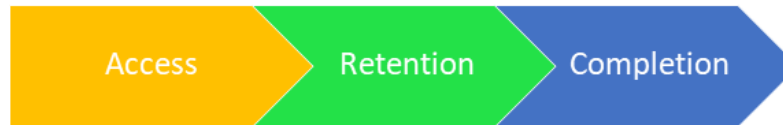


Student Services Comprehensive Program Review 2020-21

Framework for Student Services



New for Program Review in 2020-21:

- *Impact of COVID-19: Prompts related to the impact of COVID are in italics*
- Equity considerations: Prompts related to equity are underlined

PROGRAM OVERVIEW AND DATA REVIEW & REFLECTION

MISSION

★ **Did you already start your PR in 2019-20?** If so, you can copy and paste your answer to the prompt, “**Describe how your program aligns with the institutional mission and any changes needed**” below in this box.

★ **New to PR in 2020-21?** Describe how your program aligns with the institutional mission and plans (College Mission Statement, Education Master Plan, Student Equity Plan, Guided Pathways (four pillars), etc.)

Type your response here:

★ **2019-20**

★ **2020-21**

Career/Transfer Resource Center

The **CTRC** enhances the transfer culture of a diverse population of students through programs that provide them with relevant workplace and transfer knowledge and skills. This encompasses articulation agreements with 4-year institutions to provide more options to transfer. The Center provides opportunities for career exploration aligned with current job markets and the skills to meet the demands through internships, work-based learning, job-research tools and individualized interview & resume building. The Center also works closely with HSI, Counseling and categorical programs to meet the transfer and career needs of underrepresented and high needs students

Job Center

The Job Center collectively provides resources and work opportunities to its diverse community. The Center is committed to create an all inclusive environment where students feel welcomed and supported throughout their educational experience. Students are equipped with their high quality education, in which The Job Center hopes to integrate into their experience. Students are then able to develop their educational skills and abilities, while

gaining valuable experience in the workforce, where they can develop leadership skills in a more diverse environment on or off campus. The Job Center also works closely with Financial Aid, CalWORKS, as well as payroll, to assist students through work-study in order to help with the financial costs of attending college.

ACCESS

★ **Did you already start your PR in 2019-20?** You can copy & paste your answers to the prompts, “**Review data on access & success. What are the interesting/key findings?**” and “**Describe your program access in terms of day/time, location, modality, etc**” below in this box. Please also consider addressing the prompts related to *COVID* and Equity, below.

★ **New to PR in 2020-21?** [See the prompts below](#)

Who are you serving? Are there particular groups of students you are not reaching? *How has the shift to remote student support impacted who you serve?*

Data to consider: student demographics for your program vs. MPC overall, community demographics, HS graduates,

What services are available to students and to what extent? *The shift to remote student support has impacted your students’ access in terms of day/time, location, and modality. What might your services look like (in terms of day/time, location, and modality) after we shift back to face-to-face support?* How will the shift back to face-to-face support provide equitable opportunities for access, retention, and completion?

Data to consider: List of services available, how services are delivered, hours of operation, login records, usage records, grades for students who participate in services, number of contacts per student, average time per student, student satisfaction, student narratives, data dashboards

Type your response here:

★ **2019-20**

★ **2020-21**

Career/Transfer Resource Center

The CTRC serves and reaches MPC students of all demographics as well as local HS students (outreach). The resources include career and transfer information and research tools for both areas online and in office. The students can do career assessments, receive guidance on interview and resume writing, be referred to COOP and The Job Center for internships and work study and job openings. As part of transfer resources students can attend the annual Transfer Day and Transfer Week, meet with university representatives to receive school specific information at table events or by appointment. The Center, with Counseling, also provides spring and fall workshops to prepare and assist students with the transfer process and college applications. The CTRC works collaboratively with UCs and CSUs to assist students better. The office also provides students with computer access, phone and printing services that does not include printing assignments and personal documents. The CTRC has added counseling services at the Center for student convenience.

All the services are offered Monday to Thursday, 8 am to 5 pm and on Friday from 8am to

2pm. The hours remained the same during the pandemic and the services were virtual. CTRC offered most of the essential services successfully during the pandemic. Students were pursued until pending projects like college applications and resumes were complete. When close to deadlines, students were helped outside the stated hours.

After returning to face- to- face modality, it would be worthwhile to keep some of the successful approaches used during the pandemic to reach the students, eg. assisting students through Cranium Cafe for college applications and workshops. This could be used as a convenience to provide services to busy students struggling with time. Access, retention, and completion will be achieved by individualized assistance and attention regardless of modality. Each student has different needs and assistance will be based on those needs.

