

Enrollment Services EOPS, CARE, CalWORKS School & Community Partnerships (Outreach) Assessment & Testing

Presentation Prepared for PRAC

Jon B. Horinek - Dean of Enrollment Services

2020

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

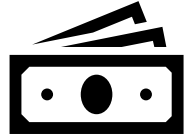
- Admissions
- Financial Aid
- Registration
- Records, Evaluation, Graduation, Petitions
- International Admissions
- Scholarships
- Veterans Services

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 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 – one vacant)
- Enrollment Services Associate I (3 FTE – one vacant)
- Evaluations Analyst (2 FTE)
- Administrative Assistant III (1 FTE)

Program & Project Focus Areas



Removing Financial Barriers – Streamlining FA Verifications



Improving Service Delivery

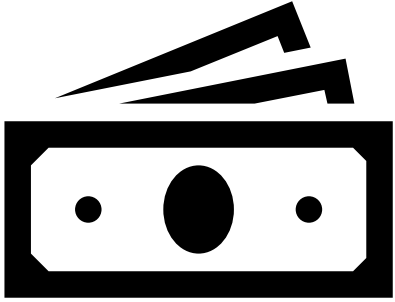


Improving the Matriculation Process



Addressing Inequity in Financial Aid

Program & Project Spotlight



Removing Financial Barriers – Streamlining FA Verifications

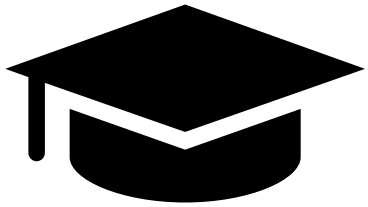
About 40% of students who qualify for Federal and State Financial Assistance never receive their financial aid award.

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

Current system is overly reliant on paper and email submission. With the move to remote services the process has become even more difficult.

ES plans to implement new online platform to enable students to securely submit verification documents. This will improve completion rates.

Program & Project Spotlight



Addressing Inequity in Financial Aid

Federal Financial Aid is highly regulated and these regulations tend to disproportionately impact BIPIOC and first generation students making it difficult to access financial resources.

ES will investigate and address these impacts by:

- Conducting Financial Aid Equity Study
- Dramatically increasing support for FAFSA, CADA, and Scholarship application completion
- Redesigning the scholarship application and awarding process to ensure equitable distribution of funds

3 to 5 Year Projections

Personnel

Vacant ESA I position is not likely needed and will likely not be filled.

Vacant ESA II position will need to be filled within the next year

At least one retirement is expected within the next three years, position will be evaluated at that time.

Operations

Implementation of Verification Software solution will allow ES staff to spend more time offering individual appointments, workshops, and direct assistance

Some form of remote service delivery will continue after return to campus operations

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)
- Specialist (1 FTE)
- Faculty Counselor (2 FTE)

EOPS, CARE, CalWORKS Budgetary Challenges

EOPS, CARE and CalWORKs are categorical programs supplemented by some district funding as required by law, and to make the required district match

For the period 2016-2017 until 2020-2021

Personnel costs have increased \$133,500

Funding from the state has roughly stayed the same

The number of students served has roughly stayed the same

Personnel costs are fixed so to balance the budget each year, funding has been taken away from student grants and services

EOPS/CARE/CalWORKS Request

To get student grants back to the 2016-2017 levels, and continue to provide things like student supplies next year, the EOPS program needs \$80,000

How do we get there?

If the District picked up 30% of one staff member's salary and benefits, and 10% of each of the counselor salaries and benefits, that would free up \$62,000 that could go directly to students

An additional contribution of \$18,000 would allow the EOPS program to restore grants to 2016 levels of \$350 per semester.

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.

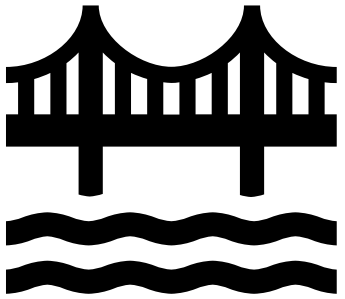
School and Community Partnerships Staff

- 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

Program & Project Spotlight



SUMMER BRIDGE

2020 Program

- Transitioned to full online instruction
 - COUN 105, Math Review, English Review
 - Updated or created how-to videos and guides (MyCOM, Registration, Degreeworks)
- Added ESL cohort – 6 week ESL Review
- Presented at CA Affordability Summit on 11/17/20
 - Previously presented at NCAN National conference

