

Student Services Department

ADP for Academic Year 2023-2024

March 2023

Executive Summary

Executive Summary

The Student Services Division has been actively engaged in initiatives to make progress on enrollment, the student experience, and student achievement outcomes. Many of these goals are carry-over goals from last year because, while we have seen improvement and progress, there remain gaps and the work is on a progress continuum. While we have continued to experience impact of Covid 19, we have been starting to see signs of returns to more typical patterns, though student needs continue to be very high. Basic needs support continues to be a substantial focus. At the IWV campus Coyote Cupboard has shifted to The Marketplace to represent the more comprehensive supports available through the One Stop Basic Needs Center concept. The name change is also part of a series of efforts toward stigma reduction. The division has loaned over 100 laptops and technology devices and continues to expand this program. The division applied for the Finish Line Scholarship program and has so far received \$205,000 to support students to completion. The college continues to regularly award multiple sources of emergency funds and has substantially scaled up the level and number of devices for taking courses online, particularly for students taking more technologically demanding courses. Working with Outreach, the division has implemented a Basic Needs Referral Form on the comprehensive CC Cares website. This can be used for students to submit to request assistance or by a staff member to refer a student for follow-up. The division has been engaged in a housing feasibility study with the Scion group to determine if on-campus housing at the IWV campus might help to address the local challenges with affordable housing that have been reflected in multiple housing insecurity surveys.

CC Telehealth remains available for medical and mental health support. Additionally, substantial increases in equity and access continue to be scaled with comprehensive student support services for our Rising Scholars--incarcerated student populations, notably including a 16% increase in comprehensive education plans. Student services has focused on translation of materials and presentations into Spanish--ranging from outreach materials and handbooks to workshops and PowerPoint materials. Technology assistance continues to be a focus for meeting student needs. Ocelot was implemented to improve student access to web-information and chat assistance, with 3,418 unique interactions and 1,568 chat conversations since implementation in August 2021. Navigate has continued to be expanded and scaled, particularly for enrollment purposes, milestone recognitions, and just-in time communications. The development and expansion of Care Units is facilitating monitoring and intervention for affinity groups. In partnership with Outreach, the division focused heavily on enrollment with a series of coordinated email/text distributions along with a substantial expansion into social media campaigns. Communication campaigns to prompt students on steps through the intake process have helped to raise the application conversation rate to 63%. And Navigate appointment campaigns resulted in engaging students to re-enroll at a rate as high as 80%. The SSSP Committee has continued to facilitate progress in other areas of Guided Pathways implementation--multiple inquiry groups have resulted in the implementation of strategies for improving communication (welcome letter, student success syllabus, retention communication), proactive/intrusive interventions and support for pathway completion. Elements of Student Success data associated with Guided Pathways continues to show areas of improvement in 1-year and 5-year trend data in all areas. Cerro Coso athletics was one of the few schools in the state to maintain athletics programs without disruption during the pandemic (baseball, basketball, and volleyball) along with an annual average unit completion of 20.62, more than double the college average. Student Services in partnership with the institutional research office administered the Student Experience Survey in spring 2021 according to a random sample design with 264 respondents. The average overall satisfaction rating for Student Services programs, such as counseling and financial aid, was 85%. That rate was an 8% improvement for financial aid from the same survey three years ago. The results of this comprehensive survey are being used to help inform initiatives and strategies throughout Student Services programs.

Review And Planning

Equity

Student services has increased in some cases, refined in others, the communications to students. Part of refining these communications was the purchase of an inventory of pictures reflecting the diverse range of our students to increase the inclusiveness present in messaging and the development of disaggregated reports so that messaging can be refined and made more specific and personalized to populations of students.

The division has engaged in a large scale project to translate materials into at least Spanish- all units in the division have had key materials translated. Additionally, outreach and in-reach materials and presentations are being conducted in Spanish when possible. For example, workshops specifically for Dreamer and AB540 students are conducted in Spanish. The Division has worked with instruction as well to translate materials.

