

Student Services Department

ADP for Academic Year 2025-2026

August 2025

Executive Summary

Executive Summary

The Student Services Division has demonstrated a strong commitment to equity across all departments. ACCESS programs have successfully returned to pre-COVID student levels for vulnerable populations. Athletics has taken concrete steps toward gender equity by adding women's volleyball, cross-country, and basketball programs, with plans for women's soccer in Fall 2025. Enrollment and Retention Services has identified specific barriers, including challenges for Spanish-speaking students and an 18.3% enrollment decline for women aged 25-29. Counseling has expanded services for Spanish-speaking students and established dedicated support for the Umoja program. The Child Development Center maintains strong equity practices, serving a diverse population with 38% Hispanic and 38% Black/African American representation, while ensuring all enrolled children are under the state median income. Basic Needs has substantially expanded services for high-need, diverse populations. All units now use disaggregated data to identify gaps and improvement strategies.

Program review processes are largely on track across Student Services. Athletics (last reviewed 2022) has made significant progress on coach retention and sport expansion strategies. Counseling (2022) has advanced on several initiatives including career exploration workshops and Navigate expansion but still needs to address Math and English completion rates. Admissions & Records (2023) has successfully implemented articulation training but continues to work on increasing matriculation rates. Financial Aid (2023) is implementing strategies to expedite processing and increase scholarship applications. The Child Development Center is finalizing its first program review, while newer units like Outreach and Basic Needs are on track with their initial reviews. All units actively participate in the annual unit planning process, providing regular updates to their program reviews.

Departments show varied progress on prior year initiatives. Athletics made limited progress on eSports but advanced in coach hiring through compensation adjustments. Admissions & Records successfully organized articulation training and updated student communication systems. Financial Aid implemented Campus Logic for document processing. Student Government made minimal progress on streamlining club processes, citing funding limitations. Counseling successfully implemented early alerts and progress reports, expanded Navigate, and met AB1705 requirements. The Child Development Center enhanced learning through play pedagogy and implemented inclusion training. Enrollment and Retention Services focused on unifying previously siloed departments, improving operational efficiency. Basic Needs made substantial progress in infrastructure development and service expansion. Across departments, initiatives requiring technological implementation typically saw greater success than those requiring structural changes or additional funding.

Future initiatives focus on three strategic areas:

Maximizing SCFF Funding: The division will facilitate VAR reporting development, create effective first-year English and math campaigns, implement waitlist processes for Banner 9, increase SEP completion, support Middle College High School, and develop CDCP Non-credit and Credit for Prior Learning.

Improving Student Experience: Key initiatives include developing comprehensive career support processes, implementing Experience to improve student payment processes, creating intentional supports for Adult Education, considering Puente program implementation, completing the student equity plan, evaluating Tehachapi prison staffing needs, launching men's and women's soccer, and supporting on-campus housing development.

Enhancing Culture and Communication: Plans include conducting All Staff trainings, systematizing staff memos to mirror the student newsletter, scaling accessibility training, supporting wellness opportunities for staff, and developing additional professional development opportunities.

The Student Services Division continues to use data-informed approach to removing barriers while providing tailored support services to diverse student populations.

Review And Planning

Equity

It is central to the work of the student services division and its units to improve equity. ACCESS programs serves some of our most vulnerable students and has recently been able to return student levels in almost all of the programs to pre-Covid levels. The Athletics Department has taken concrete steps to improve gender equity by hiring volleyball and cross-country coaches, launching women's basketball for the 2024-25 season, and planning to reinstate women's soccer alongside men's soccer for Fall 2025. Their focus on Title IX compliance through improved female participation numbers. The Enrollment and Retention Services department has identified specific barriers facing various student populations, including Spanish-speaking students in Financial Aid, privacy concerns at remote locations, and an 18.3% enrollment decline for female students aged 25-29. The Counseling Department has expanded services for Spanish-speaking students and established a dedicated counselor for the growing Umoja program while addressing declining success rates in COLL C101, particularly for First-Generation and African American students. The Child Development Center maintains strong equity practices by serving a diverse population with 16.49% of children having IEPs/IFSPs, ensuring 100% of enrolled children are under the state median income level, and maintaining balanced racial representation (38% Hispanic, 38% Black/African American). The Student Government department has not yet implemented specific equity initiatives but aims to increase diverse student participation through more accessible club structures. Basic Needs has expanded and increased substantially the number of students served, which by definition serves a high need, diverse population. All units are using disaggregated data to evaluate and gaps and identify strategies for improvements. A common thread across departments is the recognition that equity requires both removing barriers to access and providing tailored support services, with particular attention to housing inequality, language barriers, and the unique needs of student-athletes who must maintain eligibility while pursuing their education.

