

# Section 1 and 3 - Analysis of Unit PIE & Updates on Goals



## PIE - Student Services: ACCESS & Wellness Manager

**2019-20**

**Contact Person:** Grace Hanson/Tom Mauch

**Email/Extension:** ghanson@mtsac.edu; tmauch@mtsac.edu

**Division Mission Statement:** Student Services: Through teamwork, passion, and collective experiences, Student Services is dedicated to serving students and helping them achieve excellence and success.

**Summary of Notable Achievements:** All 3 Units:

Responded to COVID-19 restrictions by transitioning completely to online services and teaching.

Learned and implemented new ways to advertise and provide services to students and to each other.

Developed advisories, handbooks, and training guides.

Collaborated with off campus agencies to bring new, critical resources to campus.

Collaborated with other campus units to learn new technologies, provide services to students and provide a warm hand-off.

Provided workshops, trainings, and presentations to various campus communities.

Documented individual student successes.

Followed up with students to reengage and lend assistance.

Engaged students in Zoom meetings for various reasons and in various ways.

**ACCESS:**

DHH students went on a tour of Amazon which resulted in one of the students being hired.

A Mt. SAC ABI program and ATC student, who successfully transitioned from non-credit to credit instruction and has graduated with his MBA.

ACCESS students receiving support in ATC LRND2 had an 87% success rate overall across all academic courses in Spring 2020.

**SHS:**

Student Health Services provided additional mental health counseling services through two mental health awards from the state.

These resources gave the clinics funding for more Professional Expert personnel and Student Assistants.

Through collaborative agreements, SHS brought critical resources to campus, including HIV testing, Sexual assault counseling, mobile dental and vision clinics and a variety of speakers and programs.

**BWT:**

Increased referrals to the Team by 80.5% from last year.

Hired a qualified Case Manager/Coordinator.

Delivered 12 presentations for employees and 4 workshops for student.s

**Closing the Loop - Analysis of Progress on College Goals:** The ACCESS and Wellness Organization overall has been successful in making huge strides towards its goals, with the exception of obtaining adequate space. For example, DHH is in its third temporary space and will be moved again. ACCESS classrooms are continually requested for use by others, which creates uncertainty when ACCESS needs it. Accommodated Testing has lost space and plans for a permanent space were scrapped. Nonetheless, the Organization continues to provide instruction to students and the general campus community around issues of equity, success and social justice. The Organization was successful in obtaining additional funding to expand mental health services, provide expert consultation advice for its Behavior & Wellness Team, and fund the cost of living increases for all faculty and staff. The Organization successfully kept pace with the growing student demand for human resources by successfully hiring 2 full time positions, receiving approval to replace two open positions, and receiving approval for two brand new permanent positions and one adjunct faculty position. The Organization was forced to move some of its paper processes online, which created opportunities to maximize efficiency without losing effectiveness, and opportunities to collaborate with others to provide remote services .

**External and Internal Conditions Analysis:** The Covid-19 pandemic has been the most abrupt external condition affecting all of our operations in all 3 areas, ACCESS, BWT, SHS. Internally, faculty and staff have learned to provide instruction, services, and communicate effectively online, via email, and on the telephone.

COVID-19 resulted in an immediate transition to on-line teaching without time to research the best method to provide interpreting and captioning in a variety of complex classes. The result is a loss overall in ACCESS students as well as a major reduction in the work available to our hourly employees.

Growth in ACCESS 9B staffing has resulted in space needs, inappropriate work stations, ergonomic concerns. There are constraints in our ability to provide services in Accommodated Testing. Storage space is low.

ACCESS student complaints related to inconsistent and inappropriate testing space and lack of distraction-reduced environment have increased due to the ACCESS testing program suffering considerable setbacks 18-19 FY & 19-20 FY with the loss of our only testing rooms in Building 9B ACCESS has to borrow space in Student Services, 9E Classrooms, ASAC, and 9D sometimes having to move students from one room to another.

Additional workload caused by maintaining paper records while transitioning to a electronic e-file system and scanning of paper files continues to be needed on a consistent basis.

Due to noise level in 9B Student Services hallway, ACCESS Front counter personnel are not able to hear callers on the telephone and students standing in front of them. Confidential information is easily overheard by bystanders.

**Program Planning (Equity, Retention and Success):** All 3 units engaged in various trainings throughout the year to increase their own knowledge of equity as it relates to retention and success and have implemented programming to address. Generally, more linked ACCESS courses, workshops, particularly mental health and coping workshops were planned and delivered. All three units are working on return to campus protocols and requesting needed safety equipment, supplies and modifications.

ACCESS is providing all-Deaf cohorts in English 67, 68, 1A, 1C; Speech 1A; History 7 & 8; Geology 10. Will add all-Deaf cohorts for Math 71A, Biology 1, and LRND 2 within the next year.

Most classes are linked to ACCESS support classes taught by DHH faculty in ASL. The Team's purpose and daily work is to improve student retention and success, one student at a time.

ACCESS Instructional Specialist, Writing Support, planned, collaborated, and developed with English Dept. faculty a linked ENGL-1A/80 course linked with ACCS-34. An unlinked ACCS-34 option was also available for students.

BWT had meaningful dialogue surrounding Team composition, size, terms of membership.

BWT Assessed student's needs and ensure resources/programs provided are equitable and individualized for each student.

BWT planned for a rigorous accreditation that includes equity components to come in Fall 2020.

BWT planned and delivered Zoom workshops for students addressing various topics related to stressors surrounding COVID 19 and online learning.

Monthly SHS staff meetings and sub-committee meetings have maintained an ongoing, inclusive planning environment. Mental health staff and health education staff have had separate meetings to plan the numerous ongoing activities during this year.

**Analysis of Division's Plans, Activities, Resources and Critical Decisions:** SHS Maintain focused on COVID-related services, other essential services, and plan protocols for reopening of clinics.

BWT is focused on going through national accreditation; which relies heavily on team structure, and is growing. More personnel is needed.

Replacement of the Director, DHHS as a result of retirement of the previous Director was approved.

DHH Program Specialist position was changed to DHH Program Coordinator and a second 80% DHH Program Coordinator was requested and approved by Cabinet.

An agreement was reached with HR that tri-lingual ASL interpreters on campus would be compensated one pay level above their normal level when doing tri-lingual work (up to the maximum of Level V).

ACCESS Faculty decided to proceed with hiring activities for the Instructional Specialist, Math Emphasis, position despite the fact that it's possible that remote interviews may need to be conducted. In-Person interviews remains the preference if arrangements can be made.

**Related Documents:**

[19-20 PIE Notable Achievements.pdf](#)

[2019-20 Notable Achievements working draft.docx](#)

[Updates on Goals for 1 and 3.pdf](#)

[Division Goal Summary for 2.1.pdf](#)

[Unit Goals Related to Division Goals.pdf](#)