On demand access to support has been a focus- way for students to have immediate access to supports have been increased with the additional support for the “Ask a Question” function and the implementation of the virtual student lobby daily hours primarily supported by Outreach and secondarily supported by Admissions and Records, Financial Aid and Counseling. This represents a step moving towards the coordinated care for students

The division continues to apply for Finish Line scholarship funds meant to support students halfway or more through a program to completion. The college has administered \$340,000 so far in funds for students.

The VPSS participates as the CSSO representative on the state wide Rising Scholars advisory group. The college submitted for and was selected for Rising Scholars Network Grant – designed specifically to reduce equity gaps among traditionally underrepresented student groups. The Division has implemented Student Services ISEP meetings to coordinate student services in our correctional facilities.

Additionally, as described in detail in Prior Year Initiatives, the unit has been heavily focused on developing and expanding basic needs support. Text reserves and writing and math lab hours continue to be supported annually. The division has continued to expand basic need supports from technology loans to scaled food distribution, food access and hygiene support. The division continues to partner with the library on the resources reflected on the CC Cares website for a one stop basic needs site for local and community resources in all of the communities we serve, where have added the Basic Needs Resource Referral Form. This can be used for a student to self-refer or a staff member to refer a student. The division has led the facilitation of the housing feasibility for the college working with the Scion group to evaluate the possibility of on-campus housing at the IWV campus.

Athletics has focused heavily on supporting women's sports to ensure equity in opportunities for competition, including the addition of sand volleyball and cross-country.

Program Review

The VPSS serves on the Program Review Committee and has been heavily involved in the substantial revision of the non-instructional program review template in alignment with the revision that was completed of the instructional template. This revision has streamlined and re-organized the template, which will help with completions. The next development will be a template for a non-student support, non-instructional PR template.

Program Reviews in Student Services are in the process of becoming current. The decision has been made to align the completion of the Child Development Center Program Review with the Child Development Program, so is due in 2023. Admissions and Records and Financial Aid are on track for completion spring 2023. Athletics and Student Government were completed through the PR Committee in Fall 2022 and will complete through College Council Spring 2023. The PR Chair is working closely with authors, who are also engaging in the support offered by the Program Review Committee. Student Services should be caught up with PR completions as of Spring 2023.

Prior Year Initiatives

Maximize the SCFF In the process of developing our Educational Master plan, we have identified the need to gain a better understanding of our potential populations via the environmental scan process. We continue to work with our institutional research office to gain a better understanding of our potential and current AB540 students along with “persona” marketing in this area, highlighting free legal services for immigrant students, and include in Dual/Concurrent and adult education outreach materials. We are increasing awareness activities and highlighting state resources specific to support this population of students. The environmental scan will be useful in this area to identify potential populations and market needs.

The division has been working with Graduate Communications on Latinx outreach and continue to scale the number of materials available in Spanish through working with translator/ communication expert. Having translated substantial student services materials, workshops and resources into Spanish, we have begun expanding to academic program materials, particularly in providing support for the Child Development’s bilingual program. We are focusing this work in the Bishop area because of the concentration of the Hispanic/Latinx population. We will use EAB’s Prospect Management to outreach to parents in Spanish and follow up with emails, flyers, and texts. We have incorporated a bilingual Peer Mentor in our ACCESS Programs and will be recruiting Bilingual Student Ambassadors.

We have worked with IR to identify data for a targeted Pell campaign and proxies for identifying financial need before applying for Pell. All messaging for general and targeted campaigns is on Constant Contact for tracking purposes and followed by texts for those that haven’t responded through which we can connect with them and schedule an appointment.

In addition to the above strategies that also apply to CCPG, we have implemented the general and targeted data elements identified in working with IR for campaigns and outreach, including, utilizing supplemental questions and CCCApply to target potential CCPG/Pell students.

We are looking at opportunities to increase our presence in California City, Mojave and other environments where we are serving students with a high degree of financial assistance needed.

We have implemented guidelines for limiting the number of students selected for verification. We generally require FAFSA completion with CCPG submission, which we will continue this process associated with new requirements for all high school students to complete the FAFSA prior to graduation.

