic sustainability into their decision-making and execution of their service delivery to students and in their collaboration with on and off-campus partners.

**College Goal 6: Communication among stakeholders to support achievement of college goals**

Alignment of communication methods and collaborative efforts with on and off-campus partners with all college goals are reviewed and revised as needed by departments during their annual planning meetings and regular meetings throughout the year.

undefined

Division Goals

**Goal Name**

Promoting Access and Equity to College

**Division Goals**

To improve access of historically underserved and underrepresented student populations by improving outreach and inreach efforts.

**Goal Status**

Active

**Goal Year**

2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 2 - Goal 1: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

07/31/2023

**Results/Analysis of Progress**

CalWORKs prioritized outreach and recruitment to increase student participants due to severe decreases over the last four years. Partnering with county offices and meeting prospective students "where they were at" proved successful, along with consistent follow-up with current students to improve retention. With the launch of the EOPS NextUp and REACH program, inreach efforts began to recruit current and foster youth to the program. Both programs will continue outreach/inreach efforts in 2023-24 to strengthen the pipeline to higher education for both populations, which are historically underrepresented.

**Reporting Year**

2022-23

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/23/2022

**Results/Analysis of Progress**

EOPS/CARE and CalWORKs were challenged with developing unique recruitment strategies during 2021-22 as the College transitioned to opening in-person classes and services on a wide scale. Many students however, preferred accessing college virtually, so EOPS/CARE staff had to balance both in-person and remote services as they reached out to and admitted new students. Yet, due to the engagement by staff, EOPS/CARE sustained less of a decline of students than most programs in the state. CalWORKs students accessed instruction and services primarily online, so reaching out to admit new students was a challenge. Basic Needs Resources expanded its services by offering housing resources, case management, and food pantry access at the campus store.

**Reporting Year**

2021-22

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/09/2021

**Results/Analysis of Progress**

EOPS/CARE and CalWORKs continue to provide students from historically underrepresented backgrounds to access college and by providing academic, financial, and personal advisement to support their progress. Basic Needs Resources was added during 2019-20 to address basic needs insecurities including food and housing, to students in need. Basic Needs Resources continued to develop a strong foundation to expand its resources in 2021-22. These efforts are ongoing.

**Reporting Year**

2020-21

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/29/2020

**Results/Analysis of Progress**

EOPS/CARE and CalWORKs have continued to provide students from historically underrepresented backgrounds access to college by providing academic, financial, and personal support. Basic Needs Resources was added during 2019-20 to address basic needs insecurities including food and housing, to students in need. These efforts are ongoing.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2019

**Results/Analysis of Progress**

This is a new goal for 2019-20 and beyond. Baseline data will be gathered and analyzed in July 2020.

**Reporting Year**

2018-19

**% Completed**

25

Division Goals

**Goal Name**

Access and Usage of Technology

**Division Goals**

To assess and incorporate up-to-date technology in all units to improve operational effectiveness and efficiency.

**Goal Status**

Active

**Goal Year**

2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 2: X
* Priority 4 - Goal 1: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

08/07/2023

**Results/Analysis of Progress**

Departments under the Dean of Student Services Office have maintained the technology needed to effectively operate its programs. The transition to EAB Navigate will impact EOPS/CARE, CalWORKs, NextUp/REACH, and Basic Needs Resources and they began the shift during 2022-23.

**Reporting Year**

2022-23

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/25/2022

**Results/Analysis of Progress**

As the College transitioned back to in-person instruction and services, reporting units in this division ensured that technology utilized during 100% remote services were available for ongoing online access by students. The implementation of improved technology hardware and software have been essential to providing hybrid services.

**Reporting Year**

2021-22

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/09/2021

**Results/Analysis of Progress**

All reporting units utilized technology to provide 100% remote services for their daily operations during the 2020-21 academic year. Utilizing Zoom, Cranium Cafe for Counseling, Google phone and text, Canvas, social media, and other technological tools, students supported by Basic Needs, CalWORKs, EOPS/CARE, Student Life and Associated Students received their services. What was gained with increased and improved use of technology will be integral to providing hybrid services going forward.

**Reporting Year**

2020-21

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/29/2020

**Results/Analysis of Progress**

All reporting units had to quickly transition to utilizing technology in their daily operations when the COVID-19 pandemic closed the College in March 2020. While Student Life and EOPS/CARE had incorporated online access to allow students to apply for their programs, conduct training for student club advisors, use of iPads and BoardDocs for A.S. meetings, CalFresh online resources, and increased use of Maxient for student conduct cases. With the transition to fully online services, additional technology uses include online counseling with Cranium Cafe, all meetings and conduct cases conducted via Zoom, all activities and major events through various online platforms (including commencement 2020), e-food cards for basic needs, and Google phone numbers to ensure access to all personnel and offices.

