

## **Student Services Executive Summary**

Monterey Peninsula College offers a comprehensive set of Student Services that are aligned with the College's mission and goals. Student Services recognizes the importance of student access, retention and success and is committed to providing seamless pathways for students to reach their educational goals. All existing Student Services engage in the program review process which includes a comprehensive self-study process that utilizes information from Program Reflections and Action Plans to ensure the quality, vitality, and responsiveness to student needs and learning is being met.

Each of the below listed areas participated in a peer review evaluation process. The peer review culminated with a written summary consisting of the program level mission and brief program review overview, student learning, staffing, a summary of the program review, as well as additional program highlights.

The following programs are included in this Executive Summary:

- Admissions and Records
- International Student Program
- Intercollegiate Athletics
- Student Health Services
- TRIO

Program Name:

**Admissions and Records**

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Program Evaluation Team Members:

LaKisha Bradley

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Christopher Calima

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### **1. Mission**

The Admissions & Records Office strives to provide high quality service, knowledge and guidance to students, staff, faculty and the community at large in regards to admissions, registration and records in order to foster a successful experience in higher education.

Values Statement: In order to achieve our mission Admissions & Records commits to:

- putting a positive face on the application and registration process
- being the lifelong point of contact for students and alumni
- empowering all toward self-sufficiency through the use of technology
- support faculty through the administrative process.

### **2. Program Review**

The Admissions and Records Office has worked diligently to streamline and improve processes and access for all students, faculty, and staff at the College. The office provides essential services to all students (past, present, and future). Services include: admission, registration, evaluation, graduation and students' academic record. Two significant improvements have been the automated acceptance of online applications and the use of a third party vendor to supply parking permits.

In addition, the office has implemented improved processes for all MPC staff that provide more efficient services to students. Amongst these are: a Laserfiche software and hardware upgrade that allows staff easy access to student records and interdepartmental collaboration.

Plans for improvement within the Admissions and Records Office include working to ensure that all certification awarding is done through A&R, to improve coordination with the International Student Program office and the Veterans Center, to establish Application Workshops, and to clarify Distance Education resources.

### **3. Student Learning**

Admissions and Records supports student learning through students' everyday interactions with the office - welcoming students and facilitating their admission, residency, and registration efforts. The intention is to meet students' needs and

to use these interactions as learning opportunities to ensure that students leave better informed and capable of handling similar situations in the future.

#### **4. Staffing**

Recent high turnover has been an issue for the office, which has caused consistent new hiring and training, as well as additional responsibilities being placed on existing staff. Numerous factors contribute to these challenges such as staff retirements, personal decisions, and staff demographics. For example, many staff members have been military spouses, stationed in the area for one or two years. Although staffing has been a significant challenge for the office, they have been able to work around these difficulties and continue to provide a high level of service and support to the campus at large.

#### **5. Summary**

A definite strength of the Admissions and Records Office is their incorporation and use of technology and their collaborative efforts with other departments. In addition, intercampus collaboration and communication was also an area of recognition. It should be noted that, despite staffing challenges, the office has made significant strides in improving students' experience based on access and efficiency, especially in the areas of technology.

Similar to all Student Services areas on campus, the office did not have sufficient qualitative data to effectively evaluate A&R services; the data provided through the Noel-Levitz Survey was a general Student Services evaluation that did not target any specific program.

Program Name:

**Intercollegiate Athletics**

Program Evaluation Team Members:

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## **1. Mission**

The mission of the Monterey Peninsula College Athletic Program is to support students as they strive to achieve their academic, athletic and personal goals. The Athletic Program supports the MPC mission to provide a comprehensive educational program to the diverse community it serves and endeavors to maintain its place and role in the balance between all college programs. The athletic department faculty and staff accept the concept that competitive athletics provides the opportunity to develop life skills such as teamwork, work ethic, integrity and personal responsibility. Furthermore, the Athletic Program is committed to the philosophy of competing at the highest level while modeling sportsmanship and respect for opponents, teammates, the college and the community.

## **2. Program Review**

In the last five years, as a result of both internal and external factors, some programmatic changes that took place to address those demands, as well as the impact of the trends mentioned are highlighted below.

One example is the addition of a Men's and Women's Soccer program. The addition of these two athletic teams, resulted in an increase of participants coming from Hartnell's schools districts. In addition, having a Women's Soccer team provided another women's sport to be in compliance with Title IX.

