



MONTEREY PENINSULA
College

Student Services Comprehensive Program Review Executive Summary

Spring 2022



Presentation Overview

- Student Services' Service Area Outcome (SAO), Guiding Principles, and Equity Minded Principles
- Student Services Departments and Programs Highlights
- Student Services Division Highlights
- Student Services: Accomplishments and Opportunities for Continued Success

Student Services Overview

- **Vision/Service Area Outcome (SAO):** Student Services provides RICH (Respect, Integrity, Commitment, and Heart) services, regardless of location or means of delivery, and students will be informed, engaged, and connected with the campus community.
- **Guiding Principles:** To provide Students Services that are Scalable, Sustainable, Systemic from Access through Retention and Completion.
- **Equity-Minded Principles May Include:** To provide Instruction, services, and activities that ***address identified disproportionately impacted student populations***; ***Diversity*** of people and perspectives; ***Inclusion*** of voices in an organizational culture; ***Equity*** in policies, practices, and procedures.



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Student Services Departments and Programs Highlights

Department/Program	Highlights
Access Resource Center (ARC)	<ul style="list-style-type: none"> ● Successfully transitioned to synchronous online instruction in LNSK classes. Providing online one-on-one and small group synchronous support with academics and service (a first for many of our students) ● Contacted and distributed over a 100 pieces of assistive technology equipment to students in need. ● Collaborated with instructors to provide innovative and appropriate accommodations for students during online transition. ● Continued the Access Resource Center Scholarship Ceremony online celebrating and awarding 9 ARC students
Admissions & Records (A&R)	<ul style="list-style-type: none"> ● Remained fully open and accessible, in the online space. ● Primary access point for College in Phase 1 & 2 of MPC Reopen Plan. ● During the 2020-2021 school year, virtually every dual enrollment form was received through the helpdesk system. As such, the processing timeline decreased dramatically. Out of 951 tickets received for dual enrollment between September 2, 2020 and February 1, 2021, the average resolution time was 12 hours 39 minutes.

Department/Program	Highlights
Athletics	<ul style="list-style-type: none">● Successful return to sport plan implemented to include weekly PCR Covid-19 testing of 250 plus student athletes & staff.● Created an Athletics Canvas page to assist student athletes with building community and connection within the sport teams while progressing towards their educational goals via online learning.● Continued to engage student athletes with virtual workouts during the peak of the pandemic.
Counseling	<ul style="list-style-type: none">● Counseling provided in a seamless and timely manner both remote and in-person counseling appointments● Maximized eSARS technology that allowed student to make appointments via our Counseling website● Conducted all PERS courses in a hybrid (synchronous and asynchronous) modality● Offered Transfer and Career workshops in both a remote and in-person environment.

Department/Program	Highlights
Career Transfer Resource Center/ Job Center	<ul style="list-style-type: none"> ● Provided online CSU & UC Application Labs ● Collaborated with Hartnell and Cabrillo to offer a fully online experience for Transfer Week ● Increased online CTRC/Job Center support and services ● Funded Federal Work Study positions during campus closure
ECE Lab School	<ul style="list-style-type: none"> ● Successful opened during the peak of the pandemic to serve children of essential workers including MPC staff. ● Supported student success by offering virtual Lab experiences to ECED students.
International Students Program (ISP)	<ul style="list-style-type: none"> ● Transitioned to completely online services, including orientation, intake, counseling, and workshops. ● Added two additional Designated School Officials (DSOs) to provide essential services and operations to international students. ● Updated website to address Frequently Ask Questions



Department/Program	Highlights
Student Health Services	<ul style="list-style-type: none">• Seamlessly transitioned from in-person services to remote platforms and continued to address all health and wellness needs.• Created, Assisting Disruptive and Distressed Student Guide, a resource booklet for faculty & staff to help assist emotionally distressed students here on campus.• Developed a partnership with CSUMB's BSN program to help fulfill their nursing students' internship requirements for their public health certification• Proactively obtained a standing order of approval for SHS to carry and administer Naloxone (Narcan) for overdose cases here on campus• Collaborated with the MCHD and MCCSN to provide a community wide drive thru flu clinic, vaccinating 142 people in one day• Provided campus-wide COVID-19 case management and contact tracing support and guidance



