

# Student Affairs Division Report

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*Vice President*

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### Admissions & Records Office

- The Admissions & Records Office converted all forms into fillable forms, revised procedures, provided services via telephone and email.
- During Fall 2020, the office implemented Cranium Cafe as a virtual front counter.
- Beginning Spring 2021, the office transitioned to a Virtual Zoom Front Counter, and continues to provide services via email and telephone.
- During the Spring 2021 the office will offer services to students by appointment.
- Soledad Education Center - a 30-hour Enrollment Services Specialist will assist students with Admissions & Records, Financial Aid and Cashiering services.

A&R March 2020 to January 2021		
	2019-20	2020-21
# of Phone Calls	4,332	16,207
# of Emails	N/A	11,731
# of Cranium Café Contacts	N/A	300

### Veteran Service Center

- Hartnell College has been designated as a Military Friendly® Schools for 2021-2022
- Transitioned all services remotely and continues to provide services via email, telephone, and Virtual Zoom Front Desk.
- Held 10 virtual workshops ranging from orientation, distance learning, and student success panels.
- Partnered with the CA Department of Veteran Affairs on several workshop offerings.
- Provided holiday meal gift cards in partnership with the Office of Student Life
- Continues to provide items via lending library such as books, graphing calculator, etc.



- **College Redesign**

- One of four California Community Colleges awarded a one-year, \$250,000 grant to integrate dual enrollment and guided pathways efforts
- College Readiness partnerships and dual enrollment efforts can serve as a mechanism to communicate guided pathways framework with school partners; specifically the pillars of “clarifying the path” and “entering the path”

- **Pandemic Response**

- Served students through numerous virtual group workshops and individualized meetings by request (orientation, enrollment, etc.). At minimum, weekly updates/check-ins with faculty and high school partners



<b>Academic Year</b>	<b>Number of Courses</b>	<b>Number of Students (Headcount)</b>
<b>2017-2018</b>	12	361
<b>2018-2019</b>	47	1244
<b>2019-2020</b>	53	1305
<b>2020-2021</b>	40	1000





- **Implemented a NEW student Online Orientation in Feb. 2020**
  - 3963 completions; auto-loading to Colleague to clear for Reg. (used to be a manual process).
- **College Pathways Team (CPT) mobilized to move Panther Prep to Panther Pledge**
  - In 2020 over 1400 students completed the Steps to Success and participated in Panther Pledge (compared to 1251 in 2019) , and 1386 students enrolled in FA20 (39.57% of HS grads).
  - The CPT converted all [Steps to Success into Videos](#), English & Spanish. LIVE workshops provided to parents/students/HS partners on Zoom, Instagram, Twitter, TikTok and YouTube.
- **In SP20 ESL students began using the Placement Tool for course placement, similar to English and Math**
- **Counseling web pages were updated** and now include searchable [Degrees and Certificates by program](#)
- **NEW Chatbot (Artificial Intelligence- Oscar the Panther) was launched in SP20**
  - 27,716 Chatbot interactions since Feb. 2020, peak interactions between 12pm - 2pm.
  - Top Topics (in order): Counseling appointment, Transcript, Admissions, Promise Grant, FAFSA
- **Implemented NEW Scheduling systems: Calendly in March 2020 and SARS Anywhere upgrade Jan. 2021 - offering 100% of counseling appointments and services online**
  - 3,268 visitors to the Counseling Virtual Front Counter for LIVE Zoom support since March 2020
  - 18,207 online Counseling appts March 2020- Jan.2021 compared to 25,833 March 2019 - Jan.2020.
- **Early Support Program (ESP) designed NEW Probation Workshops (Implemented SP21)**
  - 476 Completions auto-loaded to Colleague for registration clearance (used to be manual process).
  - New ESP Canvas Shell created to provide assistance to ANY student seeking support

**Soledad Center:** Bilingual Counseling faculty will be on rotation to cover morning, day and evening hours. College Pathways services will be hosted at the center to support the onboarding of students and completion of the Steps to Success.



## **College Redesign:**

- DSPS continues to offer Pre-Panther Prep services for incoming students, before graduating from high school (HS) for student readiness for Panther Prep; presenting to HS students virtually; and sharing the steps for students to register with DSPS with HS's and social service agencies in Monterey and San Benito counties.