Due to the reduction of Athletic discretionary budgets statewide and at MPC, the following cost saving measures were taken:

- Elimination of Men's and Women's Cross Country teams
- Elimination of overnight stays for athletic teams
- Instituted a travel radius of 150 miles for sports
- The Lobos Booster Club was created in 2013

These decision and efforts were made to combat the effects of the of budget reductions. It should be noted that while the Lobos Booster has been successful in generating revenue for the Athletic and Physical Education department,

instructor/coaches now spend more time fundraising and less time addressing student needs.

The Program Review also noted that there was an increase in FTES from the last Program Review from 123 to 143. This is significant to mention because the College's overall FTES has dropped significantly over the last five years.

### **3. Student Learning**

Student learning has been addressed through several avenues. Student athletes must be full-time students and have specific rules for unit progress and grade point average. All student athletes must have education plans on file by specific dates, and student athletes must adhere to their individualized education plan. Most coaches monitor their athletes through grade checks and conduct study halls. The *Orientation for Athletes* course, PHED 50, was developed to help student athletes transition to college life. This course was recently revised to be an online course to help create flexibility for student athletes, and to avoid conflict with general education coursework.

The Intercollegiate Athletics program sought to improve student learning by participating in scheduled program reflection meetings, primarily by the four full-time head coaches. Coaches also attend clinics and coaches meetings to improve student skill development and team building. Recent focus has been on a student-centered educational experience, with emphasis on peer decision making and communication.

Similar to all Student Services areas on campus, the Athletic Department does not have the systems in place to collect program related data in relation to their SLOs and program services. However, the Athletics program distributed a Student Satisfaction Survey in the Fall of 2015, with Sophomore athletes from various athletic teams. The results of the survey indicated a "positive level of satisfaction"; average responses were 4.0 or higher on a 5.0 point scale (Athletics Department 2015-16 Self-Study, pg. 16). Student Services has struggled in effectively using Student Learning Outcomes when evaluating programs and departments. Therefore, Student Services should develop Service Area Outcomes that provide relevant data for evaluating services and will better reflect the impact Student Services programs and departments have on student development.

### **4. Staffing**

A need for a full-time Athletic Counselor to be housed in the Athletics and Physical Education department would provide the support to meet the overall

needs of the students (close to 300 students) and department. Having a designated Counselor would help address the need of not having a full-time Coach for those sports with part-time Coaches; decrease the number of students losing eligibility, resulting in increasing retention and persistence rates; inevitably increase program completion, graduation, and/or transfer rates; and provide mentorship. The Counselor would be knowledgeable of the time sensitive eligibility deadlines for all athletic teams, as well as be able to develop individualized educational plans to meet the demands of a student athlete's schedule both during and off-season.

The current Division Chair/Athletic Director position does not meet the year round needs of the Athletic and Physical Education Department. One option would be to create an Athletic Director position with an administrative designation. An alternative is to provide additional weeks to the current position, which would help support the year round commitment that is required to oversee the intercollegiate athletic team courses and the out of season training courses for all 12 sports.

The hiring of a full-time Track and Field Coach is already in progress. The hiring of this position would increase FTES and would add a women's sport to help with Title IX compliance.

## **5. Summary**

We commend the Athletic department program for their efforts in fundraising to sustain the program. However, dependence on the department to be responsible for efforts to fundraise to support the Intercollegiate Athletic program is challenging with time and staffing constraints. Time is taken away from the staff's primary responsibilities and can also be stressful.

Despite the shortage of staffing and not having a full-time designated Athletic Counselor, we commend the Athletic Department for their efforts in supporting student athletes. The completion rates for student athletes are the same or exceed that of the rest of the college students in many basic skills and core courses. Student athlete's academic success is not inhibited by athletic participation, but rather enhances their overall educational and personal growth.

We recommend the Athletic Department explore the possibility of requesting Student Success and Support (3SP) funds to provide partial or full-funding for an Adjunct or full-time Student Athlete Counselor. Also, work with the Office of Institutional Research to see how many student athletes meet Student Equity criteria (i.e. low-income, basic skills, and/or identified disability) to support additional funding. Another option would be to leverage resources by exploring

the possibility of a shared Counselor with General Counseling and/or Categorical Programs (i.e. TRIO/SSS, EOPS, etc.).

We commend the Athletic Department for their efforts to maintain quality athletic facilities. Between 2004 and 2009 major renovations of the athletic facilities took place, with the most recent major improvements to the gymnasium. MPC's athletic facilities are now among the best in the state. Ongoing commitment from the coaches/instructors to maintain the quality of these facilities despite budget reductions is commended.