Department/Program	Highlights
TRIO Programs	<ul style="list-style-type: none">● TRIO Pre-College Programs (Upward Bound & Math Science Upward Bound) successfully coordinated virtual summer academy with over 100 students participating, including completion of an MPC dual enrollment science course● TRIO Pre-College Programs took a hybrid approach during the Fall semester, offering key elements of our program which include Tutoring, Counseling, Saturday Workshops, and Grade Level Workshops both online and in person● Successfully coordinated a “<i>Class of 2021 Virtual Recognition Celebration</i>”● Successfully coordinated a “<i>2021 Virtual Summer Bridge</i>” for 69 new TRIO SSS
Veterans Resource Center	<ul style="list-style-type: none">● Transitioned to completely online services, including intake, book voucher service, counseling, and workshops● Provide monthly seminars, evenings and weekends to accommodate students● Successfully scheduled and uploaded pre-recorded Veterans Memorial Day and Veterans Day event onto MPC’s web page● Hired Mentors and tutors to assist veterans navigate campus & community resources



Department/Program	Highlights
EOPS/CARE/CalWORKs	<ul style="list-style-type: none">● Transitioned to completely online services, including intake, book voucher service, counseling, and workshops.● Updated website to enhance online learning environment● Spring 2021: 68 Scholarship recipients, with over \$158,000 awarded.● Spring 2021: Hosted a recognition ceremony celebrating our 117 EOPS,CARE,CalWORKs graduates.● Fall 2021: Collaborated with Instructional faculty and professionals to facilitate career pathway workshops (Business, Psychology)
Student Activities	<ul style="list-style-type: none">● Successfully coordinated (4) campus events during the Fall semester: Lobo Day, Harvest Festival, Movie Night, and a Thanksgiving Event.● Continue to provide ASMPC Food Pantry Bags at the Monterey and Marina campuses (distributes an average of 50 bags per month).● Coordinated a Thanksgiving Food Share event (both campuses) Over 100 bags of food & fresh produce were distributed to our students.



Department/Program	Highlights
Student Financial Services	<ul style="list-style-type: none">• Successfully transitioned to online services and operations• Disbursed student aid as published without delays during campus closure• Conducted virtual outreach services and financial aid workshops to all local high school as well as community groups• Increase CalFresh outreach by providing workshops for Student Services programs and services.• Disbursed \$3,242,516 in CARES/HEERF to 5594 student. These are funds in addition to other student financial aid, such as Pell, Cal Grants, Promise.
Marina Education Center (MEC)	<ul style="list-style-type: none">• MEC Virtual Registration Fair• Week of Welcome (WOW) events and activities (Presentations on programs & services, online learning tips, Steps to Success support, Yoga, Meditation, student panel and other activities to create a sense of community)• Expansion of MEC student support services hours (til 8pm) and support (ASMPAC food pantry, chromebooks, textbook lending services)



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Student Services Division Highlights



Subject Areas	Highlights
<u>Transition to Online Student Services</u>	<ul style="list-style-type: none">● All Student Services and operations seamlessly transitioned to an online format, including core services: <u>Admissions & Records</u>, <u>Counseling Services</u>, and <u>Financial Aid</u>; currently offering online and in-person student services● <u>Basic Needs</u> (food pantry/meal tickets via drive through pick-ups)● <u>Student Health Services</u> (telehealth services)● <u>Campus Well/Student Health 101</u> (online health & wellness magazine)
<u>Student Services Hub on Canvas</u>	<ul style="list-style-type: none">● Access to key services and resources 24/7● <u>Welcome Center</u> (online)● <u>Counseling Services</u> (online)● <u>Wellness Central</u> (online support for emotional, social, physical, academic, financial, and spiritual wellness)

