

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



PIE - Student Services: EOPS, CARE, CalWorks & Student Life Manager

2020-21

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Division Mission Statement: We aim to provide a wide-range of high quality services to support the academic, social, leadership development, and basic needs of our students to create a rich and engaging educational experience for all Mt. SAC students.

Analysis of conditions and resulting plans, activities, resources, progress and critical decisions.: The most significant external condition that greatly impacted all areas of our units during 2019-20 and continues through 2021-22 is the global COVID-19 pandemic. The pandemic led to campus closures at all institutions of higher education in the U.S. and disrupted the educational experiences of students, ravaged the economy, and altered delivery of instruction and services.

The following is an analysis of each of the unit level PIE that was submitted by the departments that report to the Dean of Student Services.

Summary of Notable Achievements:

- Basic Needs Resources: In its continued efforts to expand resources to students with basic needs insecurity also referred to as "#RealCollege students," a term coined by the Hope Center for College, Community, and Justice, the Basic Needs Resources staff made some tremendous strides all while supporting students during the deadly COVID-19 pandemic. While all services included CalFresh Outreach and application assistance, basic needs card distribution (food, gas, and basic needs cards), housing referrals to the Campus Peer Navigator, and student case management were transitioned online, the team shifted its Mountie Fresh Food Pantry to a bi-monthly drive-thru. During the 2020-21 academic year, over 4,100 bags of food plus food boxes donated by the LA Food Bank, equating to over 210,000 lbs. of food resources for students in need. In addition, with its collaboration with Los Angeles Housing and Services Authority (LAHSA) and Hathaway Sycamores in Pasadena, 42 housing insecure students were assessed and provided resources/referrals. The Mountie Fresh Food Pantry was awarded "Gold Certification" for our food pantry through our partnership with Leah's Pantry who provided technical support and guidance to ensure a high quality, trauma-informed, equity-based food pantry for our students. 611 students completed their CalFresh applications through our CalFresh outreach efforts during the 2020-2021 academic school year. Of those applicants, 12% of applicants have confirmed now receiving CalFresh benefits. The Basic Needs Resources Coordinator referred 30 students to receive emergency grants (CARES Act funding and basic needs emergency funds) due to their basic needs challenges caused by Covid-19. In a collaborative effort with Tzu Chi USA, 15 students a \$3,000 subsidy each to support their basic needs challenges. Basic Needs Resources applied for and successfully obtained a \$20,000 grant from the John Burton Advocates for Youth Organization. Later in the Spring Semester, funding was secured to enter into a partnership with Jovenes Inc. to provide housing support (bridge housing, or rapid rehousing) for up to 20 students starting July 2021. Developed and presented a comprehensive Basic Needs Plan to the campus executive leadership to support requests to expand Basic Needs Resources at Mt. SAC, which will be bolstered with the \$30 million ongoing and \$100 million one-time funding from the state for basic needs starting with the 2021-22 budget year.

- CalWORKs: The CalWORKs program served approximately 293 students during the 2020-21 academic year, all through remote access using technology and the expertise of the staff. Specifically, the CalWORKs Counselors and Program Specialists provided more than 1,855 contacts during the 2020-21 academic year. Their efforts contributed to the following success outcomes of CalWORKs student: 29 students earned their certificate, degree, and/or transferred for 2020-21, a 79.3% retention rate for Spring 2021, a success rate of 74%, a persistence rate 89% from Fall 2020 to Spring 2021, and GPA averages of 2.71 (Fall 2020) and 2.49 (Spring 2021). In addition, 24 students were nominated and selected for the 2021 statewide CalWORKs Student Voices and two students received scholarships and participated in CalWORKs Annual Training Institute. The Counseling 54 course

(Single Parent Academy) was offered for the fifth year, remotely this year, including more than 75% of all CalWORKs eligible students. Also, 197 (88%) of CalWORKs students have a current comprehensive education plan on file. In its effort to pivot to remote services, the CalWORKs hotline and staff direct Google phone numbers were established and a survey was developed to assess student satisfaction and capture gaps in services and technology requests, such as laptops and Wi-Fi. Also, CalWORKs Counselors received Cranium Café training to provide remote counseling support to program participants and launched online workshops, small group and virtual hangouts for CalWORKs students. Some topics included but limited to: CalWORKs Children's Reading Corner, Housing Resources and Legal Support, Financial Aid and Scholarships, Transfer, Student Panel CalWORKs Alumni, Adapting to Remote Instruction. Created Canvas Shell to offer tutorial support remotely for CalWORKs/EOPS students. The staff also created a Canvas Shell to enable students to submit questions and assignments to be reviewed by tutors. This was a collaborative effort with EOPS/CARE program director, program faculty and tutoring specialist. Transition our tutoring services from 100% in person to 100% online. The program also successfully met criteria for year three of three DPSS contract, which allows CalWORKs to sustain salary and benefits (\$127,000) for the staff. Finally, in collaboration with EOPS/CARE, an end-of-year celebration video in place of our year end recognition event was developed: https://www.youtube.com/watch?v=THgeBv_KMw8