**Reporting Year**

2019-20

**% Completed**

75

Updates on Goals

**Date of Analysis**

07/15/2019

**Results/Analysis of Progress**

This is a new goal for 2019-20 and beyond. Baseline data will be gathered and analyzed in July 2020.

**Reporting Year**

2018-19

**% Completed**

25

Division Goals

**Goal Name**

Measurable Student Outcomes

**Division Goals**

To collaborate with institutional research office to finalize and/or develop unit level success outcomes measures that are aligned with the outcomes efforts of the Student Services Division.

**Goal Status**

Active

**Goal Year**

2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 2: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

08/07/2023

**Results/Analysis of Progress**

Basic Needs Resources has collaborated with RIE or IT to collect data of student usage of their programs. Other departments have utilized internal reporting and tracking methods to collect program data to assess various types of outcomes to determine program effectiveness and improvement needs. Our goal in 2022-23 is to work with the Student Services Division to develop service area outcomes and student learning outcomes that can be captured with the EAB Navigate and RIE support.

**Reporting Year**

2022-23

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/25/2022

**Results/Analysis of Progress**

Attempts to collect data from RIE or IT have been made by departments to assess various types of outcomes to determine program effectiveness and improvement needs. While we have made some progress with project specific requests, our goal is to develop a comprehensive and consistent method of gathering institutional outcomes data across the Student Services Division.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/09/2021

**Results/Analysis of Progress**

Attempts to develop a comprehensive and consistent method of gathering institutional outcomes data across the student services division continues to be a work-in-progress. We made some progress with project specific requests with basic needs, but the goal is to have unit level outcomes that align with divisional outcomes. With the new director of RIE coming on board, we will engage this goal during 2021-22.

**Reporting Year**

2020-21

**% Completed**

25

Updates on Goals

**Date of Analysis**

08/29/2020

**Results/Analysis of Progress**

Attempts to develop a comprehensive and consistent method of gathering institutional outcomes data across the student services division is still a work-in-progress. The unit-level outcomes will align with the divisional outcomes once they are developed with the research office, thus baseline data were not collected this year.

**Reporting Year**

2019-20

**% Completed**

25

Updates on Goals

**Date of Analysis**

07/15/2019

**Results/Analysis of Progress**

This is a new goal for 2019-20. Baseline data will be gathered and analyzed in July 2020.

**Reporting Year**

2018-19

**% Completed**

25

Division Goals

**Goal Name**

Continuous Professional Development

**Division Goals**

To ensure unit-level managers and staff actively participate in campus shared governance committees and professional development activities with an emphasis on DEISA+ trainings.

**Goal Status**

Active

**Goal Year**

2020-21, 2021-22, 2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 1 - Goal 2: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

08/07/2023

**Results/Analysis of Progress**

Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Managers and staff were expected to participate in DEISA trainings as a part of their professional development goal. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.

**Reporting Year**

2022-23

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/25/2022

**Results/Analysis of Progress**

Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Managers and staff were expected to participate in DEISA trainings as a part of their professional development goal. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.

**Reporting Year**

2021-22

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/09/2021

**Results/Analysis of Progress**

Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Managers and staff also completed the CORA trainings and participated in DEISA trainings and discussions. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.

**Reporting Year**

2020-21

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/29/2020

**Results/Analysis of Progress**

Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.

**Reporting Year**

2019-20

**% Completed**

75

Updates on Goals

**Date of Analysis**

07/15/2019

**Results/Analysis of Progress**

Baseline data will be gathered and analyzed in July 2020.

**Reporting Year**

2018-19

**% Completed**

50

Division Goals

**Goal Name**

Effective Campus Collaboratives

**Division Goals**

To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

**Goal Status**

Active

**Goal Year**

2019-20, 2020-21, 2021-22, 2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 1: X
* Priority 3 - Goal 2: X
* Priority 6 - Goal 1: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

08/07/2023

**Results/Analysis of Progress**

Each unit continued to have effective relationships with fiscal and other campus partners, including Police & Campus Safety, Sodexo, Facilities, IT, Event Services, and Student Services departments to effectively support the students they served. Collaboration with Facilities was especially extensive during 2022-23 with the pending move to the new Student Center and Basic Needs Resources moving from 9G to 9C and then to its new space in the Campus Store, which will open in 2025.

**Reporting Year**

2022-23

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/25/2022

**Results/Analysis of Progress**

Each unit continued to have effective relationships with fiscal and other campus partners, including Police & Campus Safety, Sodexo, Facilities, IT, Event Services, and Student Services departments to effectively support the students they served.