Program Review

Program review processes reflect varying stages of implementation. The Athletics Department, which completed its last program review in 2022, shows progress on several key strategies, particularly in coach retention and sport expansion. Their 5-year strategy to expand to ten sports has advanced significantly with women's beach volleyball, women's soccer, and men's soccer planned for Fall 2025, bringing them to the targeted number of sports offerings. The Counseling Department, also completing its last review in 2022, has made progress on several strategies including career exploration workshops, education planning workshops, Navigate expansion, outreach services, and implementing intervention strategies for students on probation. They still need to address increasing Math and English completion in students' first year, increasing full-time attendance, and expanding case management advising models. Program review findings guide many of these efforts. Admissions & Records completed their review in 2023, successfully addressing articulation training and communication strategies for military-connected students. They're still working to finalize articulation workflows, increase matriculation rates, and establish a dedicated Veterans' Resource Center. Financial Aid, also reviewed in 2023, is implementing two-year strategies to identify students needing application assistance, thoroughly train staff, and expedite processing. Their five-year goals include increasing scholarship applications, reducing students on academic warning, and securing specialized staffing. Outreach has not undergone formal program review. The Child Development Center is pending its first program review, while the Enrollment and Retention Services Department has no explicit program review information as this is the first full year under the current Dean's oversight. The Student Government department identifies several in-progress strategies from their 2022 review, including rebuilding SGCC membership, developing online infrastructure, and bringing the ASB sticker program to scale. Across departments, strategies related to technological implementation and service expansion generally show more progress than those requiring structural changes or additional funding.

Program Review Status

Student services program reviews are all largely on track with the long-term schedule. The Child Development Center program review is in the process of responding to final feedback from the Program Review Committee. Counseling is substantively completed and will be through the process before the end of spring 2025. Newer units completing reviews for the first time, like Outreach and Basic Needs, are in progress and on track to meet deadlines. Otherwise, units not yet due will be working initiating processes to meet deadlines. All units are regularly participating in the annual unit planning process, which in student services is an annual update to the program review.

Prior Year Initiatives

The departments show varied progress on previous year's initiatives, with some achieving significant milestones while others faced implementation challenges. The Athletics Department's initiative regarding eSports shows limited progress, though they've advanced in other areas not specifically listed as formal initiatives, including coach hiring and retention improvements through

compensation adjustments. Admissions & Records organized articulation training and updated student communication systems, while Financial Aid successfully implemented Campus Logic for document processing and utilized NASFAA resources for staff development. Outreach, without formal prior initiatives, has nonetheless advanced various recruitment and community engagement efforts. The Student Government (SGCC) made minimal progress on their initiatives to streamline club chartering processes, develop club training protocols, and implement payment for student representatives on participatory governance committees, with funding limitations cited as a barrier to the latter. The Counseling Department successfully implemented early alerts and progress reports linked to improved student outcomes, expanded the Navigate platform to additional departments, enhanced outreach services, and fully implemented AB1705 requirements. The Child Development Center enhanced learning through play pedagogy, implemented inclusion training for staff, hired additional student workers to support children with IEPs/IFSPs, and established initial safety protocols. The Enrollment and Retention Services department focused primarily on unifying previously siloed departments (Admissions & Records, Financial Aid, and Outreach) to work collaboratively on enrollment and access, making considerable advancements in operational efficiency through improved identity verification systems, expanded financial aid outreach, and community-centered enrollment events. Basic Needs made substantial progress in infrastructure development, expansion in services and services hours and resources and support for CalFresh. Across all departments, initiatives that involved technological implementation, professional development, and expanded service hours typically saw greater success than those requiring structural changes or additional funding sources, suggesting that resource limitations continue to be a factor in initiative implementation.

Maximize SCFF Funding

- Scaled outreach staffing and activities, particularly to other campuses
- Expanded sports teams, particularly women's sports to help balance athletic opportunities
- Played a lead role in fraud mitigation process and implementation of Multi-factor Authentication process
- Coordinated Access programs- programs for the most part returned to pre-Covid levels of student participants
- Enrollment campaigns to reconnect stop-outs, attrition reduction campaign
- Expanded on-demand student access to services (Ocelot Chat, Zoom)
- Intentional focus on materials in Spanish, bilingual staff and key points of contact for AB540 and Dreamer students
- Established CFITS for Attrition and Persistence
- Substantially expanded outreach, support and activities for Financial Aid- CCPG, Pell and Scholarships
- Developed and implemented comprehensive wrap-around supports for First Generation cohort model as an outcome of previous CFIT
- Implemented steps for transfer articulation process
- Revised drop for non-payment process

Improve Student Experience

- Conducted layers of inquiry to improve the student experience- student experience survey, part-time students and first-generation research. In the process of evaluating and implementing
- Supported development of credit for prior learning process
- Ongoing collaboration with equity and inclusion programs on student activities
- Systematic expansion of Basic Needs supports, including to athletics complex
- Expanded CalFresh support
- Revised and implemented EW process for student access and to comply with legislation
- Continued expansion of materials, resources and materials in Spanish
- In almost all Access programs improved success and retention to consistent with the general population
- Scaled student services pop-ups in Canvas
- Served children at the CDC with IEPs
- Developed and implemented resources and supports for students who are parents

Communication

- Substantively revised the student conduct process
- Conducted All Staff meetings/training
- Disseminated SS newsletter consistently
- Trainings and presentations on the EW process, student conduct and AI
- Facilitated across the district communication and coordination of student service functions

