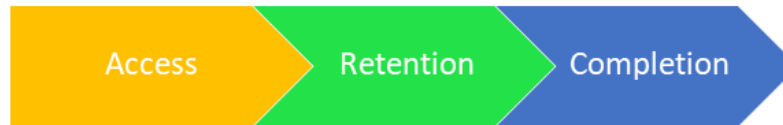


Student Services Comprehensive Program Review 2020-21

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:

The Student Activities program’s mission aligns with the college’s mission by fostering student learning and achievement within its diverse community. The program aids in fostering students’ personal development and academic success and by its commitment to serving individuals within diverse student populations. Through multicultural programs, social activities, volunteer opportunities, and leadership training, students gain life and personal skills that will assist them in achieving their goals and provides learning opportunities outside of the classroom.

The mission of the Student Activities office at Monterey Peninsula College is to foster the collaboration between students, faculty and staff. The program also provides opportunities for students to develop interpersonal, organizational, leadership, and citizenship skills. We also provide a forum for the expression of student opinion and the development of student initiative and responsibility while ensuring equal rights for all students of Monterey Peninsula College.

We engage students and support personal growth by:

- Support student success in leadership roles and processes.
- Facilitating involvement in the surrounding community.

- Providing social and recreational outlets by creating and supporting student activities.
- Supporting a sense of community on campus through traditions and celebrations.
- Challenging students to explore new perspectives and experiences.
- Providing support to student organizations.

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: **The Student Activities program provides many services to all types of different students. During normal operation, the office is open from 8 am to 5 pm. Prior to Covid-19; the numbers were as follows:**

- ID Card Processing (Approx; 2,000+ per semester)
- Food Pantry Bag Distribution (2019-2020: pre pandemic: 2,760 bags) (2020-2021: 1,100 bags were distributed)
- Support for Student Organizations (Clubs)
- Coordination and support for all student government groups: Associated Students, Inter-Club Council, Activities Council, Student Welfare Council, Student Representation Council
- Vending machine refunds (as needed)
- Lost and found services (as needed)
- Maintenance of housing board (as needed)

After Covid-19; the program moved all of its services to a virtual environment, this has greatly impacted the services we offer. Even though all on-campus events were suspended, the program coordinated some virtual events such as a Yoga meditation class and a 90-second mini-film competition to help keep students engaged.

Students were also able to obtain an ID card via an online form. Students were also able to access the food pantry by making an appointment to pick up a food bag. The program also coordinated 3 food-drive through events. The program coordinated a gift card program that has distributed hundreds of grocery and food gift cards to students in need.

All meetings of the Associated Students of MPC, Inter-Club Council, Activities Council, and the Student Welfare Council meetings were held weekly via Zoom.

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:

SAO #1 - We provide RICH services, regardless of location or means of delivery, and students will be informed, engaged, and connected with the campus community.

- The Student Activities office uses SARS as the primary platform to account for all services, including; ID Card Processing, Food & Snack bag distribution, lost and found, and students who drop in for club / general information.
- Students who wish to obtain an ID card fill out an online form and the card is mailed

to them. Students who wish to pick up a bag of food can make an appointment by emailing: mpcfoodpantry@mpc.edu. The program updated their website to reflect these changes and to keep students updated. We also included a virtual Student Center through canvas.

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:

The Student Activities program is an integral part of student life on campus. This department has had only one full-time employee, the Student Activities Coordinator, since its inception over 20+ years ago. This makes serving the students at the highest quality level extremely difficult and challenging. In order for the program to expand and to grow the following resources would be needed:

We need one (ideally two) additional full time or part time staff. Ideally the department should have a Director of Student Activities, a Student Activities Coordinator and an Administrative Assistant - this is the model at many other community colleges.

The Student Activities Coordinator is responsible for: Managing the office, coordinating all campus events, managing the food pantry, lost and found, supervising all student assistants, and also serves as the advisor to 5 different student government councils, as well as participating in shared governance groups on campus.

