

Division Goals Related to VP Goals



PIE - Student Services: VP Analysis & Summary

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - Maximize Efficiency and Effectiveness: ACCESS & Wellness provides the most current, effective, and efficient services to students.

<i>Updates on Goals</i>	
<p>Electronic accommodations are not yet built in APEX. As a result of COVID campus closure, ACCESS simplified the process of students receiving accommodations. AAP's will be emailed per requests of student or professor. Reporting Year: 2019-20 % Completed: 50</p>	
<p>All 3 areas in ACCESS and Wellness transitioned to online and remote services successfully and, while student count is down in ACCESS overall, other areas are growing, i.e. DHH signing students, referrals Behavior & Wellness Team and SHS' Mental Health Services. Reporting Year: 2019-20 % Completed: 100</p>	

Ongoing/Multi-Year Goal - ACCESS and Wellness strives to support college efforts to increase student success.

<i>Updates on Goals</i>	
<p>Accessibility Technology Center (ATC) instruction was provided to 457 ACCESS and Veteran students in 19-20 (Summer 2019: 32, Fall 2019: 213, Winter 2020: 48, Spring 2020: 164). This is a 26.29% decrease when compared to 620 students for 18-19. Of the 457 students served, 13 (2.84%) were veterans (Summer 2019: 2 veterans, Fall 2019: 5 veterans, Winter 2020: 1 veteran, Spring 2020: 5 veterans). This is a 71.11% decrease when compared to 45 veterans in 18-19. 8,340 hours of service were provided (Summer 2019: 233 hours, Fall 2019: 5800</p>	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - ACCESS and Wellness strives to support college efforts to increase student success.

<i>Updates on Goals</i>	
<p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>ACCESS Instruction was provided to 70 students with an acquired brain injury for 19-20 (Summer 2019: 17 ABI students, Fall 2019: 23 ABI students, Winter 2020: 12 ABI students, Spring 2020: 18 ABI students). This is a 7.69% increase when compared to 65 students in 18-19. 1411 hours of service were provided (Summer 2019: 248 hours, Fall 2019: 875 hours, Winter 2020: 177 hours, Spring 2020: 304 hours). A contributing factor for the change in numbers is the Covid-19 pandemic that caused the campus closure. ABI program has transitioned online and is supporting students remotely.</p> <p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>There were 11 students that participated in ACCESS' Puzzle Project as we shifted to online instruction in Spring 2020. The students continued to meet with their peer mentors and attended workshops virtually. The success rate of students meeting their academic goal was 81%, which included pass a class or improving their GPA. Students appeared more challenged to engage online and reach their social goal. We saw over half (54%) of our students increase on the pre-test to post-test scores for the TYASSK (The Young Adult Test of Social Skills Knowledge, PEERS), but the success rate for reaching social goals was 64% . Puzzle Transition: There were nine students that participated in this part of the program. They continued to meet with their peer mentors, attend the "Interview Toolkit" workshop, and attending a few Puzzle Project lectures for maintenance of their social skills. The success rate of students meeting their academic goal was 78% which included pass a class or improving their GPA. Three students did drop their classes with an EW due to COVID, but continued in workshops such as AIME or peer mentoring.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>ACCESS' Accessible Technology Center (ATC) provided alternate media services to 176 students in 19-20 (Summer 2019: 22 students, Fall 2019: 78 students, Winter 2020: 19 students, Spring 2020: 57 students). There were 823 alternate media related student contacts in 19-20 (Summer 2019: 74 contacts, Fall 2019: 499 contacts, Winter 2020: 64 contacts, Spring 2020: 186 contacts). Since Jill retired, the ATC still lacks FT faculty support for assistive technology and alternate media. Workload from retired FT faculty assignment has fallen onto adjunct faculty and classified staff.</p> <p>Reporting Year: 2019-20</p>	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - ACCESS and Wellness strives to support college efforts to increase student success.