We are continuing strategies for maximizing Pell, such as hosting a FA virtual lobby, on-demand assistance with FAFSA completion at FA desk, and high school workshops.

In addition, as a result of Guided Pathways work and the focus of the SEAC committee, counseling/advising services is moving ahead in spring 2023 with a shift to a case-management approach. The intention is to use this as the basis for developing success teams composed of department faculty, department students/ alumni, administrators, and counseling staff to support students to completion. It is also one of the goals identified for the SEM project.

Another goal identified through Guided Pathways is to implement clearer semester by semester pathway maps for initial exploration and to guide student progress. The college is exploring Pathway Mapper as a possible visualization tool over the longer term but will have a version available to students Spring 2023.

The division continues to work with District IR to develop SCFF Actionable Data reports for specific and just-in-time outreach and in-reach efforts.

The division continues to scale financial and Basic Needs support at all campus locations to help reduce stop-out and overcome financial barriers preventing students from staying enrolled and persisting to subsequent terms.

We are tying math and English completion in the first year to programs wherever possible- Promise, student athletes, Finish Line Scholars, etc. Similarly, we are tying in full-time enrollment wherever possible as a large part-time population (up to 80% part-time) is part of what puts downward pressure on transfer-level English and math completion in the first year.

Other division progress-

- assisted with the implementation of Dual Enroll.com
- engaged in supporting the cohort model of student support for the Futuro partnership
- expanded the peer mentor program in Access

Continue to implement strategies for progress on Vision for Success Goals via Guided Pathways work, particularly narrowing equity gaps as reflected in the Student Equity Plan

The VPSS continues to co-chair the Student Equity and Achievement Committee with the LAC Coordinator. Over the last year, SEAC identified two major priorities for our GP work. The college is in the process of developing a model of student success team or affinity group connection that takes into account the unique distribution of Cerro Coso---across campuses, online and incarcerated student programs. As a starting layer to this work, counseling engaged in a two day workshop to process and student map where there are critical points of connection . Part of the goal of this work is to make awareness of and connection to student supports inescapable, particularly for high need affinity groups of students.

The other major priority has been the development of external program pathways for students including recommended GE and course sequencing, advising notes, off-path points and other information critical to initial guidance to students. The long term schedule has been refreshed and a tool developed to guide these conversations. Several days of workshops are scheduled for our Regional GP Liaisons to facilitate this work with programs. Program Mapper still fills a gap for an external major exploration for students, potential students and family or others influencing or providing guidance to students. Steps have been taken to continue to explore this as an option in addition to the static pathways being developed initially.

A communication plan has been developed to work on continuing to expand, refine and coordinate communication to students and additional priorities identified to focus on the Ensuring Learning broadly, Credit for Prior Learning more specifically and improving the rate of student completing English and Math in the first year.

The Division led a rigorous and comprehensive process for the college's development of the final Guided Pathways SOAA.

- The division led a rigorous and comprehensive process for the development of the college's 2022-2027 Student Equity Plan.
- Both the college's local Promise Program and Finish Line programs have continued to scale and expand to highly coordinated cohort programs, with wrap around supports, ongoing points of connection and financial support. There is still work to be done in expanding the equity of these programs and recruiting more students of color to participate. Finish Line in particular has funding prioritized for Black, First Generation and low-income students. The biggest challenge to the Promise Program is funding sufficient to meet the student demand.
- Worked with GP Regional Coordinators on a two day workshop to begin the framing and planning for implementation
- Actively engaged in Black Student Success Week
- Actively engaged in Undocumented Week of Action
- The division supported Flex Presentations related to equity informed pedagogy, particularly online.
- Continued to expand student communication plan to incorporate communications, nudges and prompts through a student's program to support completion.
- Guided Pathways work has focused on program pathways, including the identification from faculty of indications a student is "off-path" in a program
- Implemented strategies focused on FAFSA completion and awards resulting in a 26% increase
- The division served as district lead in the implementation of entering CC classes in the OEI Exchange

Improve communication and connection within the division and to the broader institution

Communication continues to be an area of focus for the division. A tremendous amount of work went in over the course of the last year on engaging across the institution in the development of the Guided Pathways SOAA and the college's Student Equity Plan, which required engagement with constituency groups, College Council and up through the district. Additionally, the division is working to develop a communication plan to staff and faculty over the course of the semester.