- EOPS/CARE: EOPS ended Spring 2019 having served over 1,500 EOPS students, and began the Fall Semester admitting new students in its effort to expand access to the program for eligible students. However, with the looming COVID-19 pandemic and the state-wide lockdown and subsequent campus closure that ensued in Spring 2020, EOPS and CARE services were transitioned 100% online. The staff launched an EOPS/CARE Canvas Shell and all services, including Counseling, Tutoring, and Workshops were all offered remotely via Zoom, Cranium Cafe, and other technological tools. In the Spring Semester, the program launched an EOPS/CARE Peer Navigator Component filled by current students selected for the new effort. As a result of the Peer Navigators involvement with reaching out to students, 90% of new students completed all 3 of their counseling contacts. The tremendous efforts by the EOPS/CARE staff to provide all the basic services such priority registration, counseling, new student orientation, book grants, and workshops were provided seamlessly online, and these led to the following success outcomes: 9 out of 14 Mt. SAC CARE applicants were awarded a Soroptomist award, 4 EOPS students and 1 CARE student were among Student of Distinction, 88% percent of EOPS/CARE students persisted from Fall 2020 to Spring 2021, 185 EOPS/CARE students obtained an associate degree, 250 EOPS/CARE students participated in Grad Fest, and 250 EOPS/CARE students earned their certificate, degree, and/or transferred for 2019-20. EOPS/CARE collaborated with CalWORKs to celebrate their students' achievements with the joint end-of-year celebration video: https://www.youtube.com/watch?v=THgeBv_KMw8

- Student Life: The Student Life staff also did an extraordinary job with transitioning all in-person services to remote during the campus closure of the past year. Improvements to their remote services led to an increase in workshop attendance and certificate completion for the Leadership Education And Development (LEAD) Program. The following increases are compared to 2019-20: Workshops offered = 72 (+12%), # of attendees at all workshops = 1,357 (+103%), # of Personal Leadership certificate completions = 50 (+138%), and # of Organizational Leadership certificate completions = 47 (+123%). The LEAD program additionally launched the Pre/Post Survey evidencing the LEAD Program as an intervention program that impacted student leadership development which demonstrated positive outcomes from the LEAD. completion, 90% of students strongly agreed. Associated Students leadership development was also done 100% online, and included the implementation of a Canvas Hub for Associated students to supplement online trainings for 29 student leaders. Total engagements of the student leaders include viewing canvas 2,300 times and completing 259 course discussions. The following are additional remote-based service outcomes under the Student Life umbrella: created and implemented an online Associated Student Leader application process with 102 applications, adjudicated 398 student conduct cases online, which was a 113% increase from the 2019-2020 academic year, adjudicated 20 grievance cases online, and Social Media Analytics: Instagram Insights 25,784 Total Engagements (Likes 1,993, Comments 44, Shares 551, Saved 145, Profile visits 745, Accounts reached 22,256, Website link visits 50); Facebook Insights 3,366 Total Engagements (Reached 3,134, Likes 129, Comments 5, Shares 4, Link Clicks 94). The following awards ceremonies, workshops, and major events were led by or co-sponsored by Student Life and Associated Students: Facilitated annual pre-recorded and live awards ceremonies to maintain recognition events such as: New Student Welcome (460 attendees, 750 registered), Inspiring Women Ceremony (102 attendees, 33 nominations), Students and Educators of Distinction Ceremony prerecorded YouTube (660 views), and Student Leader and Advisor Awards Ceremony prerecorded (YouTube) (239 views), collaborated with Student Equity Committee and Humanities & Social Sciences Division to bring equity and diversity speaker, Dr. Betina Love with over 300 attendees who also received mailed copies of Dr. Love's book, registered 832 voters through the online statewide advocacy campaign, provided 21 A.S. events online, mailed out 2,000 care packages to students engaged at our online events, and recognized 175 Inter Club Council student leaders this academic year.