## **Services for Students Since March 2020:**

- DSPS shifted to online Google forms and use of Zoom/Phone/Cranium Cafe for student interactions, updated the website for students on how to seek appointments (and instructors for information), and outreached to all registered DSPS students, with optimistic, inclusive, and supportive messaging.
- DSPS made available its inventory of devices (Dell Latitudes, Chromebooks, Macbooks, and iPads) to DSPS students, on a loaned basis, through on-campus check outs practicing social distancing and use of PPE.. For continued enrollment and use of DSPS accommodations, students have kept loaned materials from semester to semester. Total student appointments with DSPS counselors is down for 2020-21, reflective of district wide enrollment declines.

Time Frame (Coincides with Dates for 2020-21)	2020-2021	2019-2020	2018-2019	2017-2018
	1030	1410	1224	1111

- DSPS instructors transitioned Learning Skills classes to Canvas. Adapted PE classes shifted to delivery via Zoom.

## **Staffing & Service Plan:**

DSPS plans to offer accommodations and services to DSPS students who register and seek out services each semester, including the soon to open Soledad Education Center. The mode of delivery will primarily be based on the Hartnell Pandemic Response Plan. DSPS counselors will offer intakes by appointment, to engage in the interactive process with students for registration at the Education Centers. Assistive technology, device loans, and alternative media (non-standard print) will be provided to eligible students by appointment with the DSPS Lead Specialist.



### **College Redesign effort**

- CalWORKs team attends Monterey County Social Services Workshops to encourage CW recipients to attend Hartnell College

### **Provide Service during COVID-19 Shelter- In- Place**

- Created online application processes for EOPS/CARE & CalWORKs
- Online EOPS new student Orientation
- Developed Online Forms: Orientation, Pdf Online EOPS student mutual responsibility contract, CalWORKs application
- EOPS Virtual Front Desk
- "EOPS Update Wednesday" Communications to keep our students updated on all campus notifications and program events.
- Created an EOPS FAQ and Resource Guide that is accessible on EOPS website
- Created a Graduation virtual Kudos board to highlight EOPS graduate for the class of 2021
- Created an online Lending Library books/Supplies Request for the Drive thru Pick up/Drop off during campus closure
- Hosted a CARE/CalWORKs Thanksgiving dinner distribution in Drive Thru format
- Created a "check in survey" to gauge our student's experience with online learning. Responded to students individually based on their response to connect them with services they may need

### **Staffing and Services Plan for Soledad Center**

- EOPS/CARE and CalWORKs will collaborate with general counseling staff to provide comparable program services to all eligible students
- EOPS/CARE and CalWORKs team will work in partnership with Soledad Center Director best days and times to offer program services
- EOPS/CARE and CalWORKs will offer in person services by appointment at the main campus



### College Redesign

In an effort to create intentional connections for entering students, The Salinas Valley Promise Program served a total of 1,005 first time, full time freshmen in fall 2020 (approximately 95% of all first time, full time entering students). This represents a 62% increase in new program participants from FA 19 to FA 20

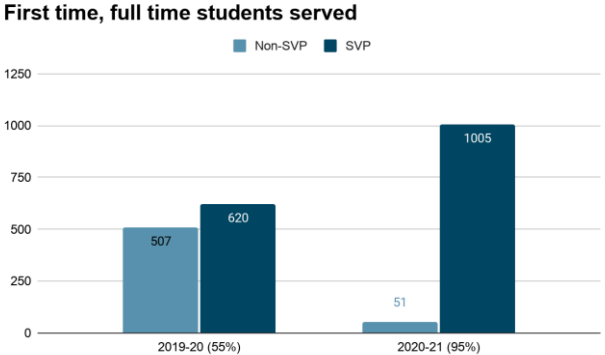
Using braided public and private funding, developed and launched an inclusive fellowship program model to provide income generating professional development opportunities for system impacted students and students without work authorization in Fall 2020.

Developed and implemented a virtual faculty and peer mentoring program for students participating in the Salinas Valley Promise Program. There are currently 11 faculty and 20 peer mentors participating in the program

### Pandemic Response:

- Converted all services to virtual including Mi CASA, MILE, WELI, SVP, and Implementation of a Virtual Front Desk to serve students
- Provided free virtual Immigration Legal Services to 95 individuals in Fall 2020
- Hosted virtual Dreamer Ally training with over 50 staff and faculty participants

### Notable Program Outcomes



Average cumulative completion 2017-2020			
Student Population	%_AA_AS	%_ADT	%_CER T
<b>MILE Participants</b>	33.2%	34.2%	42.5%
Other Males Comparison	2.7%	2.5%	3.4%
<b>WELI Participants</b>	41.50%	41%	56%
Other Females Comparison	3.90%	4.20%	5.70%
<b>Mi CASA Participants</b>	6.4%	10.7%	14.2%
Other residency code 11	4.8%	4.9%	4%