In terms of increasing transparency and communication, the unit has updated regularly communicated the Faculty Resource

Guide and has developed a series of retention messages for partnering with faculty on guiding student access to resources and student behavior. The Student Experience Survey is due to be administered Spring 2023. The VPSS completed the development of a revised non-instructional program review template and set of related instructions. The process for faculty to request Equity and/or Student Development funds for projects, research, activities, field-trips, etc. has been substantially reduced and simplified to ease and encourage active learning activities. This continues to be an area of focus and in need of improvement.

Stabilize, systematize, and ensure sufficiency of services at all sites and delivery modes.

A substantial focus has been bringing students back to campus, providing comprehensive in-person services again while continuing to provide all services in a remote mode of delivery. This has continued to be supported and stabilized to meet student needs through multiple modes of delivery. Additionally, a focus has been on providing equitable, comprehensive basic needs support at all campus locations. Laptop loans in particular have been expanded at all campus locations. This looks different at each campus with the goal to develop one a one-stop “marketplace” version at each campus. A Basic Needs Referral Form has been added to the CC Cares website. The referral can be used by students who wish to request support or by a staff member who wants to refer a student for assistance.

The division has developed a Student Services ISEP Committee to work specifically on coordinating the work in our prisons across student services. The group has tackled documenting and aligning processes between at Cal City and Tehachapi. Designees from all related student services units serve on the committee. Additional resources have been Counseling and student support for the prisons has been expanded, particularly in the area of counseling where there are full time counselors serving each prison location and the addition of adjunct support.

The division has implemented a series of strategies for providing students access to immediate, on-demand support. Most recently has been the implementation of the daily Virtual Help Desk hours in Student Services, which is supported on the front end by outreach and secondarily by Admissions and Records, Financial Aid and Counseling/Advising. Student response to this immediate access to support has been very positive and it supports all campus locations. This is in addition to the “Ask a Question” function also provided through outreach.

Promise and Finish Line programs have continued to scale and are wrap-around support cohort programs with extremely positive outcomes for student success and achievement. Both programs are implementing strategies for prioritizing our equity gap populations of students.

The Division completed a reorganization and has been in the process of fully implementing over the course of the last year. Some of the larger changes have been in the areas of Admissions and Records and Financial Aid where a single director was split to two, for each program to have a dedicated director. While relatively new, we are already seeing the benefits in program improvements, expansions in services and more sufficient support for all sites. Additionally, the division will have its first Dean in recognition of the large-scale expansion of programs and services experienced in student services over the last 6-7 years. Additional positions in Outreach have allowed for dramatic increase in outreach support and activities for all sites, as well as more sufficient support for basic needs.

Functions of Navigate continue to be scaled and expanded by counseling, but also other units in the division, like financial aid. This will help the division continue to work towards a care network/success team model allowing for more seamless coordination in providing student supports.

Next Year Initiatives

Maximize SCFF Funding

1. Support the implementation of the student services requirements for the application for the Baccalaureate degree
2. Support the work of dual enrollment expansion including direct communications to students, translation of materials into Spanish, outreach to students currently in DE classes for the next term, systematize wherever possible students taking a recommended set of DE courses, employ the EW process to allow for greater equity populations of students to take courses without risk
3. Continue the work to maximize FAFSA completion and award:
 - a. cross training all student services staff on the basics of FAFSA
 - b. offering faculty FLEX sessions to train faculty on the basics of Financial Aid
 - c. continue to expand FA outreach and workshops with service area high schools, emphasizing dual enrollment classes for captured audiences, FAFSA completion and CSAC Race to Submission
 - d. use internal and external data for tracking real-time progress on submissions and adjusting target focusses accordingly
 - e. implement Campus Logic for efficient processing