Program Planning (Equity, Retention and Success):

- Basic Needs Resources: The Mountie Fresh Basic Needs Resources staff and supervisor met on a weekly basis throughout the 2020-21 academic year to discuss program goals, policies and procedures, delivery of services an

growth capacity. Additionally, the Basic Needs Resources staff participated in annual CalFresh Outreach Confidentiality & Civil Rights Training for the 2020-2021 academic school year through the Center for Healthy Communities Org. Collaborated with Research and Institutional Effectiveness office to collect, analyze, and present data on students who used the food pantry and one-on-one case management services with the Basic Needs Resources Coordinator. The research and report were based on a student-equity perspective since those most affected with basic needs are disproportionately impacted in the Student Equity data.

- CalWORKs: The CalWORKs program served approximately 293 students during the 2020-21 academic year which is 17% less than the total number of students served during the prior year. All 293 students served (100%) received case management and 88% of CalWORKs students have a current comprehensive education plan on file. The retention rates for CalWORKs students taking degree applicable courses during the Fall 2020 term was 79.3%. The success rate for CalWORKs students taking degree applicable courses during the Fall 2020 term was 73.2%. The persistence rate for CalWORKs students from Fall 2020 to Spring 2021 was 75%, with a GPA between 2.0 to 4.0, which is 12% less than the prior year as a result of ongoing challenges students experienced during the pandemic. Additionally, students continued to struggle academically, and their GPAs slightly decreased compared to the previous year. CalWORKs average GPA in Fall 2020 2.71 and 2.49 in Spring 2021.

-EOPS/CARE: The retention rates for EOPS/CARE students taking degree applicable courses during the Fall 2020 term was 98% and 97% for the general MT. SAC student population. The success rate for EOPS students taking degree applicable courses during the Fall 2019 term was 87% and 83% for non-EOPS students. These two data points show that EOPS/CARE students are staying enrolled and succeeding at slightly higher rate than the general Mt. SAC student population. The program served a total of 1,402 EOPS/CARE students. This is about 100 students less than those served in 19-20 and was a direct consequence of not being staffed at the same level (due to staff and faculty taking leaves of absences during the pandemic) as the prior year.

-Student Life: Associated Students collaborated with the Student Equity Committee, Humanities & Social Sciences Equity Speaker Series Committee, ARISE and ASPIRE this academic year to bring Dr. Betina Love virtually to campus for a dialogue and book offering, and created diversity focused celebration shirts (API Excellence & Black Excellence) to be used for the subsequent academic year. Student Life manager collaborated with the Management Professional Development Committee to develop and implement a diversity exploration workshop for managers titled: Navigating Your Leadership Journey. Student Life and Associated Students collaborated with the Title V Planning Team to identify student leader committee representatives.

External and Internal Conditions Analysis:

- Basic Needs Resources: Received funds from three major funding streams, our CalFresh Outreach grant via a contract with Cal State Chico State's Center for Healthy Communities, the California Community College's Hunger Free Campus allocation (established in 2017), and the CARES Act funding for food resources. The Coronavirus Aid, Relief, and Economic Security Act (CARES Act), passed in March 2020, allowed our Basic Needs Resources Program to provide students with resources such as emergency grant funds and resources such as technological equipment loans such as laptops and Wi-Fi hotspots. AB 801 (2016) expanded priority registration and various other benefits received by foster youth to homeless youth as well and mandated the designation of a foster and homeless youth liaison at public college and university campuses. Basic Needs Resources serves as the homeless liaison for the College. SB 568: Reducing Homelessness Among California's College Students. Since the campus closure, 90% of services were provided remotely using Zoom and other online platforms. Also, Google Voice was a major mode of communication to engage students with Basic Needs Resources staff. The food pantry services transitioned to a drive-thru model for the rest of spring and summer terms. There continues to be a lack of adequate space for other areas of basic needs services. which can impact the quality of services provided by the program, including CalFresh support, one on one consultations with Coordinator, meetings with Campus Peer Navigator and student ambassador services..

- CalWORKs: In an effort to navigate through the impacts of COVID-19 with minimum disruption of services to CalWORKs students, all local county offices created guidance to college CalWORKs staff and GAIN Services Workers (GSWs)/Contracted Case Managers (CCMs) on how to temporarily proceed with certain education activity requirements as a result of COVID-19 related campuses closure. During the pandemic and as the campus remain closed, CalWORKs students were not required to complete participation hours and no negative action will be taken until further notice. Governor Gavin Newsom identified CalWORKs as critical to the economic recovery of California and the safety net of California children. Community College CalWORKs is the key component in career education and upward mobility for low-income California families. Following the lead of Governor Newsom, California Community College CalWORKs programs must maintain their current level of funding in order to meet the demand of an influx of CalWORKs students due to the COVID-19-induced economic crisis. As of July 1, 2021, AB 128 extended the COVID-19 good cause time limit exemption to aid CalWORKs adults through the implementation of the 60-month CalWORKs time limit.