Job Center

The Job Center reaches all demographics of MPC students that are searching for work opportunities and experience. The shift to remote student support has increased the amount of students searching for a job, however due to COVID, there are not enough jobs available. Services available to students through The Job Center are job opportunities, advice for students who are uncertain as to which job is more compatible to them, extensive employment records, as well as the annual job fairs where employers can search for potential employees from students looking for work. These services are offered online on the MPC website where students can find current postings of available jobs but more specifically students can reach out to me for more detailed information like employment records or advice. The shift to remote student support has not made a big impact in terms of reaching out and communicating to me, but it would be more efficient if we were face to face and in person.

The hours of operations are Monday through Thursday from 8 A.M to 5 P.M. and Friday from 8 A.M. to 2 P.M. With the pandemic and the shift to remote student support, the hours remain the same but students are able to reach out at any point of the week through email and will receive a response almost immediately.

Due to the pandemic, the annual job fair in 2020 was cancelled which limited the amount of jobs available to students but will return for the year 2021 virtually. The shift back to face to face support will make it easier on the students to reach me for any quick questions they have if they are already on campus. More jobs will be available in the near future as COVID restrictions begin to decrease.

STUDENT SUCCESS (RETENTION & COMPLETION) AND OUTCOMES

★ **Did you already start your PR in 2019-20?** You can copy & paste from the prompts, “Review your SAOs--are you seeing your expected outcomes? What are the key findings?” and “Review data on access & success. What are the interesting/key findings?” and “Are there barriers to student success? If so, what?” below in this box. Please also consider addressing the prompts related to *COVID* and Equity, below.

★ **New to PR in 2020-21?** **What is your program trying to achieve? Are students achieving the expected outcomes?** *How has the transition to online student support affected attainment of SAOs for your area? What were some of the challenges students experienced? Are there any groups of students that are struggling with achieving those outcomes? How did you shift your practices during this pandemic to help students achieve the SAOs and what were the results? Did these efforts help students who were disproportionately impacted and, if so, how?*

Data to consider: technology platforms and how they are utilized (SARS, ZOHO, Freshdesk, etc.),

Type your response here:

★ 2019-20

★ 2020-21

Career/Transfer Resource Center

SAOs

- The CTRC provides RICH services, regardless of location or means of delivery, and students will be informed, engaged, and connected to the campus community
- Students will receive information about the resources, events and activities available through the CTRC to help with career and transfer exploration

The students who utilized the services met the outcomes. Information was disseminated through various platforms to reach as many students as possible before and during the pandemic. Students have had counselor access throughout the year. Once again students with extra commitments such as work, child-care and family responsibilities could only partly fulfill the SAOs. During the pandemic these students were impacted the most as responsibilities and stress increased. Some dropped out completely as family responsibilities like child-care became a bigger issue. For students to access information at their convenience, the CTRC with the help of Counseling, provided updates on the department website and recorded events. The disadvantaged students who utilized these services were able to complete required work such as completing their university applications. As an added incentive they were welcome to utilize whichever platform was convenient to them to ask, share and fill applications. Students

were provided all necessary information and links through campus emails and listserv and even personally. The transition to online platforms did not affect the attainment of SAOs but some factors mentioned above did.

Job Center

SAOs

- The Student Job Placement Center provides RICH services, regardless of location or means of delivery, and students will be informed, engaged, and connected to the campus community
- The Job Center provides students with information and opportunities to build upon their resume or assist with financial costs with potential work experience
- Students gain abilities and skills that further increase their experience in the diverse world of work on campus or in the community

Students have been able to achieve these outcomes and exceed expectations in their workplace. However, the transition to online student support has greatly affected attainment of SAOs during the pandemic, because employers are not currently looking to hire employees. This has caused a drastic drop in jobs available for students who are looking for work. All students have different reasons for wanting to work, but many of them are trying to pay bills and keep up with the financial costs of being a college student. The disadvantaged students such as those who are putting themselves through school, may find it more difficult to keep up with financial costs considering the limited jobs that require employees to be in person. With adjustments to the pandemic, students are able to work remotely and are will still be paid accordingly. In order for students to achieve the SAOs during a pandemic, they are always encouraged to email The Job Center to seek help in finding jobs and advice as well as refer to the MPC website for updates on available jobs. These efforts may not help students who were disproportionately impacted because many jobs require employees to be in person. For example some students may be at risk or immunocompromised that they can't risk working in person, however some jobs offer the possibility to work remotely.