- f. use Program Coordinators to expand FA outreach
- g. focus on reducing myths and stigma associated with Financial Aids
- h. perform “pop-up” financial aid workshops at various locations off campus.
- i. Focus on captured audiences like high school students
- 4. Continue to support Futuro cohorts and work to identify similar partnerships for adult learners
- 5. Expand community partnerships for reaching populations of adult learners
- 6. Support, promote and outreach for new non-credit ESL program
- 7. Explore possible non-credit courses for development in student services
- 8. Expand outreach activities specific to engaging and enrolling male students
- 9. Implement EAB prospect management to maximize conversion of contact to applicant

Continue to implement strategies for progress on Vision for Success Goals via Guided Pathways work, particularly narrowing equity gaps

- 1. Continue to develop Finish Line and Promise Programs with intentional outreach to students of color.
- 2. Implement case management strategies identified by counseling for online, first generation and probation/disqualification students with a goal of retention increases
- 3. Continue to support faculties' focus on professional development related to Pillar 3 and active/contextual learning.
- 4. Support development of a model for Credit for Prior Learning
- 5. Increase percentage of students with Long-term Education Plans
- 6. Conduct stop-out campaigns
- 7. Continue to expand the use of data for actionable campaigns (English and math in first year, CTE 9+, FAFSA completion, etc.)
- 8. Continue focus on unconscious bias training for all student services staff, faculty and managers.
- 9. Fully implement student communication plan to incorporate communications, nudges and prompts through a student's program to support completion.
- 10. Identify and effectively implement career planning tool- Jobspeaker or Career Coach.
- 11. Implement a series of retention and momentum messages to be sent by faculty in the 1st, 2nd, 5th, 11th of the term being piloted this spring.
- 12. Systematize milestone recognitions using Navigate.
- 13. Continue to expand the development of Care Units to work towards student success team approach to student support

Improve communication and connection within the division and to the broader institution

1. Continue to conduct two ALL Staff meetings per semester while working remotely, once per semester when back on campuses.
2. Produce Guided Pathways/SSSP report once a semester
3. Ensure staff meetings are happening consistently within units.
4. Ensure all division categorical plans/reports are available college-wide
5. Ensure timely completion of planning and reporting
6. Improve transparency for all units and input to categorical budgets where appropriate
7. Increase transparency and input in decision-making
8. Visit campus locations once per semester
9. Continue to have one SSEC meeting once per semester focused on site needs

Stabilize, systematize, and ensure sufficiency of services at all sites and delivery modes.

1. Develop front-end hard to escape career exploration tied to program mapping, so that students can explore options at Cerro Coso before applying starting with a career in mind.
 2. Implement a health fee to ensure that Timely MD can be maintained for students.
 3. Develop and implement mobile student services unit to increase reach and accessibility for supporting our communities.
 4. Further develop and promote financial literacy resources and workshops, integrate into COLL and PDEV curriculum.
 5. Scale transfer articulation of courses in Banner so that student's prior course work is applied to student transcripts.
 6. Engage in process to move forward Measure J athletic complex
 7. Stabilize staffing support and implement reorganization in student services
1. Support the exploration of implementing sand e-sports
 2. Complete reorganization in the Child Development Centers in order to stabilize staffing

Resource Needs

Facilities

ACCESS Programs

- A storage location for the supplies and materials of the various programs in ACCESS.
- o I support this request. I do not know if the clearing of the warehouse is meant to address this, which works for some types of materials, but would like to have a conversation if that is meant to replace any internal storage. Probably just an overall storage discussion would be helpful and help our programs to know what types of storage bins and containers we might need.

Admissions & Records/Veteran Services

- We are seeking a dedicated, physical space for the military-connected population that will serve as a lounge, study space, general camaraderie location.
- o I support this request, but also believe that it can be accommodated through a repurposing of a portion of the SS workshop space. We have Veteran Center funding to help accomplish this.

Athletics

- Support to recondition the outdoor volleyball sand court. Estimated cost for materials and labor (outside contractor) to remove current dirt, and install volleyball sand is \$90,000.
- o I support this as necessary for Sand Volleyball. I understand the work needed is beyond the scope of what M&O is able to do, which is what accounts for the higher dollar amount of the request.
- Temporary batting cages and bullpen for the softball team to relocate during Measure J construction. \$20,000.
- o I support this request as necessary for softball to be able to function/practice during the period of construction. The amount here is for purchase. We are hoping M&O could support the install.