<i>Updates on Goals</i>	
% Completed: 100	

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Increase enrollment of International Students

<i>Updates on Goals</i>	
Due to SEVP restrictions and the worldwide pandemic our efforts to increase the international student population was met with limited success. Reporting Year: 2019-20 % Completed: 25	

Ongoing/Multi-Year Goal - Develop an Online International Students Application Process, eliminating the paper application.

Goal Year: 2018-19

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Assessment Questionnaire Research - Research the effectiveness of the AQ related to student placement and success in courses students are placed in

<i>Updates on Goals</i>	
The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals. Reporting Year: 2019-20 % Completed: 75	

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

<i>Updates on Goals</i>	
<p>The A&R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 100</p>	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

There are no Updates on Goals for this Division Goal

Single-Year Goal - Staffing - Provide adequate staffing and alignment of workloads to improve service delivery to students.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Training - Create opportunities for faculty and staff to develop new knowledge and to improve existing skills sets.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Research - Guided Pathways/SEA Program/Promise - Develop and improve data gathering and assessment of services to measure and improve student success to meet compliance of state mandates and regulations.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Collaboration - Establish and strengthen relationships on campus with faculty, staff, and administrators from various departments to meet the need of students; increase collaboration with constituent groups off-campus such as 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Learning Outcome (SLO) Development - Student learning outcomes coincide with students ability to understand college success strategies, career, and transfer related information as it pertains to the students goals.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Marketing and Visibility - Promote Counseling Department and Special Program to the campus and community audience via social media, billboards, news, brochures, and multimedia means. Targeted marketing is necessary like student achievement, academic programs, and services/events.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To improve access of historically underserved and underrepresented student populations by improving outreach and inreach efforts.

Goal Year: 2020-21

<i>Updates on Goals</i>	
EOPS/CARE and CalWORKs have continued to provide students from historically underrepresented backgrounds access to college by providing academic, financial, and personal support. Basic Needs Resources was added during 2019-20 to address basic needs insecurities including food and housing, to students in need. These efforts are ongoing. Reporting Year: 2019-20 % Completed: 50	

Ongoing/Multi-Year Goal - To collaborate with institutional research office to finalize and/or develop unit level success outcomes measures that

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

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

are aligned with the outcomes efforts of the Student Services Division.

Goal Year: 2020-21

<i>Updates on Goals</i>	
Attempts to develop a comprehensive and consistent method of gathering institutional outcomes data across the student services division is still a work-in-progress. The unit-level outcomes will align with the divisional outcomes once they are developed with the research office, thus baseline data were not collected this year. Reporting Year: 2019-20 % Completed: 25	

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

Goal Year: 2020-21

<i>Updates on Goals</i>	
Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs. Reporting Year: 2019-20 % Completed: 50	

Ongoing/Multi-Year Goal - To implement strategies for student development and success as outcomes we strive to achieve from every interaction each professional in every unit has with our students (i.e. counseling contacts, front counter, workshops, large scale events, meetings, etc.).

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

PIE - Student Services: Equity Manager

Single-Year Goal - Staffing Level: Hire an SPSII for ARISE, DREAM, and REACH

Goal Year: 2019-20

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Equity Manager

Single-Year Goal - Staffing Level: Hire an SSSP II for ARISE, DREAM, and REACH

<i>Updates on Goals</i>	
<p>The ARISE program is in negotiations to reclassify their current SSSP I into a II. DREAM, as of March 2020 was able to secure a FT SSSP II position and now we are just waiting on REACH to finalize the search for their FT SSSP II.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Provide ongoing Legal Services to our DREAM student population

Goal Year: 2019-20

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
<p>Many Equity Center students struggle with the transition into college and often have childhood adverse experiences that have created long lasting consequences that may hinder their college success. A Social Worker will bring the knowledge of public services and the necessary skill set to support and assist our students from a trauma informed perspective.. The Social Worker will support the EC students by providing targeted emotional and social support to individual students. In addition, the Social Worker will assist the programs in developing positive behavioral intervention strategies and develop staff training programs. Because of funding difficulties this goal has not been met.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 0</p>	

Single-Year Goal - Hire a FT Equity Center Counselor.

