

# Enrollment Services EOPS, CARE, CalWORKS School & Community Partnerships (Outreach) Welcome Center

Presentation Prepared for PRAC

Jon B. Horinek - Dean of Enrollment Services

2022

# PRAC Guiding Principles

- All recommendations must be *student centric*, meaning that they should not only impact the least number of students possible, but also consider how we can better help as many students as possible reach their educational goals, whether by changing what we do or how we do it.
- All recommendations must be *equity-minded*, meaning that they should call attention to patterns of inequity in student outcomes by critically reassessing our practices, policies, and structures and recognizing stereotypes that harm student success.
- All recommendations must be *anti-racist*, meaning that they should produce or sustain racial equity in educational outcomes.
- All recommendations must focus on *protecting and improving teaching and learning* by illustrating efforts to employ cogent best practices and innovation.
- All recommendations must acknowledge that as a community college we are *responsive to our diverse community*, but cannot be all things to all people all the time so we must find creative ways to stay true to our mission.

# Enrollment Services

# Enrollment Services Overview

Enrollment Services has administrative responsibility for providing essential functions that support student access, retention, and success.

## Areas of Responsibility

- Admissions
- Financial Aid
- Registration
- Records, Evaluation, Graduation, Petitions
- International Admissions
- Scholarships
- Veterans Services

Description	Adopted Budget
Permanent Academic Salaries	\$143,092.00
Permanent Classified Salaries	\$695,242.00
Benefits	\$463,599.00
Total Non-discretionary	\$1,301,933.00
Classified Hourly	\$7,200.00
Supplies	\$3,700.00
Travel	\$2,500.00
Dues and Membership	\$2,000.00
Maintenance contract/repairs	\$1,200.00
Other Contract Services	\$14,000.00
Miscellaneous	\$0.00
Furniture, Fixtures and Equipment	\$2,000.00
Total Discretionary	\$32,600.00
Total Budget	\$1,334,533.00

# Enrollment Services Overview Continued

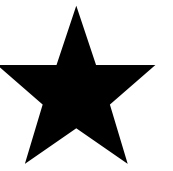
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## Areas of Responsibility

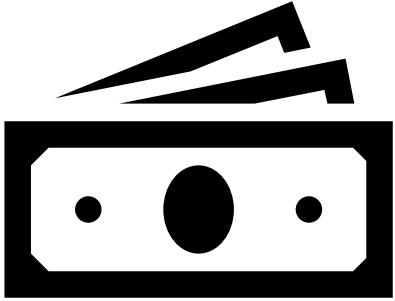
- Admissions
- Financial Aid
- Registration
- Records, Evaluation, Graduation, Petitions
- International Admissions
- Scholarships
- Veterans Services

# Enrollment Services Staff

- Dean of Enrollment Services (1 FTE)
- Assoc. Director of Enrollment Services (1 FTE)
- Enrollment Services Associate III (2 FTE)
- Enrollment Services Associate II (6 FTE)
- Enrollment Services Associate I (3 FTE)
- Evaluations Analyst (2 FTE)
- Administrative Assistant III (1 FTE)



# Program & Project Spotlight

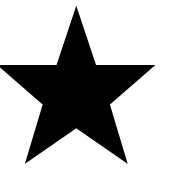


## **Removing Financial Barriers – Streamlining FA Verifications**

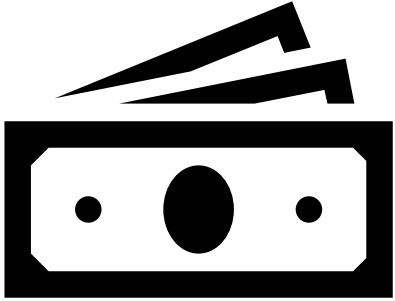
About 40% of students who qualify for Federal and State Financial Assistance never receive their financial aid award.

The majority of these students never complete the required Financial Aid Verification process.

ES has implemented new online platform to enable students to securely submit verification documents. This will improve completion rates. (Note: Full testing of this system was not possible due to temporary suspension of FA verification at the Federal level).



# Program & Project Spotlight



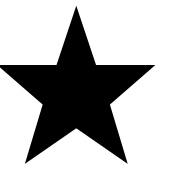
## **Clear Path Program**

Enrollment Services, in cooperation with Cashiering Services and IT, has implemented the Clear Path program and has waived more than 1.5 million in tuition and fees for the spring 2022 term.