Next Year Initiatives

The departments' planned initiatives for 2025-2026 demonstrate ambitious goals focused on expanding services, improving

facilities, and enhancing student support systems. The Athletics Department has three primary initiatives: full program implementation (completing hiring and filling vacant positions for new sports), completing the beach volleyball court refurbishment to enable intercollegiate competition in Spring 2026, and establishing a remote student support service location in the gym (room 427) to provide efficient access to counseling and financial aid services for student-athletes. They also plan gym lobby improvements to create a "Coyote Corner" with concessions, Basic Needs resources, and a recreation/fitness kiosk. Similarly, the Enrollment and Retention Services department plans to enhance financial aid awareness, expand access for diverse student groups, extend Basic Needs services hours, develop comprehensive data collection systems, increase Math and English completion rates for CC Scholars, and reduce first-day course drops. The Counseling Department aims to improve core services completion, implement strategies addressing barriers identified in their part-time student survey, and develop articulation processes for transfer credits. The Child Development Center will implement CLASS assessment protocols, streamline agency-wide compliance procedures, and address facility needs. The Student Government (SGCC) will develop guidelines for student club room use and enhance the ASB sticker program's value through campus discounts and access benefits. Across departments, there's consistent emphasis on improving student support infrastructure, increasing access to services, and enhancing coordination between departments. Several initiatives specifically address equity considerations, particularly for underrepresented populations, first-generation students, and female student-athletes. Many initiatives also reflect continued implementation of multi-year strategies identified in program reviews, showing institutional commitment to long-term planning and sustained improvement efforts.

Maximize SCFF

- Facilitate development of VAR reporting
- Develop effective English and math in the first-year campaigns--this continues to lag for the college
- Use attrition research to develop messaging leading up to the first week of the semester and through the first week
- Implement waitlist process to implement Banner 9
- Implement strategies of attrition and persistence CFITs
- Increase SEP completion
- Support Middle College High School
- Support development in CDCP Non-credit and Credit for Prior Learning
- Hire positions and stabilize staffing at the CDCs to maximize enrollment
- Support additional service needs in Tehachapi prison with introduction of additional classroom space
- Address gaps identified in the upcoming Student Equity Plan

Improve Student Experience

- Development of comprehensive career support processes and resources
- Implement Experience, particularly to improve the student payment process
- Develop intentional supports for Adult Education population
- Consider implementation of MESA program
- Complete the development of the student equity plan
- Evaluate staffing needs for Tehachapi in Student Services
- Bring up men's and women's soccer, scale student supports in athletics
- Identify and adopt a VRI translation service
- Engage in and support the process for on-campus housing
- Expand EOPS and DSPS support in the prison

Culture and Communication

- All Staff trainings
- Systematize staff memo mirrored on student newsletter
- Scale accessibility training
- Support the development and engagement in wellness opportunities for staff
- Support the goals and activities of plan for improving campus culture
- Systematize additional training and professional development opportunities

Resource Needs

Facilities

Access

N/A

Admissions & Records

The Admissions & Records office continues to collaborate with M&O on facility needs and repairs. Plans are in place to construct a new A&R Director's office within the existing space and to fully remodel the technician workstations. As we move forward with this project, additional items may be incorporated into the remodel:

- Applying frosting to the windows of the Director's office while ensuring safety and compliance standards are met.
- Incorporating noise cancellation in the Director's office is essential, as it will be adjacent to other office spaces. This will ensure privacy and a confidential environment when needed.
- Incorporating a whiteboard wall in the Director's office.
- The office remodel will include four workstations, providing additional workspace for staff. These new workstations should feature standing desks and better chairs to promote better ergonomics.
- As part of the office remodel, we need to define the cabinet and storage space requirements for the teams, as well as procure a new, smaller safe for cash drawer items.
- Vinyl signage repair above the A&R window with added signage above the A&R office door.

Athletics

Addressed in Initiatives:

- Student services remote location (Room 427)
- Sand/beach volleyball court refurbished to intercollegiate play
- Gym lobby, complete to function as Coyote Corner (concessions, Basic Needs, Rec/Fitness kiosk)

There will be a need to address office space to serve all sport team head coaches.

Child Development Centers

- 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.
- 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.
- Heather Ave. site needs evacuation plans and evacuation meeting spot signage.
- Counter tops and laminate windowsills throughout the IWV CDC are in need of repair/replacement.
- A chemical dispenser needs to be installed at the Cal City site. Currently staff mix all chemicals by hand which is not always the accurate water to chemical mix.
- Room A needs a ceiling tile (that was damaged from rain) replaced.
- The carpet at the Heather Ave. site in Cal City needs to be replaced.
- The locks at the Heather Ave. site in Cal City need to be rekeyed.

Counseling

N/A

Financial Aid

Facility needs encompass several important considerations. First, there is an imminent requirement for office expansion. In due course, this expansion will entail dividing my current office into two separate spaces to accommodate the Admissions and Records Director as well as the Financial Aid Director.

Financial Aid requires a permanent location in the gym to better support our growing athletic population.

As our sports programs expand, we are seeing an increase in student-athletes. Our goal is to have a technician available in the area 2-3 times a week during peak periods. This location should provide both easy access and privacy for students.

Currently, we have set up a temporary workspace in the 427 area with a desk, docking station, monitor, mouse, keyboard, and chair. However, this setup is not sustainable long-term. To properly support our staff and students, we need a more secure and dedicated office space in the gym area. A potential solution could be creating this space in the back section of 427.

According to the Director of Athletics, peak times are from 9:00 AM to 1:00 PM. It would be ideal to have the athletic technician available during these hours, in coordination with the counseling support that is needed 2-3 times a week during the same time frame.

Outreach

Outreach Services would like to request space on campus to showcase the 5th Grade Day and Graduation signed banners. The purpose of displaying the banners is to highlight the significance of graduation and allow current and future students to see their names from elementary school.