<i>Updates on Goals</i>	
<p>The Equity Center was fortunate to have received some funding, \$20,000, to hire an adjunct counselor. The results of this hire were very positive. From individual counseling sessions, to EC all sessions through Coffee with an EC counselor, and the support provided for targeted workshops and activities. This past year has shown the need for a FT counselor. We understand the faculty hire process and will continue to make efforts to justify our need.</p>	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Equity Manager

Single-Year Goal - Hire a FT Equity Center Counselor.

<i>Updates on Goals</i>	
Reporting Year: 2019-20 % Completed: 25	

Ongoing/Multi-Year Goal - Institutionalize the entire ARISE program

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>Initiate process to transition support for the program to the District by phasing in budget allocations for some of the personnel costs, operating expenditures, and facilities.</p> <p>We request institutionalization of these positions as we progress toward the end of the grant in 2021: Educational Advisor (1 FT), Program Specialist or Coordinator (1 FT), Counselor (1 FT), educational research assessment analyst (1 PT), administrative support (1 FT), and hourly funding for tutors (2 student assistants) and peer mentors (5 student assistants).</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Staffing: Hired additional staffing, 1 Manager and 2 FA Specialist assigned to FA Inreach and Outreach, and Veterans Coordinator to increase programming for VRC and student Veterans/dependents in general.</p> <p>During the 2019-2020 academic year, we increased Inreach/Outreach activities. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events and 13,340 students/individuals served.</p> <p>We are progressively supporting the Student Funding Formula with an overall increase in funds</p>	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>processed and received for Pell Grant (12.8%) and Cal Grant (23.2%) from 2018-2019 to 2019-2020.</p> <p>During the 2019-2020 academic year, the unduplicated student count of students utilizing VRC on-site services was 1,187. VRC Counselors collectively recorded over 5,000 contacts in such highlighted areas as:</p> <ul style="list-style-type: none"> o Academic Counseling (1317) o Adjustment Counseling (69) o General Advising (1671) o Career Advising (296) o VA MAPs (over 1,000) o Transfer (330) o VocRehab (107) <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p> <p>Related Documents: FA_Success_Lab_Log_1920.docx Pell_Grant_Comparison_Grid.xlsx</p>	
<p>File Processing Improvement: Implemented online documents and automated verification system - ProVerify to ensure more efficient processing of files.</p> <p>Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	
<p>Enhanced Calling Campaign: FA Outreach team along with FA staff will reach out to students with pending items and be sure to take them through step by step on how to complete file and/or provide resources for one-to-one assistance such as the FA Success Lab.</p> <p>During the 2019-2020 academic year, completed 2 major calling campaign with over 1,200 students per term. Additional analysis is needed to assess direct impact to students completing their financial</p>	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>aid files.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p> <p>Related Documents:</p> <p>1920_FA_DATA_Inreach&Outreach_Activities.docx</p>	