Child Development Center

- During periods of rain, the front walkway of the IWV center floods making the only accessible entry point the stairs (which themselves pool water). The walkway is in need of adequate drainage to reduce the safety hazards and ADA compliance for individuals who may not be able to use the stairs.
- o I support this request. I have observed the pooling. I am not sure what a solution would be or how large of a project this is, so understand if this is a broader discussion.
- The IWV Child Development Center Parking sign is low to the ground and hard to see. It is easily missed which leads to community parking when attending events held in the desert such as track meets.
- o I support a solution to identifying the nature of the parking more clearly and potentially signage about limitations on community parking during hours of operation.
- Heather Ave. site needs evacuation plans and evacuation meeting spot signage.
- o I support, though this is more I think a Safety and Security request. Maybe we need to add a section to the AUP. ?
- Counter tops and laminate windowsills throughout the IWV CDC are in need of repair/replacement
- o Generally I support this request, but not sure of the context of the cost.

Counseling

- N/A

Financial Aid

- N/A

Outreach

- Outreach is in need of more space for all of the events and responsibilities coming out of this office. Outreach is currently is a very small space and has limited growth potential. Requesting to look into office expansion on the 1st floor to create more of an open space for Outreach. M&O has done a great job working with the space provided and trying to enlarge spaces, but with the addition of two Program Coordinators and Department Assistant, and further potential for growth with additional employees, Outreach is needing to upgrade to a larger location that is still visible for potential and current students needing support.
- o I support this request in concept. For the relocation or expansion of the entire program, I am not sure what the options for space would be. I know there was some discussion of the possibility of the bookstore, which I assume would depend on the outcome of the RFP for our bookstore vendor. I also know that different solutions will have different costs. I am supportive of having an intentional evaluation of the possibilities and associated costs.

- The Director of Outreach would like monthly planning meeting regarding all campus events at all sites to be more unified and better prepared as a team.
- Outreach is in need of a permanent storage location, currently Outreach is using the music room for overflow and it is not a permanent space due to the fact it is designed to be a classroom. Looking for a better option that is designed to provide the space needed to house items appropriately all year long.
- o I support this requests and have the same basic comments as above.
- Outreach is also requesting the replacement of "Student Activities" sign above the door of the outreach office to be renamed to "Outreach Services."
- o I support the request for new signage.
- Continued support of services as events continue and increase here on campus. The student center would like to hang the "Graduation" Banners in the center, support on hanging those banners to highlight graduation through the years and provide motivation for students as they enter the center.
- o I support this request
- Outreach would also like to create a space where we can showcase the 5th grade banners from the past 2 years and add to the space annually. The importance of the 5th grade day banners is for someday future CC students can see their names on the banners they signed as a pledge so many years before.
- o I support this request

Student Government of Cerro Coso

- SGCC and ASB are seeking signage and a large bulletin board(s) outside of the club room (LRC 722).
- o I support this request. If needed, we can use Student Development or other funds to pay for it.

Information Technology

ACCESS Programs

- There may be additional software/hardware needs in the High Tech Center as the new Alternative Media Specialist evaluates the needs of the HTC.
- o I support
- There are not any exceptional needs- only the continued support for program hardware, software, Lap Top Loan, etc.

Admissions & Records/Veteran Services

- No additional IT resources requested at this time.

Athletics

- It is unclear at this point what might be needed, but there will likely be hardware/software technology needs for the new facilities of the athletic complex. This will also depend on what equipment many is in the project for these types of needs.
- o I support assessing and making sure we have what we need to effectively support these new and/or reorganized facilities

Child Development Center

- Explore cost saving options for telephone/internet services at the Cal City CDC.

- o I support this. It has been long enough that it would be good to just make sure this is the best option, particularly in the context of cost.

Counseling

- District IT support for Navigate/Banner integration, one-click registration, and other Navigate support. Add Banner integration for online orientation.
- o I support this, though not related to our on-campus IT.