Outreach Services has recently undergone a relocation, and as part of our efforts to complete the relocation, we kindly request the following modifications:

- Outreach Services has been relocated to room 145 and would like to request the door signs to be updated to reflect "Outreach Services 145" outside of both glass doors. We would also like to request a large metal "Outreach" sign on the wall above the door.
- Outside Office Doors: We kindly request that our outside office doors be half frosted. This will provide privacy while still allowing natural light to filter through.
- ADA Compliant Desk: In order to ensure compliance with the Americans with Disabilities Act (ADA), we kindly request that our ADA compliant (desk attached to the DAIII desk) be equipped with an ADA countertop. This modification will provide accessibility and usability for individuals with special needs.
- The electrical line in the Director of the Office be painted white to match the wall. This minor alteration will create a sense of uniformity and harmony in the room, creating a visually appealing and professional office space.
- Exterior doors be repainted blue. This change will help create a consistent and recognizable visual identity for the department, reinforcing our brand and identity.
- Cerro Coso logos be wrapped or placed on various surfaces in the office, including the doors, DAIII desk, and walls. This branding initiative will further enhance the professional appearance of the office space.

Enrollment & Retention

Enrollment Services:

Each department within the Enrollment and Retention division has identified specific facility needs to improve functionality, accessibility, privacy, and branding.

The **A&R** department's facility upgrades center on remodeling the existing space to improve staff workstations, enhance privacy, and create a functional Director's office. Plans include applying frosted windows, adding noise cancellation in the Director's office, and incorporating a whiteboard wall. Four new ergonomic workstations will be added, featuring standing desks and better chairs to support staff well-being. There is a need for defined cabinet space and a smaller, secure safe for cash items. Vinyl signage repairs and additional signage above the A&R office door are required to improve department visibility and professional appearance.

Financial Aid's primary facility need focuses on establishing a satellite office in the gymnasium to support the growing student-athlete population. The gym location would allow financial aid staff to be

available on-site several times a week during peak times, providing privacy and easy access. As sports programs expand, so does the demand for accessible financial aid services tailored to student-athletes, underscoring the need for a dedicated, confidential space.

Outreach Services has recently relocated and requires several modifications to finalize the space and improve functionality and brand visibility. Requests include updated room signage, a large metal “Outreach” sign above the door, and Cerro Coso logos on doors, desks, and walls. Half-frosted outside doors are requested for privacy, along with blue repainting of exterior doors for cohesive branding. Additional aesthetic updates, such as painting electrical lines to match wall color, aim to create a professional and welcoming environment. An ADA-compliant countertop is requested to ensure accessibility for individuals with special needs.

The **Dean of Enrollment's** office was designed very strange, with a very large beam in the middle of the office which left the desk design very difficult and not manageable. The office is not sound proof, it shares a wall with the Vice President of Student Services and the privacy is not existent between the two offices. A temporary fix was recently added, a cheaper stand-up desk from Amazon was purchased and installed in the other side of the office, separating the work spaces between the VO and the Dean, as well as sound proofing ceiling tiles were added. The desk will need to be replaced as it is already cracked in some areas, the Executive Director of M&O has asked for a replacement need and a potential cost of \$6,000 is requested.

Basic Needs Office:

The basic needs space in the gym needs a new sink, installation of shelving, refacing countertops, and potential need to replace ceiling tiles. A comprehensive report of need was requested and has been submitted to the VP of Finance and the Executive Director for further review. The potential cost for upgrades will be covered 100% by Basic Needs to make the area more efficient.

I am requesting the support of M&O to have a contractor come and assess the area again and order the desk, workspace, and chair for the new position.

Basic Needs also needs to have enclosed and secure storage cabinets installed. Due to rodent concerns, enclosed cabinetry is requested. The removal of old shelving needs to be done as well. All costs associated with this project can be 100% supported by Basic Needs funds in order to get the space functional.

Information Technology

Access

Purchase of laptops for laptop loan

Admissions & Records

Admissions & Records frequently requests IT support for event assistance, office technical issues, and system implementations and integrations. In the upcoming year, we will continue collaborating with IT to improve cell service in the One Stop area. With the implementation of ID.me, reliable cell service is essential, as students currently need to step outside to receive text messages for verification, creating unnecessary barriers. Enhancing the signal in this area will streamline the ID.me process and allow students to complete it more efficiently.

Athletics

N/A

Child Development Centers

N/A

Counseling

Ongoing technical support for Navigate/Banner integration

Financial Aid

N/A

Outreach

- Outreach requests monitors for third office space desk as the space is used regularly by staff, students, and outside partners.
- A dedicated printer in the Directors office for confidential documents. The purpose of this printer is to ensure that sensitive information can be printed securely, reducing the risk of others having access to or accidentally viewing it.
- Continued support of IT services as Outreach events continue on campus and online every semester.

Enrollment & Retention

The units and my office request the continued support of IT for all events on and off campus.

There is a need for allowed access to the large color printer in the print shop. Print shop requests are taking too long to fulfill, causing delays for many of the outreach events and other campus activities. I am requesting that the Director of Outreach have this access in order to create their own print material and continue to provide for events and activities without inundating the print shop. The enrollment teams can support costs associated with this request.