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	
<p>FA Success Lab - currently this is a temporary facility to have student receive one-to-one assistance with financial aid. We need a more permanent facility with additional technology equipment: computer, and scanners, printers.</p> <p>Financial Aid Success Lab Fall 2019:</p> <ul style="list-style-type: none"> Open from September 4, 2019 through December 13, 2019 	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<ul style="list-style-type: none"> Average number of students serviced: 95 Total number of students serviced: 6521 <p>Financial Aid Success Lab Winter/Spring 2020:</p> <ul style="list-style-type: none"> Opened from January 6, 2020 through March 13, 2020 Average number of students serviced: 95 Total number of students serviced: 4750 <p>Reporting Year: 2019-20 % Completed: 25 Related Documents: FA_Success_Lab_Log_1920.docx</p>	
<p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p>This is a work in progress with the newly Veterans team getting situated in their new positions and job responsibilities.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	
<p>For the 2019-2020 academic year, we established a new concept to go to the students instead of waiting for students to come to us. FA on the Go, FA Outreach Team, Scholarship Program Specialist went out to the Library, Cafe, Instruction buildings, Equity Center, etc. and were able to reach out to a wide range of students with their financial aid questions and situations.</p> <p>With positive feedback from students and the Mt. SAC community, we will continue to apply the "FA on the GO" concept to maximize our inreach effort.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Support Services: SS-1 Services: Develop, maintain and improve student support services that are integrated and coordinated to promote student engagement, retention and success.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>Maintain training standard for all staff to ensure all protocols and processes are being followed as well as conducted accurately and timely.</p> <p>Ongoing effort to provide training and resources to all staff so they are equipped to do their jobs and support our students effectively.</p> <p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>Maintain Staffing Level - Continue to maintain current staffing level to ensure balanced workload. Need to refill staff vacancy as fast as possible to prevent any work backlog.</p> <p>With the current state budget and the District freezing all general recruitment, it is critical that Financial Aid strategically reassign and rearrange workload to accommodate the vacant positions and continue to advocate for rehires as soon as possible to prevent any potential shortfalls.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	
<p>Implement Quality Control Protocol for all areas - to ensure compliance, accuracy and efficiency with all protocols/processes.</p> <p>This is an ongoing goal as it is necessary to stay in compliance with federal and state regulations.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - Educate the Campus: ACCESS & Wellness educates the campus community about disability, health, and related issues affecting student equity and success.

<i>Updates on Goals</i>	
ACCESS', Behavior & Wellness Team, and Student Health Services conducted multiple face to face and then transitioned to online workshops, presentations, and trainings for the campus community on a variety of pertinent subjects and received high acclaim for their efforts. Examples include DeStress Fest and Mindfulness Meditation (Student Health); ACCESS Puzzle Project "Addressing the Barriers for Students with Autism...", and "Accommodating Students with Disabilities..." online class; Behavior & Wellness Team's Dean's Roundtable and "Addressing Students of Concern.." for Student Services Team.	
Reporting Year: 2019-20 % Completed: 100	

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Increase enrollment of International Students

<i>Updates on Goals</i>	
Due to SEVP restrictions and the worldwide pandemic our efforts to increase the international student population was met with limited success.	
Reporting Year: 2019-20 % Completed: 25	

Ongoing/Multi-Year Goal - Assessment Questionnaire Research - Research the effectiveness of the AQ related to student placement and success in courses students are placed in

<i>Updates on Goals</i>	
The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals.	
Reporting Year: 2019-20 % Completed: 75	

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

PIE - Student Services: Counseling & Special Programs Manager

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Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - New Student Orientation - Guided Pathways/SEA Program - Provide new students a comprehensive in-person MAP Workshop and on-line orientation. In addition, provide all local feeder high schools the Connect 4 service for priority enrollment.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

There are no Updates on Goals for this Division Goal

Single-Year Goal - Staffing - Provide adequate staffing and alignment of workloads to improve service delivery to students.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Facilities - Attain facilities to meet growth demands for faculty, staff, and administrators to better serve students. This includes the Counseling Center, High School Outreach, and Career & Transfer Services.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Collaboration - Establish and strengthen relationships on campus with faculty, staff, and administrators from various departments to meet the need of students; increase collaboration with constituent groups off-campus such as 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Counseling Courses - Provide the most relevant, life-long learning curriculum to assist students in being informed, engaged and prepared to meet their educational goals.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Learning Outcome (SLO) Development - Student learning outcomes coincide with students ability to understand college success strategies, career, and transfer related information as it pertains to the students goals.