## **HEERF Student Emergency Funding**

Enrollment Services has distributed more than \$2.75 million in direct student assistance grants.





# Resource Request

## **Personnel**

Despite our move to more remote services, there remains a need for high touch assistance for students with lower computer literacy and English language learners.

Enrollment Services would like to fund a 1.0 FTE Enrollment Services Associate I. This position will work closely with ESL and be hired to work evening/extended hours.

**COST: \$108,000**

EOPS, CARE, CalWORKS

# EOPS Program Overview

## **EOPS**

- The original equity program in CCC's founded in 1969
- Provides over and above services to low-income students to help them reach their educational goals. EOPS students have higher completion and retention rates than their counterparts.
- Students served in EOPS: first generation, BIPOC, undocumented, former foster youth, formerly incarcerated
- Services provided: grants, counseling, school supplies, textbook and calculator lending library, priority registration
- Services provided previously when funding was available: commencement regalia, student workshops, university tours, transportation support, professional development for students and staff

# CARE & CalWORKS Overview

## **CARE**

- A sub-program of EOPS, CARE students are also in EOPS
- Student served: Single parents who are head of household, and whose children are receiving cash aid from the county
- Services provided: All EOPS services plus, gas cards, meal vouchers, all textbooks, all fees paid, transportation and emergency grants

## **CalWORKs**

- A separate program that works in partnership with Marin County Health and Human Services
- Students served: Parents who are receiving cash aid and other benefits
- Services provided: Counseling, gas cards, all textbooks, all fees paid, emergency grants

# EOPS, CARE, CalWORKS Staff

- Director (1 FTE)
- Coordinator (1 FTE)
- Undocumented Student Coordinator (1 FTE)
- Faculty Counselor (2 FTE)



## 2021-2022 Allocations and Expenditures

<b>EOPS</b>	<b>Total</b> \$692, 985	<b>Personnel</b> 406, 021	<b>Discretionary</b> 286,964
<b>CARE</b>	<b>Total</b> 101,200	<b>Personnel</b> 54,806	<b>Discretionary</b> 46,394
<b>CalWORKs</b>	<b>Total</b> 153,896	<b>Personnel</b> 232,038	<b>Discretionary</b> 0
<b>TANF</b>	<b>Total</b> 31,420	<b>Personnel</b> 10,120	<b>Discretionary</b> 21,300
<b>USP</b>	<b>Total</b> 68,221	<b>Personnel (22-23)</b> 46,432	<b>Discretionary (22-23)</b> 21,789



# THANK YOU FROM EOPS

Extended Opportunity Programs and Services

- All EOPS students received a book grant for \$450, the max allowed by law
- All students received brand new backpack full of supplies
- We provided \$50 gas cards to support our student's transportation costs as they returned to campus

## Looking forward...

The Undocumented Student Program is launching this semester. Next year, we likely be adding the Next Up program, a sub-program of EOPS that serves foster youth.

Additional personnel to provide front office support will be necessary to support the 5 programs: EOPS, CARE, CalWORKs, USP, and Next Up

# School and Community Partnerships: Outreach, Summer Bridge and COMPASS Programs



# School & Community Partnerships Overview

School and Community Partnerships' ("SCP") mission includes Student Access and Success as well as Community Engagement and Responsiveness as stipulated in the Educational Master and Strategic Plans.

We serve as the conduit between the College and the community working closely with our Pre-K-12 partners, Adult Ed Programs, and community organizations to expand engagement and access especially among under-represented populations

Description	Adopted Budget
Permanent Classified Salaries	\$271,968.00
Benefits	\$142,602.00
Total Non-discretionary	\$414,570.00
Classified Overtime	\$500.00
Supplies	\$3,600.00
Travel	\$2,000.00
Recruiting	\$10,000.00
Total Discretionary	\$16,100.00
Total Budget	\$430,670.00

Addition programmatic funding comes from grants, advancement, and AB19 State Funding

# School & Community Partnerships Overview

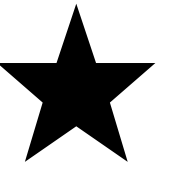
- Expanding access and deepening engagement especially among under-represented populations and sharing program information, student resources, career pathways, navigational strategies emphasizing the value proposition of higher education using online tools and expanded partnerships;
- Identifying key learning opportunities by focusing on the intersection of student needs/interests with college programs/resources and leveraging our partnerships, e.g., School Districts, 10,000 Degrees, Marin Promise, Canal Alliance, Marin City CBO's and District, AVID programs,, Community Action Marin, workforce and industry programs;
- Developing events/programs that respond to local needs and opportunities, e.g., targeted satellite classes in local high schools leveraging existing programs that remove the transportation barrier and maximize learning;
- Customizing programs with CBO's to identify career pathways that amplify existing programs, with job growth and internship programs, such as E2C in partnership with Canal Alliance.