Marketing

Access

N/A

Admissions & Records

The Public Information Office and the Admissions & Records team continue to collaborate on strategies for upcoming initiatives related to A&R and Military & Veterans Services. In the coming year, we will strengthen our partnership to ensure that program information is effectively communicated to the communities we serve.

Athletics

Need to improve ability to market athletic events locally. Most of this work is done internally within the department through Facebook and the Daily Independent and does not get accomplished effectively. Billboard ad space is a consideration.

Child Development Centers

N/A

Counseling

A new marketing plan that includes a timeline and plan for promoting core services, Navigate features, Transfer, and department events/activities throughout the year. New branding, flyers, and outreach materials. The department can provide categorical funding to support these efforts.

Financial Aid

- **Creating Multilingual Outreach Materials:** The initiative to create outreach materials in multiple languages serves as a response to the diverse linguistic needs within our student population, with a particular focus on Spanish speakers and other non-English-speaking communities. By diversifying our outreach materials, we aim to break language barriers and ensure that vital information about financial aid and academic progress is accessible to all students. This effort aligns with our commitment to inclusivity and equity, facilitating clear communication and understanding of complex concepts, ultimately improving student engagement and success.
- **Maintaining Outreach Momentum for Satisfactory Academic Progress:** Upholding the momentum in the distribution of outreach materials designed to educate students on Satisfactory Academic Progress (SAP) is pivotal in ensuring continued student success and compliance with academic requirements. These materials play a crucial role in conveying the importance of SAP, the potential consequences of falling short, and the available support resources. Consistent distribution and engagement efforts help students remain informed, make informed academic decisions, and take appropriate actions to meet SAP standards. This ongoing commitment to SAP education is integral to student retention and achieving the institution's academic goals.
- **Outreach materials for advertisement and mailers:** Support is needed for purchasing outreach materials and advertisements to promote key events, including Financial Aid Awareness Month, the launch of scholarships, the annual release of the new FAFSA application, and initiatives aimed at increasing financial aid awareness. These efforts are crucial for ensuring that students are informed and engaged with the available financial aid opportunities.

Outreach

- Outreach Director request a monthly meeting dedicated specifically to discussing and updating the Outreach and Marketing Request Form. This meeting will serve as a crucial platform to exchange ideas, gather requirements, and ensure a coordinated approach to our shared efforts.
 - Additionally, collaborate to review the form on a regular basis. By working together, we can identify any necessary changes, enhancements, or updates that may be required to enhance its effectiveness. This collaborative effort will allow us to refine the form and ensure that it meets our marketing and Outreach objectives effectively.
- The creation of a shared file where Outreach team members can access, download, or request prints of college materials required for Outreach events. This centralized repository will provide easy access to all the necessary resources, saving time and streamlining our Outreach enrollment and tabling efforts.

Enrollment & Retention

The Enrollment Team needs the continued support of the Marketing Office. Work collaboratively and have in a timely manner printed material requests, social media requests, and student communication in order to support the enrollment efforts at all campus locations.

Professional Development

Access

N/A

Admissions & Records

The Admissions & Records office attends annual conferences each year to stay informed and up to date with information directly pertaining to Admissions, Records, and Military & Veterans Services.

- **CACCRAO, Spring 2026:** This annual conference includes presenters from the CA Chancellor's Office and A&R professionals from around the state. Information on regulatory developments, budgetary issues, technology, legislative updates, and more is presented to attendees. For the 2025-2026 planning period, I would like to seek additional funding to allow two A&R technicians to

attend the conference in addition to the Director.

- **CCCCO Veterans Symposium, Summer 2026:** This annual symposium hosted by the CA Chancellor's Office allows for faculty, administrators, and staff from across the state to convene to discuss how best to support out student veterans. Information presented at this conference includes strategies to guide and support student veterans and their education as they transition from the military life to college life.
- **WAVES, Summer 2026:** This annual conference hosted by the Western Association of Veterans Education Specialists (WAVES) in conjunction with the Department of Veterans Affairs National Training Team. This conference specializes in the training of School Certifying Officials (SCOs) by providing in-depth, functional training on the various systems utilized by the Department of Veterans Affairs such as Enrollment Manager. Additionally, this conference provides important updates for administrators that involve a variety of processes such as VA Compliance Surveys, RPO updates from the Regional VA office, and more.

Athletics

Fall student athlete orientation: Mental Wellness/Team building-Coaches and counseling/admissions, recruiting and onboarding: Honey Badger Recruiting or Busy Coach

Child Development Centers

N/A

Counseling

Mental Health First Aid Training or other evidence-based suicide prevention training for gatekeepers

Financial Aid

- **Attendance at Conferences:** Active participation in conferences is a cornerstone of our commitment to staying updated with the latest developments and best practices in the field of financial aid. These events offer a valuable platform for networking, knowledge sharing, and exposure to innovative solutions. By attending conferences, our team gains insights into emerging trends, regulations, and technologies, equipping us to make informed decisions that enhance the delivery of financial aid services to our students. It also provides opportunities to share our experiences and contribute to the collective wisdom of our industry.
- **Attendance at NASFAA Webinars and Utilizing NASFAA U for Financial Aid Certifications:** Engagement with the National Association of Student Financial Aid Administrators (NASFAA) through webinars and certification programs is an essential part of our professional development strategy. NASFAA webinars offer a wealth of expertise and insights from industry leaders, enabling us to remain at the forefront of federal financial aid regulations and best practices. Additionally, utilizing NASFAA U for financial aid certifications is instrumental in equipping our staff with the necessary skills and credentials to navigate the complex landscape of financial aid. This continuous learning process empowers our team to provide high-quality support to our students and ensures that our institution remains compliant and responsive to the evolving financial aid landscape.