PROGRAM HEALTH AND RESOURCES

★ **Did you already start your PR in 2019-20?** If so, you can copy and paste your answer to the prompt, “**Describe your program health in terms of students served and staffing**” below in this box. Please also consider addressing the prompts related to *COVID* and Equity, below.

★ **New to PR in 2020-21?** **What are the resources (staffing, technology, facilities, budget, etc.) available for your program to support students? To what extent do the available resources address students’ needs? Are there particular groups of students whose needs are not met with available resources? How have the resources available for your program been impacted by the shift to remote student support? How might the resources look after we return to face-to-face support?**

Data to consider: Staffing, connectivity/computer access, FTEF/students, professional development opportunities & participation,

Type your response here:

★ 2019-20

★ 2020-21

Career/Transfer Resource Center

The new CTRC location needs technology to track the use of resources and services at the Center. The Center also requires signs and bulletin boards on the outside walls to direct and inform students to CTRC resources and upcoming events. The student needs are met with current resources but the tracking information will tell us more. The students who face barriers to use the resources in- office may require remote services to access at their convenience. A survey will be helpful when we return to campus. Most of the CTRC resources for career and transfer are online so access is not a problem. MPC ALL User emails have been a great substitute for CTRC tabling. Every student, regardless of demographics, will need a computer and internet access to be successful. Students in the categorical services programs have transfer services as well.

Job Center

There are a variety of resources available through the Job Center to support students such as the MPC website where students can find job postings as well as our offices for any questions they may have. However due to the pandemic, working remotely limits our abilities to effectively serve students. Students need access to a computer as well as wifi in order to send emails as well as view the current jobs that are available on the website. When we return face to face, students would be able to have easier access to our offices with any help or support they may need. The Job Center needs more signage, flyers, as well as brochures to make sure the students are kept up to date and informed.



COLLABORATIONS

★ This was not in the PR for 2019-20

★ New prompt for everyone: **What are some salient relationships or collaborations between your area and another area (department, committee, off-campus organization or Local Educational Agency (LEA)?** In what ways do these relationships or collaborations support students, particularly historically underrepresented or marginalized groups of students? *How has the shift to remote student support affected these relationships/collaborations? How might these relationships/collaborations look after we shift back to face-to-face student support?*

Type your response here:

★ 2019-20

★ 2020-21

Career/Transfer Resource Center

- The CTRC works closely with HSI. The HSI grant furnished the new CTRC and provided other educational equipment. The collaboration between the two departments is strengthening as new committees and work groups are being formed. Transfer Day and Transfer Week are also conducted in collaboration with the two departments. This year many of the events were offered virtually. Some of these virtual events were successful and could be continued when the pandemic is over. For example the recorded events could be accessed by working students at their convenience.
- The CTRC has built a relationship with CSUMB, UCSC and other 4-yr universities by working with transfer reps to accommodate campus visits, tours, workshops and student engagement through appointments and tabling. The services were provided virtually through Zoom as well.
- The CTRC works closely with the Counseling department to complement and supplement the transfer process and assist with career education.
- The CTRC collaborates with the outreach coordinator to reach high schools in disseminating transfer and career resources. This service has been stalled temporarily due to the pandemic and will resume once campus reopens.
- The CTRC also collaborated with Monterey Bay Career Coach to provide assistance to students through interview and resume building workshops.
- Most of the essential services of CTRC that are conducted face- to- face were conducted virtually successfully. The virtual services could be improved in the future.

Job Center

- The Job Center works with financial aid, CalWORKS and payroll to assist with students with financial needs through federal work study. This relationship supports students

who are looking for help with their financial costs as a college student

- The Job Center also works with employers throughout the community and connects them with students who are looking for jobs as a potential employee. This relationship is beneficial for both the employers and students especially during the annual job fair
- The shift to remote student support has not affected students in a great ordeal for those with work study, because they have the opportunity to work remotely. However many jobs require their employees to be in person, which limits the amount of jobs available, in comparison to the large number of students who are searching for a job, meaning there are not enough jobs for all students
- These relationships will remain the same after we shift back to face to face student support and can provide more efficient services to students. With the switch to a virtual job fair for the year 2021, there should be more jobs that are available to students as the the covid restrictions slowly decrease

INTERNAL/EXTERNAL INFLUENCES

★ **Did you already start your PR in 2019-20?** If so, you can copy and paste your answer to the prompt, “**Note any internal or external factors that affect your program**” below in this box. Please also consider addressing the prompt related to Equity, below.