Managing the food pantry alone is a full-time job and several colleges are hiring “Basic Needs Coordinators.” There is actually an Assembly Bill No. 775, moving through the legislature now. If this bill passes, it would require all colleges no later than July 1, 2022 to establish a Basic Needs Coordinator position as well as a Basic Needs Center.

By not having adequate staffing, the program is not able to provide the services other campuses have done to help meet the Master Education Plan and Vision for Success.

Also, the ASMPC officers and student assistants always seem to receive the oldest computers on campus. This makes it hard to accomplish tasks in an efficient manner. The computers in the office should all be upgraded with the newest technology. When the campus reopens, we anticipate the processing of ID cards will increase, therefore these 2 computers will need to be fast and efficient.

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:

The SA program works with many other departments on campus in various ways. In order to expand our Food Pantry services, we provided the following department snacks and food to deliver to their students. These departments include: Veterans Resource Center, MPC Library, Umoja, HSI, Athletics, Access Resource Center, Upward Bound, Trio, Math and STEM Cell Tutoring, and the Marina Education Center. We want to ensure that our programs are accessible to as many students as possible. We also work very closely with the Monterey County Foodbank, who has delivered thousands of dollars worth of food each year.

The Food Snack program has greatly supported students. Many of these students need food immediately and they may not have the time or the desire to come up to our office in the Student Center. Some of these student groups are embarrassed to ask for food assistance. By providing food through these additional "outlets" students feel more comfortable in receiving these benefits.

Covid-19 has greatly affected our food service program. Since all the offices are closed, we are not able to provide food to these areas. When the college shifts back to face-to-face support, we want to be able to continue with this program.

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:

For the past few years, the program has received thousands of dollars in grant money from the state, which has enabled the Food Pantry to grow and expand its services. There is no guarantee that we will be receiving any additional funding which is concerning because we will not be able to continue to provide the level of service that the pantry is currently providing.

Food Pantry Distribution 2020:

PROGRAM HIGHLIGHTS/SUCCESSSES

★ **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:

The Student Activities Highlights and Successes

- ASMPC continues to support and foster diversity and inclusion. The program continues to welcome students from many diverse backgrounds. This is very important because we want our student leaders to be representative of the students

who attend MPC.

- Prior to Covid, the program has served thousands of students at the Food Pantry. The program continues to provide access to services such as ID cards and the food pantry during Covid by providing access via a virtual platform. We also hosted food-drive events at both the main and the Marina campus so students would have access to food and fresh produce.
- With the generous support of the MPC Administration; we started a new gift card program in the Spring 2021; which allowed any MPC student to receive (2) food and grocery cards per month.
- The program has worked towards keeping students connected and engaged by offering virtual programs such as; online yoga classes, 90-second mini film contests, and an online gaming contest. We also created an online Student Center that can be accessed through canvas.
- ASMPC has established an annual scholarship program that awards (4) \$500 per year.
- The program has partnered with the MPC Administration to introduce the new MST bus pass program, which ensures all our students have access to free transportation - 7 days a week. Students simply need to get an ID card to access the free bus program.
- The program has also partnered with the MPC Library, so students can utilize one card rather than be required to get a separate library card.
- In April 2021, the MPC Governing Board approved the increase of the Student Body Fee from \$5 to \$10 per semester. This increase will not only allow the program to maintain its outstanding level of service but will allow us to increase and expand the services we provide.
- When the campus is open, we provide assistance to over 25 student organizations (clubs). These clubs are a vital part of campus life and foster diversity and inclusion at MPC. Some of these clubs include; Asian Student Association, Veterans Club, Pride Pack, Printmakers, Black Student Union

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:

It is unfortunate that the MST free bus program started during Covid, but it would be interesting to see if the program will contribute towards student success and completion rates. And, since the transportation barrier has been eliminated, will this prevent certain

students from dropping out?