Outreach

Outreach Director and new Program Coordinator to attend the EAB Connected25 Conference Oct. 13-15, 2025, in Orlando, Florida. Neither the Director or new program coordinator have attended an EAB conference. These conferences cover enrollment management, student recruitment, student success through their CRM system.

Attend an ACCRAO conference in 2025 (TBD). This conference helps develop tools and resources, develop or enhance an SEM plan. This information can be used to improve student success measures throughout the college and create recruitment and retention strategies all aligning with the CC Strategic

Plan and new Enrollment Management Committee.

Outreach Director and assigned Program Coordinator to attend NASPA First-Generation Conference 2025 (TBD). This conference examines topics critical to advancing the holistic outcomes of first-generation students. Further, considers the vast intersectionality of first-generation students, the systemic and institutional barriers to success, evidence-based practices and approaches to student support and services, the role of assessment and evaluation, opportunities to build celebratory campus environments, and strategies for building networked campus approaches to scaling support.

Attend a California Community Colleges Pathways to Equity Conference in 2025 (or other equity-based conferences). These conferences focus on strategies and practices to create or update current plans to lead to an increase in underrepresented student success outcomes. This aligns with CC strategic Plan, equity gaps identified in this AUP, and supports next years initiatives.

Enrollment & Retention

Dean of Enrollment and Retention:

- CACCRAO, Spring 2026: Provides insights on regulatory developments, budgetary issues, and legislative updates critical to Admissions and Records operations.
- NASFAA Webinars and Certifications: Engagement with NASFAA webinars and certifications for training on federal financial aid regulations and best practices.
- NASPA First-Generation Conference, 2025: Provides evidence-based strategies to support first generation students by addressing systemic barriers and fostering celebratory campus environments.
- The Association for Student Conduct Administration's Annual Conference, 2025, Student Conduct training and policies.
- Maxifest-2025: Maxient's annual user conference, software used by the campus for Case management for Basic Needs and Student Conduct.

Enrollment Team:

- CACCRAO, Spring 2026: Provides insights on regulatory developments, budgetary issues, and legislative updates critical to Admissions and Records operations. Seeking funding for two A&R technicians to attend alongside the Director will enhance team-wide knowledge and application of conference insights.
- CCCCO Veterans Symposium, Summer 2026: Focused on strategies to support student veterans transitioning to college life. Attendance ensures the institution is equipped to address the unique needs of veteran students, enhancing their educational experiences.
- WAVES, Summer 2026: Offers specialized training for School Certifying Officials and administrators on Department of Veterans Affairs systems and compliance. Participation ensures operational accuracy, compliance, and effective service delivery to veteran students
- NASFAA Webinars and Certifications: Engagement with NASFAA webinars and certifications ensures staff are trained on federal financial aid regulations and best practices. This continuous education enhances the quality and compliance of financial aid services, directly impacting student support.
- EAB Connected25, October 2025: Equips the Outreach Director and Program Coordinator with strategies for enrollment management, student recruitment, and success through CRM systems. First-time attendance will enhance the team's ability to implement data-driven approaches to engagement.
- AACRAO Conference, 2025: Focused on enhancing enrollment strategies and developing SEM (Strategic Enrollment Management) plans that align with the CC Strategic Plan. Attendance will support recruitment and retention initiatives critical to student success.
- NASPA First-Generation Conference, 2025: Provides evidence-based strategies to support first-generation students by addressing systemic barriers and fostering celebratory campus environments. This conference aligns directly with equity goals and supports the holistic development of first-generation students.

Other Needs

Access

N/A

Admissions & Records

The Admissions & Records department has a strong partnership with the Outreach team, focusing on key initiatives such as First Step events, rapid enrollment events, and building relationships with community partners, including the local VFW ship.

Over the past year, we collaborated to develop and host several First Step events, providing information to community members in informal settings like the Desert Brew coffee shop. These events allowed us to engage with the community and address questions on topics such as veterans' benefits and financial aid.

We also worked together on rapid enrollment events, streamlining admissions, financial aid, counseling, and registration processes. Additionally, our partnership with the local VFW has strengthened, helping us connect with military-connected students and share information about educational services. Several events are planned for the 2024-2025 year to further highlight this collaboration.

Athletics

N/A

Child Development Centers

N/A

Counseling

- Strong Inventory (print version) for students in ISEP taking COLL C101 - career counseling/assessment
- Funds to support collegewide use of Navigate (e.g. Athletics, LAC, Safety & Security, Kiosks)

Financial Aid

Expanding Financial Aid Awareness Month across all our campuses is vital for increasing student engagement and providing equitable access to financial aid resources. Traditionally focused on the IWV campus, this initiative will ensure that students at all campuses receive the same opportunities, tailored support, and relevant information, meeting the unique needs of each location. This aligns with our commitment to equity and inclusivity, fostering a unified approach to student success.

To support this expanded effort, I request funding to cover travel and hotel accommodations in Bishop and Mammoth for my staff during February's Financial Aid Awareness Month. This financial support is essential for placing our staff at different campuses, ensuring they can provide in-person guidance and support to students. Additionally, we propose offering students a voucher for a complimentary item from our food services area when they complete a FAFSA or CADAA application. This incentive encourages student participation and ensures that more students access the financial support they need, ultimately enhancing their academic experience and retention.