★ **New to PR in 2020-21?** **Note any internal and/or external factors (not already addressed above) that affect your program.** Do these factors disproportionately affect any particular groups of students?

Type your response here:

★ 2019-20

★ 2020-21

Career/Transfer Resource Center

- While some students are good at time management others are scrambling to balance time between school activities, classes and home. This is evident in the turnout at events and workshops in the form of no shows and appointment cancellations. This is an internal campus-wide problem and needs to be solved at the campus level. Collectively we need to find ways to improve student participation as a lot of time and resources go into planning and arranging these events. Students who come from disadvantaged backgrounds, working students and students lacking transport are affected the most.
- The pandemic as an external factor has affected how we run our department. Students who lack the right technology at home to attend virtual activities find difficulty completing required work, lag behind or quit. To solve this problem the students are provided with computers and free internet access (parking lot)

Job Center

- An factor that can affect successful employment from students are other commitments they may have outside of school that may prohibit them from acquiring a job that is flexible, or one that will not interfere with their responsibilities.
- Students without access to wifi may find it more difficult to search for a job and those who are at risk are unable to work in person, however some jobs can be done remotely
- When the Pandemic hit, it affected a majority of the students because there were no available jobs for them to work, which halted their ability to earn extra income to afford college expenses

PROGRAM HIGHLIGHTS/SUCCESES

★ **Did you already start your PR in 2019-20?** If so, you can copy and paste your answer to the prompt, “**Briefly describe any program highlights and success stories**” below in this box. Please also consider addressing the prompt related to Equity, below.

★ **New to PR in 2020-21? Briefly describe any program or department highlights and/or successes. In what ways do these successes foster and support diversity and inclusion?**

Type your response here:

★ 2019-20

★ 2020-21

Career/Transfer Resource Center

The CTRC considers the needs of all students in conducting the day to day activities. Individual students are supported with supplemental resources according to need. Students who do not have access to a computer, internet and other resources are directed to the Equity team or the right department for access.

- The CTRC has a more private and central location since January 2020. Located adjacent to HSI and other programs, CTRC provides access to transfer and career services/resources to a diverse group of students.
- The CTRC has provided virtual resources and services to students since March 2020
- A virtual Transfer Day was successfully conducted with the collaboration from TDCN- Transfer Day and College Nights team from CCCCCO, HSI and Counseling.
- The CTRC and HSI conducted a virtual Transfer Week which incorporated students activities and the local CSU presenters offering highlights of their programs.
- CSUMB offered virtual CSU application workshops to provide students with added assistance.
- 4-yr university reps conducted virtual visits to assist students with transfer
- The CTRC provides counseling services at the CTRC by appointment and drop-ins so students have access to a counselor when they need one. Although this was cancelled due to the pandemic the services will continue when the campus reopens.
- The department website is more student- friendly with reorganization and updates.

Job Center

- The Job Center is able to work to their best ability in order to provide services students may need and was able to adjust to the pandemic, to offer students with the same support if our services were face to face
- The Job Center is a place where all students can find the support and help they need to acquire a job that pertains to their skills that will help with financial costs
- The Job center is successfully able to consult and recommend students who may exhibit certain skills, that fit a department supervisor needs or expects in an employee

- Students are able to attain jobs to fulfill their learning experience and acquire certain skills like communication, as well as earn extra income that they worked hard for

ADDITIONAL INFORMATION FROM 2019-20 TEMPLATE

★ **Did you already start your PR in 2019-20?** You can copy & paste from the prompts, **“Describe any updates to your program (e.g., change in hours or how services are delivered, staffing changes)”** and **“Review other data relevant to your program. What are the interesting/key findings?”** and **“What are you still curious about? What would you like to investigate further?”** below in this box.

Type your response here:

Career/Transfer Resource Center

After two months in a new and central location on campus, substantial changes were brought in by the onslaught of COVID-19 pandemic in March 2020. The services and resources of the CTRC had to be transitioned to the virtual format, quickly and effectively, due to stay-at-home order. Although the staff, hours and services remain the same, some students still find difficulty grasping the idea of virtual learning. The pandemic has also opened positive avenues for future transmission of services, for example, the virtual workshops through Zoom and Cranium Cafe were successful making them great platforms for future use. The recommendations to Guided Pathways may or may not bring changes to the services of the CTRC, which is yet to be seen