# School and Community Partnerships Staff

- Director (1 FTE)
- Coordinator (1 FTE)
- COMPASS Coordinators (3 FTE\*)

Programmatic funding comes from grants, advancement, and  
AB19 State Funding

\*Effective FY21 – Funded through AB19 State Funding



# Resource Request

## **Funding for Summer Bridge Student Ambassadors**

With the sunset of the Guided Pathways Funding the institution will need to make up funding for student ambassadors for the Summer Bridge program.

**COST: \$20,000**

# Welcome Center

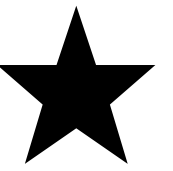
# Welcome Center

The Welcome Center has administrative responsibility for providing essential functions that support student placement, retention, and success.

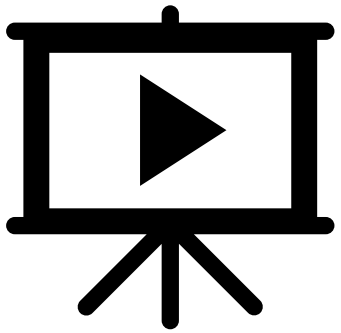
- Support new students in onboarding process
- Operate Welcome Center
- Online and in-person student orientations
- Issue COM ID cards
- Support new student success

# Welcome Center Staff

- Coordinator (1 FTE)
- Specialist (1 FTE)



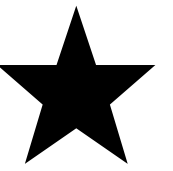
# Program & Project Spotlight



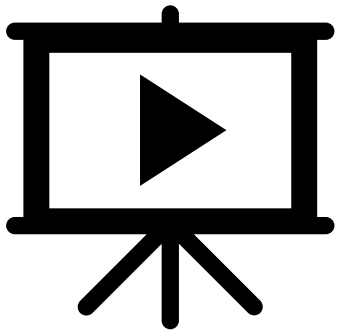
## Onboarding & Self-Placement Tools

- Set up the new Welcome Center at 830 College Ave.
- Launched Welcome Center web page ([ss.marin.edu/welcome](https://ss.marin.edu/welcome)) and Interactive FAQ page ([discover.comevo.com/marin](https://discover.comevo.com/marin))
- Issue COM ID cards in-person and Process web form requests
- Organized "Picture Day" to issue COM ID cards to Evening and Saturday ESLN Level 10/20/25 students
- Created more “How to” videos for student needs (Petition & Prerequisite Requests, Official Transcripts, Transcripts with IGETC Certification, Petition to Audit a Course)



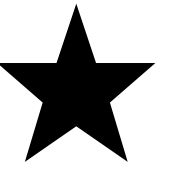


# Program & Project Spotlight



## **Onboarding & Self-Placement Tools**

- Hosted virtual Welcome Center Connection Hours
- Provide support for Super Saturday & College Success Saturday
- Maintain COM online student orientation, ESL Guided Self-Placement Tool, Math Self-Placement Tool
- Upcoming Projects:
  - Implement CCC MyPath
  - Develop Steps to Becoming a COM Student for specific groups (ESL, International, Dual Enrollment High School students)
  - Develop In-person Orientation Sessions
  - English Self-Placement Tool in development

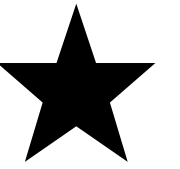


# Resource Request

## **Operational Budget**

Currently the Welcome Center has no operational budget. We are requesting a small operational budget allocation to support Welcome Center operations and programming.

**COST: \$10,000**



# Summary Requests

**Fund vacated ESA I – 1.0 FTE**

**COST: \$108,000**

**Student Ambassador Summer Funding**

**COST: \$20,000**

**Welcome Center Operational Budget**

**COST: \$10,000**