We support the recommendations noted in the Program Review in reference to facility maintenance and upgrades in order to maintain high quality athletic facilities, enhance the student athlete experience, and support the mission of the college.

We support the recommendations noted in the Program Review, that in order for the Athletic Department to operate effectively and meet their day to day needs, the department should have up to date access to technology (i.e computers, software, equipment, etc.).

Program Name:

**International Student Program**

Program Evaluation Team Members:

Linda Ransom

Nicole Dunne

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### 1. **Mission**

The International Student Program mission is:

The Mission of the International Student Program at Monterey Peninsula College is to educate our students to become well-prepared members of a global society by providing a comprehensive education plan and MPC services that will support their academic goals.

### 2. **Program Review**

The International Student Program (ISP) provides services to international students who attend MPC on an F1 visa. Some of the services provided are: academic, career and personal counseling; issue I20's; oversee the international student admission process specific to the department; oversee international student health insurance; and provide one on one support and services to address the needs of international students.

The ISP seeks to assist international students in blending their culture of origin with their current cultural experiences to create well rounded global citizens. Toward that end, ISP offers orientations specific to international students and counsels students for acculturation challenges and homesickness. There has been a shift toward offering these types of services in the wake of various world terrorist attacks. In addition, these global challenges may be partially responsible for the decline of international students attending MPC in recent years.

### 3. **Student Learning**

Although not an academic program, ISP helps to facilitate student learning by supporting the students themselves, in order to foster student success. Topics include: immigration challenges and concerns, housing needs, financial situations, and linguistic challenges. In addition, international students may go to the ISP office for cultural reference, in order to question American cultural norms in a safe environment. In this way, ISP helps to facilitate international student learning as a global citizen rather than within an academic discipline.

### 4. **Staffing**

The International Student Program (ISP) has experienced a decline in staffing and leadership over the last several years. In the face of this challenge, the department should be commended for retaining as many students as it has.



Although the program has experienced a downward shift in students, it has still been able to recruit and retain some international students. The number of students attending MPC on an F1 visa has experienced a slight downward shift in the last three years; moving from 57 students in the spring of 2013 to 45 students in the spring of 2016. As this is a minimal decline, this may indicate that international students still have an interest in attending MPC.

The International Student Program (ISP) has recently moved to the Student Services building. The relocation of this program offers opportunities and challenges for the future of the program itself. The proximity to other student service programs and departments helps to foster an inclusive environment for both students and staff. The ISP staff continues to adjust to the new location and to work collaboratively toward solutions in order to meet the needs of both staff and students.

## **5. Summary**

The International Student Program (ISP) is an MPC program in need of a strategic vision. The program has been able to retain a core level of students in the face of staffing and leadership needs and changes in global affairs. MPC needs to facilitate discussion surrounding the future of this program. The specific outcome of this discussion is to determine if this program should continue as a program, or if it will simply become a service to those international students who chose to attend MPC of their own volition.

## **6. Areas of Focus**

### Resources

International students who attend MPC are full time students, required to maintain 12 units or more and a 2.0 GPA or better. This program is unique, as it is a direct revenue generating non-academic program. To grow this program several needs have been identified. These needs include: exploration of funding resources to offer recruitment plans; streamline student admission by implementing the online international application through Open CCCApply; explore special needs related to the physical office; provide a facelift to the program through attention to program presence, on the website and integration in campus activities and the community. In addition, program specific data is needed to assist in the decision making process for the future of this program.

### Leadership

The International Student Program has been without direct leadership or supervision for several years. Although much work has been invested to keep this program moving forward, the lack of leadership is evidenced by program outcomes. This program has suffered from trying to maintain the remnants of a strong program, from a time when it benefited from strong, centralized, visionary leadership.

To enhance the future of this program the benefits of a collaborative, strategic, program plan is needed. Specific plan components to be incorporated would be: program health, program quality, program growth, and program integration with the campus and community. To meet these goals direct program leadership and/or supervision is required. If fulfilling the long vacant program director position is not feasible, the institution should consider integrating the program under an existing leadership position on a permanent rather than interim basis. This strategy would allow for a new partnership in order to establish a collaborative vision for our current and future international students.

Program Name:

**Student Health Services**

Program Evaluation Team Members:

Eric Ogata

Eileen Crutchfield

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### **1. Mission**

Student Health Services fosters health and wellbeing by providing high quality, integrative health care and education delivered in a culturally competent and compassionate manner to support the academic goals and retention of diverse students.