Highlights - 2020:

141 students successfully completed
Earned laptop or book grant, and \$300 scholarship

Connection to Learning Communities & Services

PUENTE – 8 students joined

EOPS – 20 students from SB

Umoja – in process

Enrolled in Fall 2020: 135

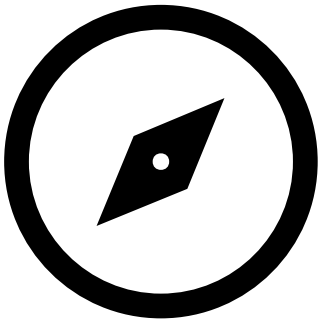
Full Time: 92

Part Time: 35

NC ESL: 8

86% of students came from Marin feeder HSs

Program & Project Spotlight



COMPASS

COMPASS is an equity-based 4-year dual enrollment program, currently at five Marin County high schools. Its mission is to address educational inequities within Marin County K-12 systems.

Unlike traditional dual enrollment programs and using a case-management approach, COMPASS is specifically designed for students from disadvantaged backgrounds, who traditionally do not enroll in college classes at the same rate as their peers.

Through a scaffolded program design, cost-free dual enrollment, college/ career readiness and experiential learning, COMPASS promotes academic success and matriculation into higher education.

Launched in 2015 and having graduated its first cohort in 2019, data is emerging that speaks to the program's effectiveness in addressing these educational disparities. For more information, please see the 2020 COMPASS Data Report.

3 to 5 Year Projections

Personnel

Management Retirement Expected within 3 – 5 years.

Operations

To continue the build-out of Summer Bridge Program including online and ESL sections, strengthen pipeline to EOPS, learning communities, leadership opportunities

To continue growth in meeting COMPASS Program outcomes, specifically 70% A-G eligibility, 75% graduating with 12+ units, and 90% college enrollment using a pipeline of support including career academies, College Success Saturday, Summer Bridge, EOPS and learning communities

To facilitate NUSD COMPASS customization process at Novato and San Marin High Schools, with possible recommendation for .5 FTE in 2022 to coordinate re-starting 9th grade cohorts

To fortify and coordinate equity-based program development among school and community partners especially in Marin City and San Rafael in connection with Student Access and Success and Equity Goals in the Strategic Plan

To deepen our collaboration with Enrollment Services to provide seamless support to students

Assessment & Testing

Assessment & Testing Overview

Assessment and Testing has administrative responsibility for providing essential functions that support student placement, retention, and success.

Exam Proctoring (pre-COVID)

- ESL CELSA test

- Institutional TOEFL exam

- Classroom makeup exams

Course Placement

- AB 705 implementation

- Build and maintain Guided Self-Placement Tool for ESL courses (Math in Development)

Welcome Center (in partnership with Outreach)

- Support new students in onboarding process

- Online student orientation updates

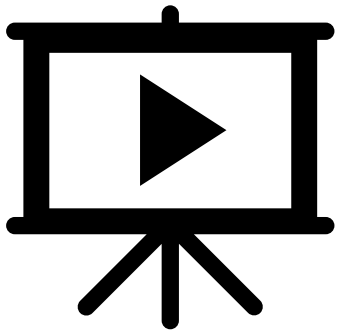
- Help issue COM ID cards

Assessment & Testing Staff

- Coordinator (1 FTE)
- Technician (1 FTE)

Assessment & Testing has no operational budget and salaries are funded through Student Equity Funding

Program & Project Spotlight



Onboarding & Self-Placement Tools

- Revised and updated COM online student orientation
- Created “How to” videos for onboarding process (MyCOM portal set up and tour, How to register and pay for classes, How to use the online class schedule, etc.)
- Developed online ESL Guided Self-Placement Tool

3 to 5 Year Projections

Personnel

No change expected.

Operations

- Formally transition to become the Student Success/Welcome Center as a result of the diminishing need for assessment in compliance with AB 705 legislation.
- Manage the Student Success/Welcome Center reception area, greeting students and directing them to the appropriate departments as needed. Small operational budget provided by Enrollment Services until 2024.
- Assist students with the new student onboarding process including COM application, registration, etc.

Reorganization

Coordinator and Technician jobs will be reorganized. New duties may warrant a change in classification. Estimated cost = \$15-20k