There are no Updates on Goals for this Division Goal

PIE - Student Services: Equity Manager

Single-Year Goal - Staffing Level: Hire an SSPSII for ARISE, DREAM, and REACH

Goal Year: 2019-20

<i>Updates on Goals</i>	
The ARISE program is in negotiations to reclassify their current SSPS I into a II. DREAM, as of March 2020 was able to secure a FT SSPS II position and now we are just waiting on REACH to finalize the search for their FT SSPS II. Reporting Year: 2019-20 % Completed: 75	

Ongoing/Multi-Year Goal - Provide ongoing Legal Services to our DREAM student population

Goal Year: 2019-20

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
Many Equity Center students struggle with the transition into college and often have childhood adverse experiences that have created long lasting consequences that may hinder their college success. A Social Worker will bring the knowledge of public services and the necessary skill set to support and assist our students from a trauma informed perspective.. The Social Worker will support the EC students by providing targeted emotional and social support to individual students. In addition, the Social Worker will assist the programs in developing positive behavioral intervention strategies and develop staff training programs. Because of funding difficulties this goal has not been met.	

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
Reporting Year: 2019-20 % Completed: 0	

Single-Year Goal - Hire a FT Equity Center Counselor.

<i>Updates on Goals</i>	
<p>The Equity Center was fortunate to have received some funding, \$20,000, to hire an adjunct counselor. The results of this hire were very positive. From individual counseling sessions, to EC all sessions through Coffee with an EC counselor, and the support provided for targeted workshops and activities. This past year has shown the need for a FT counselor. We understand the faculty hire process and will continue to make efforts to justify our need.</p> Reporting Year: 2019-20 % Completed: 25	

Ongoing/Multi-Year Goal - Institutionalize the entire ARISE program

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>Initiate process to transition support for the program to the District by phasing in budget allocations for some of the personnel costs, operating expenditures, and facilities. We request institutionalization of these positions as we progress toward the end of the grant in 2021: Educational Advisor (1 FT), Program Specialist or Coordinator (1 FT), Counselor (1 FT), educational research assessment analyst (1 PT), administrative support (1 FT), and hourly funding for tutors (2 student assistants) and peer mentors (5 student assistants).</p> Reporting Year: 2019-20 % Completed: 25	

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>FA Success Lab - currently this is a temporary facility to have student receive one-to-one assistance with financial aid. We need a more permanent facility with additional technology equipment: computer, and scanners, printers.</p> <p>Financial Aid Success Lab Fall 2019:</p> <ul style="list-style-type: none"> • Open from September 4, 2019 through December 13, 2019 • Average number of students serviced: 95 • Total number of students serviced: 6521 <p>Financial Aid Success Lab Winter/Spring 2020:</p> <ul style="list-style-type: none"> • Opened from January 6, 2020 through March 13, 2020 • Average number of students serviced: 95 • Total number of students serviced: 4750 <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for workshops, orientations, information sessions and courses to improve student learning and success.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Related Documents: FA_Success_Lab_Log_1920.docx</p>	
<p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p>This is a work in progress with the newly Veterans team getting situated in their new positions and job responsibilities.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	
<p>For the 2019-2020 academic year, we established a new concept to go to the students instead of waiting for students to come to us. FA on the Go, FA Outreach Team, Scholarship Program Specialist went out to the Library, Cafe, Instruction buildings, Equity Center, etc. and were able to reach out to a wide range of students with their financial aid questions and situations.</p> <p>With positive feedback from students and the Mt. SAC community, we will continue to apply the "FA on the GO" concept to maximize our inreach effort.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Increase enrollment of International Students

<i>Updates on Goals</i>	
<p>Due to SEVP restrictions and the worldwide pandemic our efforts to increase the international student population was met with limited success.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 25</p>	

Ongoing/Multi-Year Goal - Assessment Questionnaire Research - Research the effectiveness of the AQ related to student placement and success in courses students are placed in

<i>Updates on Goals</i>	
<p>The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

<i>Updates on Goals</i>	
<p>The A&R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 100</p>	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Training - Create opportunities for faculty and staff to develop new knowledge and to improve existing skills sets.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Research - Guided Pathways/SEA Program/Promise - Develop and improve data gathering and assessment of services to measure and improve student success to meet compliance of state mandates and regulations.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Counseling Courses - Provide the most relevant, life-long learning curriculum to assist students in being informed, engaged and prepared to meet their educational goals.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To assess and incorporate up-to-date technology in all units to improve operational effectiveness and efficiency.