ECMC (Educational Credit Management Corporation) Student Loan Solutions offers a range of services to assist institutions in managing and reducing their student loan default rates.

We have significantly increased student loans since 2022/2023 aid year.

22/23: 58 loans total

23/24: 90 loans total

24/25 in the fall semester alone, we already have 85 student loans

Here's how ECMC can support your school in managing default rates:

1. Default Prevention and Outreach:

- **Proactive Communication:** ECMC can help identify students who are at risk of defaulting on their loans and reach out to them before they fall into delinquency. They provide customized communication strategies, including calls, emails, and letters, to remind students of repayment deadlines and offer assistance with repayment options.
- **Borrower Counseling:** ECMC offers personalized counseling services to borrowers, educating them about repayment options like income-driven repayment plans, deferment, and forbearance. This support helps students make informed decisions about managing their debt.
- **Grace Period Outreach:** ECMC connects with recent graduates during their grace period to prepare them for repayment. This proactive communication helps ensure that borrowers are aware of their repayment obligations and understand their available options before their first payment is due.

2. Loan Rehabilitation and Repayment Solutions:

- **Loan Rehabilitation Programs:** ECMC offers support to borrowers who have already defaulted by guiding them through the loan rehabilitation process. By rehabilitating a loan, a borrower can remove the default status from their credit report, potentially improving their credit score and getting back on track with regular payments.
- **Income-Driven Repayment Assistance:** For borrowers struggling with high monthly payments, ECMC can assist them in enrolling in income-driven repayment (IDR) plans, which cap payments based on income and family size. This can make repayments more manageable and reduce the risk of default.

3. Data Analysis and Reporting:

- **Default Rate Analysis:** ECMC can help schools analyze their student loan default data to identify trends, such as specific demographics or programs that are more likely to default. This analysis helps schools understand the root causes of defaults and implement targeted strategies to address them.
- **Custom Reporting Tools:** With ECMC's reporting tools, schools can track default rates in real-time, allowing financial aid staff to monitor progress and make data-driven decisions about default management initiatives.

4. Financial Literacy Programs:

- **Workshops and Online Resources:** ECMC provides financial literacy resources and workshops for students, helping them understand the implications of borrowing and how to manage their loans after graduation. This education aims to empower students with the knowledge they need to make sound financial decisions, reducing the likelihood of default.
- **Debt Management Resources:** ECMC offers a variety of resources like budgeting tools, loan repayment calculators, and guides to managing credit and debt. By helping students understand how to balance their finances, they can better prepare for repayment.

5. Support for Financial Aid Staff:

- **Training for School Staff:** ECMC provides training for financial aid staff on best practices for default prevention and borrower outreach. This ensures that the staff is equipped with the knowledge

and tools to assist students effectively.

- **Consulting Services:** ECMC can work closely with your school's financial aid department to design and implement a customized default prevention plan that aligns with your institution's needs and goals.

Benefits of Working with ECMC for Default Management:

1. **Lower Cohort Default Rates (CDR):** By providing targeted outreach and support to borrowers, ECMC helps reduce the cohort default rate, which is a critical metric for schools in maintaining eligibility for federal student aid programs.
2. **Improved Borrower Outcomes:** Students receive the support they need to understand their repayment options, reducing financial stress and increasing the likelihood that they will successfully repay their loans.
3. **Enhanced Reputation and Compliance:** A lower default rate can help maintain the school's good standing with the Department of Education, enhancing the institution's reputation and ensuring compliance with federal regulations.

Outreach

The Outreach team plays a vital role in connecting Cerro Coso Community College with prospective and current students, ensuring equitable access to resources and programs. The analysis of outreach needs highlights key areas requiring support to expand initiatives, foster community engagement, and enhance student success.

- **Community Events**
 - **First Step Events:** Informal events like those at Desert Brew provide direct engagement opportunities, addressing topics such as financial aid and veterans' benefits.
 - **Rapid Enrollment Events:** Streamline the admissions, financial aid, counseling, and registration processes to remove barriers and simplify enrollment.
 - **VFW Partnership:** Strengthened collaboration connects military-connected students with essential educational services, contributing to their success.
- **Expanding Financial Aid Awareness Month**
 - Traditionally focused on the IWV campus, Financial Aid Awareness Month needs expansion to all campuses, ensuring equitable support for students across locations.
 - Travel and accommodations are required to enable staff presence at remote campuses like Bishop and Mammoth during February's events. Estimated costs of district travel of \$750.00
- **Tehachapi Campus Outreach**
 - **In-Person Outreach:** Host informational sessions and events to engage residents, businesses, and community leaders about the new campus and its programs.
 - **Postcard Campaign:** Plan two postcard mailouts (fall 2025 and spring 2026) to promote Express Enrollment Events at the new facility, with an estimated cost of \$10,000.
- **Early College Outreach**
 - Postcard campaigns targeting Early College students have proven effective. Funding of \$3,000 is needed to continue this strategy, which supports increased enrollment in the Early College program.
- **Child Development Center Support**
 - Celebrate CHDV program graduates, including the growing Spanish cohort. Graduation celebrations recognize student achievements and foster community engagement, particularly for students in underrepresented groups.
- **Academic Collaboration**
 - The Social Sciences department and Dr. Matt Jones plan to collaborate on outreach once new marketing materials are developed. Outreach will help distribute these materials and engage prospective students in Social Sciences programs.