- During March 2020, the office converted all financial aid forms into fillable forms, revised financial aid procedures, provided services via telephone and email.
- During Fall 2020, the financial aid office implemented Cranium Cafe as a virtual front counter, recorded Financial Aid tutorials, and continued to conduct Financial Aid workshops via Zoom.
- Beginning Spring 2021, the office transitioned to a Virtual Zoom Front Counter, continues to provide services via email and telephone, and presentations via Zoom.
- Soledad Education Center - a 30 -hour Enrollment Services Specialist will assist students with Admissions & Records, Financial Aid and Cashiering services.

Student Contact March 2020 to January 2021		
	Mar. 2019-20	Jan. 2020-21
# of Phone Calls	1,906	9,579
# of Emails	841	15,140
# of Cranium Café Contacts	n/a	300
# of FA Workshops/Presentation	41	36

Financial Aid Disbursements		
Grant Type	2019-20	2020-21
PELL	\$7,259,081	\$5,993,886
SEOG	\$69,300	\$76,100
Cal Grant - FAFSA	\$586,126	\$685,544
SSCG - FAFSA	\$389,005	\$542,885
Cal Grant - Cal Dream	\$53,488	\$38,199
SSCG - Cal Dream	\$60,013	\$40,278
CARES ACT	\$997,000	\$436,500



## HEP Highlights

Academic Year	Students Served	Graduation ** (70% target)	Placement (80% of grads target)
2019-2020	125	77 (91.67%)	65 (84.42%)
2020-2021	105	15 (rate To be determined)	10 (rate to be determined)

### HEP Program Highlights

- Curriculum Committee Approval of 6 High School Courses (HSE) to be offered beginning Fall 2021
- Curriculum Committee approval of HSE Certificate of Competency

### HEP services during COVID-19:

- Transitioned all instructional and student services to a virtual modality (synchronous)
- Offered High School Equivalency official testing in person via Gonzales Adult School Partnership

### HEP services for Soledad

- HSE courses and services in partnership with Soledad Adult School



## Student Activities

- **Ongoing virtual cultural and educational engagement activities**
- **ASHC virtual bi-weekly meetings (with President & Board Pres.)**

## Pop-Up Pantries

- **In-Person bi-weekly pantries through the Spring 21 semester**
- **Over 50 food distributions since Fall-18**
- **Over 7000 bags of food to over 1000 students (duplicated)**

## Book Voucher

- **Over 400 vouchers distributed (\$50 or \$100 each) during 20-21**

## Electronic ID

- **Students are issued electronic ID's during the college closure**

**Hartnell College awarded \$2.3 million for two SSS grants (Regular SSS and ESL SSS) projects for 2020-2025 with the mission of assisting 300 low-income, first generation, and students with disabilities. SSS/TRIO will expand into south Monterey County in 2021.**

## **COVID Services for Students Since March 2020:**

The SSS/TRIO Program has been serving students through these modalities:

- Text messaging, phone and zoom meetings, textbook, calculator, computer, and hotspots dispersal on the main campus and in south Monterey County.
- Counseling appointments, FAFSA and Scholarship assistance conducted in zoom meetings, text and phone.
- Freshmen Orientation held via COU 1 course during Summer 2020.
- Bilingual Parent Zoom meetings held during the spring and fall semester.
- Pre-recorded SSS/TRIO Graduation Ceremony for families.
- Development of an online student community.

## **Staffing & Service Plan:**

SSS/TRIO staff will offer services to students on the main campus by appointment very Tuesday and Wednesday, from 10 am to 4 pm. Services will be provided to

**South Monterey County as needed.**



## Highlights for 2019-2020

- Served 121 high school students (Baseline: 124 in 2019)
- Enrolled 64 students in at least 4 units during our six-week summer program
- 100% of TRIO Upward Bound seniors graduated high school with a rigorous (A-G) secondary school program of study (Baseline: SUHSD 50%, UB 2019 96%)
- 92% of graduating seniors enrolled in postsecondary education (Baseline: SUHSD 62%, UB 2019 94%)
- In partnership with the Pebble Beach Foundation, program distributed ten \$1000 scholarships to program participants

## Services provided during COVID-19:

- Transitioned all student services online (synchronous)
- Program provided \$400-\$600 in grocery gift cards to each program participant