Financial Aid

- Establish the Campus Logic process.
- o I support this, though not related to our on-campus IT.

Outreach

- Continued support of services as Outreach events continue on campus and online each semester.

Student Government of Cerro Coso

- No requests at this time.

Student Services

- o Continued support for the Lap Top and technology loan program.
- o Explore options for providing support for students who do not have or have reliable WiFi. This continues to come up as a high priority need for students.

Marketing

Admissions & Records/Veteran Services

- A&R and Veterans will plan multiple workshops and webinars on-campus, via Zoom, and in our local communities that will require Marketing needs.
- o I support this request.

ACCESS Programs

- There is nothing beyond the typical annual cycle of marketing materials for the various ACCESS programs.

Athletics

- Support for news stories, press releases and social media content in support of our athletes and athletic teams.
- o I support this request.

Child Development Center

- N/A

Counseling

- Update marketing plan for Navigate and other counseling priority events.

- o I support this request.

Financial Aid

- Develop robust marketing materials/information campaigns for AB540 and undocumented student.
- o I support this request.
- Develop robust marketing materials/information campaigns for education on what Satisfactory Academic Progress is.
- o I support this request.
- Develop a robust set of marketing materials/information campaigns for CCPG and FAFSA Completion
- o I support this request.

Outreach

- The Public Information Officer and the Director of Outreach continuously collaborate on marketing strategies for upcoming events on and off-campus.
- Outreach is has proactively engaged with Graduate Communications in creating innovative ways to improve our social media and web presence by purchasing media buys. Outreach cannot continue to support the ongoing cost and needs to work with Marketing to create a ongoing plan that is affordable for the college.
- o I support this request.
- Development of the new CC Tagline and adoption by the marketing department. Continue to create marketing contend and infuse the new tagline to all marketing and campus material.
- o I support this request.

Student Government of Cerro Coso

- No requests at this time.

Professional Development

ACCESS Programs

Admissions & Records/Veteran Services

- Admissions professional development to include conferences and webinars.
- Veterans professional development to include bringing in Vet Net Ally for college-wide professional development. Will need additional funding to support bringing Vet Net Ally to Cerro Coso.

Athletics

The Athletic Department needs the ability to stay current in best practices leadership development by sending 2 coaches (or 1 coach and 1 trainer) to their respective professional development conference or clinic at the Regional or National Level each year:

NCAA Coaching Development (Basketball) ABCA Coaching Development (Baseball) NSCAA Coaching Development (Soccer) USAVA Coaching Development (Volleyball)

NATA or FWATA Annual Conference (Meets mandatory CEU requirement for Athletic Training annual certification) NACDA Athletic Leadership Development (Athletic Director)

Child Development Center

- Teaching staff must complete 21 hours of annual professional development to comply with QRIS and permit renewal requirements. Staff will be informed of appropriate training that allow them to stay abreast of the latest in Early Childhood Theory and pedagogy on a continues basis. A professional development plan will be made with each individual staff.

Counseling

- Primarily covered through SEA funding. Look at funds/opportunities for additional training in career counseling and Mental Health First Aid.

Financial Aid

- Attendance to conferences
- Attendance to chancellor office webinars
- Signing up for NASFAA webinars and Certifications

Outreach

- The Director of Outreach and Program Coordinators (2) attend the RNL National Conference 2023 July 25-27th in Nashville TN. This conference covers annually topics pertaining to Enrollment Management, student recruitment, student success strategies, and strategic enrollment planning.
- The Director of Outreach and (1) Program Coordinator attend the 2023 Basic Needs Summit.
- The Director of Outreach and Program Coordinators (2) attend the 2023 Student Success Conference.
- Director of Outreach attend ACCROA Annual Conference 2023 (TBD). Develop tools and resources, build, and enhance an enrollment management plan or develop one. Information that can be used to improve student success measures throughout the college and create recruitment and retention strategies, which all align with the current CC Strategic Plan.

Student Government of Cerro Coso

No requests at this time.