Goal Year: 2020-21

<i>Updates on Goals</i>	
All reporting units had to quickly transition to utilizing technology in their daily operations when the COVID-19 pandemic closed the College in March 2020. While Student Life and EOPS/CARE had incorporated online access to allow students to apply for their programs, conduct training for student club advisors, use of iPads and BoardDocs for A.S. meetings, CalFresh online resources, and increased use of Maxient for student conduct cases. With the transition to fully online services, additional technology uses include online counseling with Cranium Cafe, all meetings and conduct cases	

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

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

Ongoing/Multi-Year Goal - To assess and incorporate up-to-date technology in all units to improve operational effectiveness and efficiency.

<i>Updates on Goals</i>	
<p>conducted via Zoom, all activities and major events through various online platforms (including commencement 2020), e-food cards for basic needs, and Google phone numbers to ensure access to all personnel and offices. Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - To collaborate with institutional research office to finalize and/or develop unit level success outcomes measures that are aligned with the outcomes efforts of the Student Services Division.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>Attempts to develop a comprehensive and consistent method of gathering institutional outcomes data across the student services division is still a work-in-progress. The unit-level outcomes will align with the divisional outcomes once they are developed with the research office, thus baseline data were not collected this year. Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - To implement strategies for student development and success as outcomes we strive to achieve from every interaction each professional in every unit has with our students (i.e. counseling contacts, front counter, workshops, large scale events, meetings, etc.).

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
<p>Many Equity Center students struggle with the transition into college and often have childhood adverse experiences that have created long lasting consequences that may hinder their college</p>	

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
<p>success. A Social Worker will bring the knowledge of public services and the necessary skill set to support and assist our students from a trauma informed perspective.. The Social Worker will support the EC students by providing targeted emotional and social support to individual students. In addition, the Social Worker will assist the programs in developing positive behavioral intervention strategies and develop staff training programs. Because of funding difficulties this goal has not been met.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 0</p>	

Single-Year Goal - Hire a FT Equity Center Counselor.

<i>Updates on Goals</i>	
<p>The Equity Center was fortunate to have received some funding, \$20,000, to hire an adjunct counselor. The results of this hire were very positive. From individual counseling sessions, to EC all sessions through Coffee with an EC counselor, and the support provided for targeted workshops and activities. This past year has shown the need for a FT counselor. We understand the faculty hire process and will continue to make efforts to justify our need.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 25</p>	

Ongoing/Multi-Year Goal - Institutionalize the entire ARISE program

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>Initiate process to transition support for the program to the District by phasing in budget allocations for some of the personnel costs, operating expenditures, and facilities.</p> <p>We request institutionalization of these positions as we progress toward the end of the grant in 2021: Educational Advisor (1 FT), Program Specialist or Coordinator (1 FT), Counselor (1 FT), educational research assessment analyst (1 PT), administrative support (1 FT), and hourly funding for tutors (2 student assistants) and peer mentors (5 student assistants).</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 25</p>	

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>Maintain training standard for all staff to ensure all protocols and processes are being followed as well as conducted accurately and timely.</p> <p>Ongoing effort to provide training and resources to all staff so they are equipped to do their jobs and support our students effectively.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 100</p>	
<p>Maintain Staffing Level - Continue to maintain current staffing level to ensure balanced workload. Need to refill staff vacancy as fast as possible to prevent any work backlog.</p> <p>With the current state budget and the District freezing all general recruitment, it is critical that Financial Aid strategically reassign and rearrange workload to accommodate the vacant positions and continue to advocate for rehires as soon as possible to prevent any potential shortfalls.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	
<p>Implement Quality Control Protocol for all areas - to ensure compliance, accuracy and efficiency with all protocols/processes.</p> <p>This is an ongoing goal as it is necessary to stay in compliance with federal and state regulations.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p>	

Ongoing/Multi-Year Goal - Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas. Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal. Reporting Year: 2019-20 % Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort. Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - Electronic Records and Files: Smoothly transition paper files, and other stand alone electronic databases into a comprehensive electronic file system (eFiles, Maxient, MediCat).