- EOPS/CARE: The pandemic significantly changed the delivery of EOPS/CARE Program services. Since the onset of the pandemic, our EOPS/CARE services shifted from being in person to being virtual. While the programmatic transition to virtual services has been smooth, our students continue to struggle with services only being offered online. However, many students reported to have benefited from the college offering online classes. They reported finding it easier to be full-time students since they were no longer spending time traveling to campus, parking, and walking to class. This positive outcome was mostly shared by student parents. Additionally, now that the economy has re-opened our students are beginning to report that they will be taking the next year off to work since jobs are plentiful. While there is no data yet, this will be a trend to look out for in 2021-22.

During the 2020-21 academic year we were fortunate to receive an estimate of \$200,000 in SEAP support, which enabled the EOPS/CARE Department to hire additional adjunct counselors and launch the EOPS/CARE Peer Navigator component. As a result of the support we received, we were able to hire student employees who were essential in helping the EOPS/CARE Program closely monitor new students' progress towards completing their EOPS/CARE requirements. For the 2021-22 academic year, we are seeking the same level of financial support to meet the needs of our students.

- Student Life: The global COVID-19 pandemic continued to be a driving force that impacted internal and external working conditions and programs/services that were provided through Student Life and Associated Students. Additionally, work load of Director was impacted by Assistant Director's FMLA for four months in the fall. The increase of responsibility to the Director also included co-leading the campus Laptop Loaner Program, which involved daily management and monthly on-site event implementation throughout the entire year. Long-term preparations were made with the Risk Management Office to support the development of employee remote work environments. Laptops, chairs, and computer equipment were supplied to all employees as needed. Due to pandemic, co-curricular events became the department standard and included Care Packages that were mailed to the students. Health and Safety protocols were incorporated in all event planning discussions.

Critical Decisions Made by Unit:

- Basic Needs Resources: The coordinator was converted into a Temporary Manager position starting in July 2021 to oversee the daily operations of the program and lead its expansion of service with new funding approved by the Governor, beginning in 2021-22. The program also decided to continue providing food pantry services during the 2020-2021 academic school year despite the campus closure and move to remote learning and services. A drive-thru food pantry distribution model was put in place. A Basic Needs Plan was also drafted and presented Mt. SAC's executive leadership to enable housing resources and case management support.

- CalWORKs: A critical decision made during this academic year was the implementation process of Work Study as our campus was not administering Federal Workstudy. As a result of this decision, CalWORKs program did not want their students to suffer and not be offered the opportunity to earn extra subsidized income for their families. During the pandemic the program offered Work Study participants and developed an online mentoring program for new and continuing CalWORKs students. Another critical decision made during this academic year was the program's tutoring efforts. CalWORKs/EOPS did not offer tutoring during Winter 2021 and Summer 2021, due to low enrollment. During the past 2 years, tutoring services are only being accessed by 5% or less by our student populations and will be re-evaluated for the upcoming academic year.

- EOPS/CARE: During the 20-21 academic year a Canvas shell was created for EOPS/CARE & CalWORKs Tutoring & EOPS/CARE Communication. CANVAS was the main communication tool that was used by EOPS/CARE staff to engage with our student population. While students are used to using CANVAS we found the tool not to be engaging. As a result, we decided to spend summer 2021 revamping the CANVAS shell to include elements that would attract more students to our CANVAS shell. As a result of the pandemic, EOPS Book Grants were provided instead of Book Vouchers to allow them to purchase books at a cheaper price from online vendors and was easier than using the book voucher. Programmatically it was also easier to track grants therefore at the end of the 20-21 year the decision to continue issuing book grants was made. Also, tutoring was not offered during Winter 2021 and Summer 2021 due to tutoring enrollment being significantly low and as a result of the downward trend, a critical decision will be made in 21-22 about EOPS/CARE Tutoring. Counseling was also prioritized and stabilized with the hiring of Mrs. Carolyn Lake-Bain, to fill the vacancy due to the resignation of a former counselor. Finally, an EOPS/CARE Peer Navigator program was launched and it has become a critical component of the program.

- Student Life: Student Life maintained all workshops and trainings remotely. Associated Students also facilitated all events via online Zoom technology. CareKits were created and mailed out to student attendees of the A.S. events as a way to promote mental health & wellness through personal connections. Continuance of Campus Hub for A.S. Officer Training. Move to advocate for A.S. Budget at status quo funding and implementation of legislation to supplement loss and grow student center reserves. Positioned to advocate for Student Multipurpose Room over TV/Game room to support the diverse needs of

recognized clubs and organizations. Moratorium on Red Cross Blood Drives for the entire academic year was determined as a result of campus closure. Continuance of Student Conduct Board Hearings via Zoom.