Enrollment and Retention

N/A

Staffing Requests Not Already Listed In Prior Plans

1000 Category - Certificated Positions

2000 Category - Classified Staff

Various

Location:

No Location Specified

Salary Grade:

Various

Number of Months:

Various

Number of Hours per Week:

Various

Salary Amount:

Various

Justification:

ACCESS

Educational Advisor

Location: IWV Campus

Salary Grade: 46.5

Number of Months: 12

Number of Hours per Week: 40

Salary Amount: \$5,706

Justification:

This position would potentially replace the two Special Services Assistance (SSA) that are currently vacant. The SSA positions are among some of the lowest paid at the college. Because of this, there is a high degree of turnover in these positions and substantial difficulty recruiting. We have been recruiting for these vacated positions since 2024. The challenge with recruiting for these positions prompted a review of the work required and the needs of the programs. The educational advisor position allows for higher level support for students and a paraprofessional position to case manage with program counselors and also allows for higher level support during the summer months. The educational advisor positions are also typically successful in recruitment. Since this is a big shift for the department, we would still assess whether there might be a need still for one of the SSA positions, but paired with the educational advisor position, this would still substantially improve the stability and consistency of support services for ACCESS students.

Any combination of these positions are comfortably supported by a braiding of ACCESS programs categorical funding.

VPSS Response- I support this reorganization. I left the justification in since not captured in an AUP.

ADMISSIONS AND RECORDS

Admissions & Records Technician II

Location: EKC Tehachapi

VPSS Response- I do not support the additional position at this time. I do support an evaluation to determine if there may be an existing position that could be reclassified to an Admissions and Records Tech II position. I also recognize there would encourage this assessment as a possible way to meet these needs with less additional cost. I also acknowledge that there likely will be a need once the buildings are in place, which will not be until the latter half of the next academic year, and if we realize the growth we are hoping to see in Tehachapi. We will continue to assess available staffing for sufficient support, track additional needs and evaluate once we have more information about the budget environment we are heading into.

ATHLETICS

Program Coordinator

VPSS Response- I do support this position, which would not entirely be an additional position. Currently, the unit has a full-time DA III position. If the Program Coordinator position is approved, then the request would be for 50% of a DA III for clerical support, so this would not be for 2 positions in athletics, but 1.5 positions. The cost would be the difference between a full-time DA III and a Program Coordinator.

Department Assistant III- 50%

VPSS Response- I support this position. The large growth in athletics and sports teams require substantial purchasing and travel support.

BASIC NEEDS

Program Technician

VPSS Response- I support the addition of this position. Basic Needs support and requests has increased exponentially and has definite impact on persistence and success. We need the additional position to keep up with demand and expand the support we are able to offer. This position will be funded with Basic Needs categorical funding.

CHILD DEVELOPMENT CENTERS

Department Assistant III – 60%

VPSS Response- I support replacing this position. This is a replacement position. It has been vacant for an extended period of time as it was also impacted by a reorganization taking place in Athletics. This position will be entirely CDC categorically funded.

FINANCIAL AID

Financial Aid Technician

Location: EKC Tehachapi

VPSS Response- I do not support the additional position at this time. We are in the process of fully staffing the unit with the three full-time technician positions and I am supporting the increase from the DA II to a DA III. I acknowledge that there may be a need once the buildings are in place, which will not be until the latter half of the next academic year, and if we realize the growth we are hoping to see in Tehachapi. We can intentionally evaluate over the course of the next year, with FA fully staffed, what the needs are and once we have more information about the budget environment we are heading into.

Department Assistant III

VPSS Response- I support this reclassification of the DA II position to DA III. Financial Aid is complex and this position must understand the process in order to be able to support students and answer questions. Additionally, there is a need in student services for units to be able to manage their budgets, arrange travel and complete purchasing.

OUTREACH

Enrollment Specialist

VPSS Response- I do not support the additional position at this time. I do see the value of this position and ways that it could benefit the college, but there will need to be time to assess the future of general and categorical budgets in the context of budget uncertainties.

Section Plan Budget Worksheet for Student Services - FY25

F						A		L		2024	2024	2025	2026	Notes	Increase?	If requesting increase of %5 or more			
Fund	Org Description	Account Description	Program Title	Activity	Location	Adopted Budget	Actual Expenses	Adopted Budget					Request			In planning document	Data?	Relevance?	Operational Efficiency?
GU001	VP - Student Services	Non-Inst Supplies & Materials	Student Personnel Administration		CI	\$ 400.00	\$ 104.80	\$ 400.00				\$ 400.00	\$ 400.00		no				
GU001	VP - Student Services	Employee Travel	Student Personnel Administration		CI	\$ 5,000.00	\$ 4,685.45	\$ 5,000.00				\$ 7,000.00			yes				
GU001	VP - Student Services	Food/Meetings	Student Personnel Administration		CI	\$ 300.00	\$ 1,448.17	\$ 300.00				\$ 300.00			no	Division			
GU001	VP - Student Services	Institutional Dues/Memberships	Student Personnel Administration		CI	\$ 400.00	\$ 500.00	\$ 400.00				\$ 400.00			no				