### **2. Program Review (Overview/Services)**

An in-depth review of the Student Health Services (SHS) Program was conducted of the services delivered by the program from January 2011 through December 2015. The review was comprehensive in providing analysis in both quantitative data and qualitative information (survey & 5 years of student contact data). This review indicates that SHS provides a comprehensive array of key services (12) to students and staff at the college that directly and indirectly supports the college's mission. It is evident that SHS is an integral component of the college and how it supports student learning. It has continuously tracked and monitored these services and made improvements and staffing adjustment in the past five years to meet the demands of the students, in support of student learning. Staffing appears to be adequate however challenges exist in meeting the demand for appropriate office space for its Psychological Services component of the program.

### **3. Student Learning**

Student learning is supported with the assisting students with mental health issues, physical health, food pantry resources, referrals to shelter resources, and reproductive health needs of students. Without these basic needs being addressed or met students are much less likely to successfully pursue their academic goals. No trends were identified outside the data presented in the self-study. SHS receives referrals and supports efforts across Student Services as well as the campus community as indicated in its Program Review Satisfaction Survey. Supply and equipment needs on the main campus appear to being met. Program improvement plans appear adequate given budgetary constraints of SHS.

### **4. Staffing**

- SHS Coordinator/Nurse Practitioner
- Health Services Specialist

- Medical Oversight Physician
- Personal Counseling Supervision
  - a. Psychological Services Supervisor
    - Marriage and Family Therapist Intern
    - Licensed Professional Clinical Counselor Intern
    - Psychologist
  - b. Master of Social Work Supervisor
    - Master of Social Work Intern

The Student Health Services staffing is adequate in addressing the needs of students and staff in its program's 12 key services with the exception of Psychological counseling. An increase in student demand for these services and securing MFT Interns is a challenge for the program. The program satisfaction survey indicate that students and other MPC staff value the SHS Staff and are satisfied with its key services provided. Students consistently find the SHS staff as friendly helpful and courteous. Satisfaction Survey results clearly demonstrate that students are satisfied with SHS.

## **5. Summary**

Student Health Services program improvement plan given the funding challenges of the program is quite reasonable and resourceful. Designating a triage approach for students needing psychological counseling along with seeking additional outside funding resources is creative and noble. The effort to maintain an ability to scale this service with the increasing demand is commendable. Currently it seems that this is reasonable given the magnitude of the financial constraints of SHS. SHS maintains a central focus of improving student learning through all of its key services. A clear strength of SHS is how well it has provided relevant health information and services to the entire campus community that ultimately supports student learning here at Monterey Peninsula College. The most notable challenge for the program is not having adequate funding to support the student's overall health needs throughout the entire district. Continuing to provide ACA enrollment support and information is the recommendation of this committee. Resources could be more readily available for psychological services given universal healthcare coverage of all the district's students.

Program Name:	<b>TRIO / Student Support Services</b>
Program Evaluation Team Members:	Julie Osborne
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### **1. Mission**

TRIO's mission is to stimulate learning. We believe our first responsibility is to provide opportunities to diverse student populations.

In carrying out our day-to-day activities we strive to:

1. Foster a welcoming community.
2. Collaborate with campus and local communities.
3. Inspire student growth and development.

Through a long-term commitment to this mission, TRIO is known as a student services program that consistently delivers. Our participants and the campus community views TRIO as offering a genuine commitment to student success.

### **2. Program Review**

The program's mission is appropriate and aligned with that of the college- to "support the goals of participants pursuing transfer, career, basic skills, and life-long learning opportunities." The TRIO programs directly aid students by providing support and assistance by providing information "on academic and financial aid opportunities; instructional support services and tutoring."

### **3. Student Learning**

All three programs support student learning through the approved plan of operations outlined in each program's grant. Student learning is measured through Annual Performance Report objectives, which are considered "ambitious, yet attainable" goals.

### **4. Staffing**

All three programs are not adequately staffed. The lack of administrative support has negatively impacted the program and its ability to provide services to participants and to further develop the program. Full-time Program Specialists would enable the program to operate at optimal levels.

### **5. Summary**

The "wraparound," comprehensive services provided to TRIO students along with the high caliber and the commitment of the staff helps ensure student success, and is a definite strength of the program. This program is subject to grant

funding which can present financial instability issues. The funding must be secured every 5 years for the program to continue.