Subject Area	Highlight
MST Free Fare Zone Program	<ul style="list-style-type: none"> Expanded the free MST bus service for MPC students to anytime/anywhere - 7 days a week Students are able to use their MPC Student ID for the program
Textbooks & Technology Support	<ul style="list-style-type: none"> Partnering with Comcast to provide one year (12 months) of free wifi access high speed wireless internet service for qualifying students. Expanded textbook lending program to include online request for eBooks, an Electronic Access Code, or a Book with an Access Code Established a Chromebook and hotspot checkout program
Student Lobo Ambassadors	<ul style="list-style-type: none"> Lead campus tours Represent MPC during college nights, career fairs, and school visits Assist in the planning and/or implementation of special events such as Welcome Day, New Student Orientation, open houses, Join The Pack! Day, Transfer Day, and Commencement

Subject Area	Highlight
Umoja	<ul style="list-style-type: none"> ● Implement an Umoja program (2019) to support academic success. ● Assigned staff and allocated space for an Umoja Center ● Established Umoja website
A2MEND Student Charter African American Male Education Network & Development	<ul style="list-style-type: none"> ● Established an A2MEND Student Charter (2020) ● Created a A2MEND website ● Established a collaboration (mentors) with a community agency (Village Project)
Undocumented Resource Center (URC)	<ul style="list-style-type: none"> ● Established a Dreamers in Action Student Club ● Launched a URC website in 2021 ● Developed a Calendar of Events ● Hosted Legal Services (funded through Catalyst grant)



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Student Services: Accomplishments and Opportunities for Continued Success



Accomplishments

- **MPC Reopening:** Successfully transitioned all Student Services to online. All Student Services are now available in a hybrid format (online and in-person). Implemented a [COVID Vaccine Mandate Implementation Plan](#), including an online vaccine mandate tracking system (Qualtrics) to comply with BP/[AP 5210](#).
- **Accreditation:** Completed initial draft of [ISER Section II.C](#) (all 8 sub-sections).
- **[CARES & HEERF Spending](#):** Disbursed \$3,242,516 to 5594 student. These are funds in addition to other student financial aid, such as Pell, Cal Grants, Promise.
- **Guided Pathways:** Establish [Student Outreach & Retention](#) (SOAR) Department; implemented Starfish: [Early Alert](#), and [Degree Planner](#) (set to launch Spring 2022); and implementation of [Completion Teams](#) this Spring 2022.

Accomplishments, continued



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- **Program Review:** All [Student Services programs/departments completed Comprehensive Program Review](#).
- **Enrollment, Marketing, & Outreach:** Implemented [Student Outreach & Retention](#) (SOAR); Established a [Welcome Center](#) (in-person and virtual presence); Developed a new Student Orientation platform (set to launch Spring 2022); Implemented [Title V-Engage, Promote, Connect \(EPC\) grant](#); institutional key elements of [HSI-Ready, Set, Transfer](#) grant; and increased [CalFresh outreach](#) efforts.
- **Board Policies (BP & Administrative Procedures (AP):** Updated 22 of 31 APs, including AP 5210: Communicable Disease. Review of all BPs and APs to be completed by Spring 2022.



Opportunities for Continued Student Success

- **IDEA Recommendations**: Create an plan to implement the [IDEA Task Force Recommendations](#) that relate to Student Services.
- **New Categorical Funding**: Develop a plan to increase outreach and retention efforts, disburse emergency grant aid, increase mental health supports, and identify positions to support a Dreamers Resources Liaison and Basic Needs Center.
- **Measure V Implementation**: Prepare for the expansion of the Marina Campus and renovation of the Welcome Center (General Classrooms) as outlined in the [Facilities & Technology Master Plan \(FTMP\): 2020-2025](#)
- **ERP Implementation**: Prepare for initial discussions regarding the implementation of a new Enterprise Resource Planning (ERP) system.



Opportunities for Continued Success, continued

- Nextgen Paperless Solutions Implementation
- Continue to collaborate with PRIE to update Student Services data dashboards
- Continued collaboration and integration with Academic Affairs on campus wide initiative and programs (Marina Campus expansion, LTC 1st Floor renovation, Completion Teams)
- Continued to collaborate with Administrative Services on categorical budget development, maintenance, and reconciliation and to implement auto deposits for student financial aid awards
- Campus climate survey to understand student impact during pandemic and to assess student services opportunities to support access, retention, and completion
- Continue to collaborate with the MPC Foundation to enhance marketing, outreach, and other possible grant funding opportunities
- Professional development opportunities for Student Services personnel



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Questions