**Reporting Year**

2021-22

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/09/2021

**Results/Analysis of Progress**

Each unit continues to have effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. During the campus closure, all communication and transactions took place electronically with Fiscal and the outcomes were efficient and effective. Custodial services was particularly valuable for the drive-thru food pantry and they will continue to critical as services return to campus for all units.

**Reporting Year**

2020-21

**% Completed**

75

Updates on Goals

**Date of Analysis**

08/29/2020

**Results/Analysis of Progress**

Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs.

**Reporting Year**

2019-20

**% Completed**

50

Updates on Goals

**Date of Analysis**

07/15/2019

**Results/Analysis of Progress**

Baseline data will be gathered and analyzed in July 2020.

**Reporting Year**

2018-19

**% Completed**

0

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

To expand capacity to serve basic needs insecurity of students by fully implementing the Basic Needs Plan, which includes comprehensive resources for food, housing, and student case management.

**Goal Status**

Inactive

**Goal Year**

2020-21, 2021-22, 2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 2 - Goal 2: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

08/25/2022

**Results/Analysis of Progress**

Basic Needs Resources entered into a contract with Jovenes Inc. to provide direct housing resources for unhoused students at the College. This is a multi-year contract and other housing options will be explored in 2022-23 to expand housing options for students in need. Housing referrals through Sycamores also continues to be utilized.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

08/09/2021

**Results/Analysis of Progress**

During the upcoming academic year, the housing resource component and student case management component as parts of the expansion of Basic Needs Resources will be implemented. With new ongoing and one-time funds from the state, staffing and space needs will also be developed.

**Reporting Year**

2020-21

**% Completed**

25

Division Goals

**Goal Name**

Student Retention and Success

**Division Goals**

To develop and implement engagement opportunities on campus that lead to improving student retention, persistence, and success.

**Goal Status**

Active

**Goal Year**

2022-23

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 2 - Goal 1: X
* Priority 2 - Goal 2: X
* Priority 3 - Goal 1: X
* Priority 5 - Goal 2: X

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

08/07/2023

**Results/Analysis of Progress**

This is a new goal for 2023-24 for all departments and program areas to strive to increase student retention and persistence by focusing on supporting students' academic, personal, and leadership development.

**Reporting Year**

2022-23

**% Completed**

0

Resources Needed

**Status**

Active

**Request Status**

Request - Full Funding Requested

**Resources Needed**

The new Student Center provides the campus community, primarily our students, with a spectacular space to socialize, engage in leadership development opportunities, relax, study, eat, and participate in a variety of campus events and activities. The Information and Resource Counter at the entrance of Miracle Mile functions as a critical information hub for the building. While we have two full-time staff for this functional area, additional hourly staff are needed to ensure coverage at the front "C-Counter" and assist with responding to the needs of the Student Center's users. Since the Information and Resource Counter does not have an operational budget, a one-time block grant for retention and success was approved to fund hourly staff and supplies/equipment for the operational needs of this area for 2023-24. The Student Center provides a physical location that contributes to Mt. SAC's retention and success efforts by providing students a space that encourages them to come to campus and stay on campus as more students stay on campus and utilize the many resources that are available to their success.

**Describe Plans & Activities Supported (Justification of Need)**

The ongoing funding requested for the Student Center Information and Resource Counter will provide an operational budget to hire hourly staff and maintain adequate supplies and equipment for the area. The Student Center is open from 8:00 a.m. - 7:00 p.m. (Mon-Thu) and 8:00 a.m. - 4:30 p.m. (Fri), and there is constant traffic on the first and second floors of the building, as well as demand to respond to questions and offer general assistance for the diverse users and visitors of the space. The schedules for the two full-time staff are staggered to ensure there is at least one permanent staff throughout the day, but additional hourly staff are essential for overall coverage of the counter and respond to needs of users throughout the day. A budget for basic supplies and maintenance of equipment, including technology, is also necessary to support the operational needs of the Information and Resource Counter. Students' usage of the Student Center and report of their satisfactory experience would be indicators of effective use of the funding.

**Lead**

Koji Uesugi

**What would success look like and how would you measure it?**

Successful outcomes attributed to funding the operational needs of the Student Center's Information and Resource Counter would be measured by positive responses to a satisfaction survey and comments for improvement of the space usage and experience. Additional success indicator would be the overall usage (bodies in chairs) of the Student Center, which will be measured based on usage of the spaces throughout the day.

**Type of Request**

STAFFING.

**Planning Unit Priority**

High

**One-Time Funding Requested (if applicable)**

0

**On-Going Funding Requested (if applicable)**

35,000

**Total Funding Requested**

35,000