Other Needs

Admissions and Records

This is not a new position request as A&R is currently budgeted for a Technician I. With annual VRC funding, I would like to propose a potential pay increase to the Technician I salary as the veterans program will need additional time and dedication. The current pay scale is 37.5, would like to research the possibility of increasing the position to 40.0.

- o I support exploring this through the districtwide processes available for reviewing currency and accuracy of job descriptions and placement on the salary schedule.

Athletics

Proposal to increase Athletic Trainer to 12 months

I support this proposal. This position has been stretched beyond what can be accommodated with existing hours, particularly with the expansion of "non-traditional" seasons to all sports and the addition of Cross Country and Sand Volleyball to our sports

offerings. The flexible hours of the position have been maximized as much as possible, but are not sufficient for the demands of the position, the athletes and the program. It would also account for the many times that unexpected additional hours are needed due to injury, additional preventative needs, etc. This additional time will allow for training room and administrative tasks along with additional training and retention work that cannot happen during the seasons of our sports programs. We don't offer sports for 12 months, but athletes do train for 12 months and athletic training is part of retaining our athletes from semester to semester, season to season.

Child Development Center

After extensive time with vacancies, multiple failed searches and an assessment of needs, the Child Development

Counseling

Proposal for an additional Educational Advisor with a focus on Early College and Outreach to be located at the IWV Campus, but deployed to all campuses based on Early College/Outreach needs

I support this position with a location at IWV, deployed and used to serve all campuses, particularly as it relates to early college and outreach activities. Early College has seen tremendous growth and continues to have capacity for expansion. Outreach has continued to demonstrate its critical function for the college. Outreach events, activities and functions would be strengthened with a dedicated educational advisor who can provide a greater depth and specificity regarding programs and "in the field" advising information. The need for focused and targeted community outreach at the sites and for online, has resulted in the need for a dedicated position in order to enable Counseling/Outreach/Dual Enrollment to have a larger presence in the community and during outreach activities in an advising capacity.

This position would advise students for the Early College program at their local schools on academic and career planning in an expanded, consistent way at all sites. Educational Advisors, Counselors, and other staff at the various sites participate in outreach activities throughout the year. This will not be diminished. This position will supplement and enhance the participation of the Counseling department in these activities and help to address the additional opportunities for outreach and early engagement in advising. With expansion of the Early College program and other outreach activities, it would be beneficial to meet students where they are at more often in more venues. The needs of students are for someone who can provide information from the point of application to graduation and transfer. All sites, as well as the Campus Manager for Dual Enrollment, identified some additional need in this area, so a shared position with this type of dedicated focus for all sites is a way to support the demand.

I will also work with counseling, outreach and other appropriate categoricals to identify potential funding that could be dedicated to this position.

Outreach

Outreach is requesting a Department Assistant III due to substantial program expansion in Outreach, increased employees, travel needs, event and activity planning support and other logistical needs of the office. I support this position not just due to the needs in Outreach, but there are several units in need of clerical support. Additionally, numerous positions and programs have been added at the college without also adding needed clerical support. In addition to providing the DA III support for outreach, this position will support the Director of Equity, Student Government/Activities and other student service departments as needed. This has been an ongoing gap with existing support positions attempting to address these needs. However, with a substantial increase in Outreach activities and activities in general along with the addition of numerous Chancellor's Office categoricals, the need for this position has been demonstrated. Additionally, as we encourage active learning opportunities, field

trips and the type of experiential opportunities related to Pillar 4, we are seeing an increase in faculty field trips and other activities that depending on funding source would be supported by this position. The Admin Assistant for the VPSS has backfilled a variety of these needs for multiple years, but that is not a sustainable solution, particularly as the categorical programs under student services have continued to grow and expand requiring substantially more planning, reporting and budgeting work. Outreach, activities, events, travel, field trips, cultural opportunities and more are all things we are looking to increase and encourage, but cannot be effectively supported with our existing clerical support.

I highly support this position as critical to meeting the already increased demand and to allow for continued expansion in these critical areas.

Staffing Requests Not Already Listed In Prior Plans

1000 Category - Certificated Positions

2000 Category - Classified Staff