<i>Updates on Goals</i>	
ACCESS: Scanning of paper student records continues to be a challenge. Reporting Year: 2019-20 % Completed: 0	

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Develop an Online International Students Application Process, eliminating the paper application.

Goal Year: 2018-19

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Assessment Questionnaire Research - Research the effectiveness of the AQ related to student placement and success in courses students are placed in

<i>Updates on Goals</i>	
The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals. Reporting Year: 2019-20 % Completed: 75	

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

<i>Updates on Goals</i>	
The A&R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms. Reporting Year: 2019-20	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

<i>Updates on Goals</i>	
% Completed: 100	

Ongoing/Multi-Year Goal - F-1 Student Outreach and Recruitment - To increase the number of overseas and local recruitment trips in an effort to boost international student enrollment.

<i>Updates on Goals</i>	
Campus wide hiring "frost" limited any progress in this area. Reporting Year: 2019-20 % Completed: 25	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - New Student Orientation - Guided Pathways/SEA Program - Provide new students a comprehensive in-person MAP Workshop and on-line orientation. In addition, provide all local feeder high schools the Connect 4 service for priority enrollment.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Facilities - Attain facilities to meet growth demands for faculty, staff, and administrators to better serve students. This includes the Counseling Center, High School Outreach, and Career & Transfer Services.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

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

Ongoing/Multi-Year Goal - To assess and incorporate up-to-date technology in all units to improve operational effectiveness and efficiency.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>All reporting units had to quickly transition to utilizing technology in their daily operations when the COVID-19 pandemic closed the College in March 2020. While Student Life and EOPS/CARE had incorporated online access to allow students to apply for their programs, conduct training for student club advisors, use of iPads and BoardDocs for A.S. meetings, CalFresh online resources, and increased use of Maxient for student conduct cases. With the transition to fully online services, additional technology uses include online counseling with Cranium Cafe, all meetings and conduct cases conducted via Zoom, all activities and major events through various online platforms (including commencement 2020), e-food cards for basic needs, and Google phone numbers to ensure access to all personnel and offices.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - To implement strategies for student development and success as outcomes we strive to achieve from every interaction each professional in every unit has with our students (i.e. counseling contacts, front counter, workshops, large scale events, meetings, etc.).

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Staffing: Hired additional staffing, 1 Manager and 2 FA Specialist assigned to FA Inreach and Outreach, and Veterans Coordinator to increase programming for VRC and student Veterans/dependents in general.</p> <p>During the 2019-2020 academic year, we increased Inreach/Outreach activities. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events</p>	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>and 13,340 students/individuals served.</p> <p>We are progressively supporting the Student Funding Formula with an overall increase in funds processed and received for Pell Grant (12.8%) and Cal Grant (23.2%) from 2018-2019 to 2019-2020.</p> <p>During the 2019-2020 academic year, the unduplicated student count of students utilizing VRC on-site services was 1,187. VRC Counselors collectively recorded over 5,000 contacts in such highlighted areas as:</p> <ul style="list-style-type: none"> o Academic Counseling (1317) o Adjustment Counseling (69) o General Advising (1671) o Career Advising (296) o VA MAPs (over 1,000) o Transfer (330) o VocRehab (107) <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p> <p>Related Documents: FA_Success_Lab_Log_1920.docx Pell_Grant_Comparison_Grid.xlsx</p>	
<p>File Processing Improvement: Implemented online documents and automated verification system - ProVerify to ensure more efficient processing of files.</p> <p>Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	
<p>Enhanced Calling Campaign: FA Outreach team along with FA staff will reach out to students with pending items and be sure to take them through step by step on how to complete file and/or provide resources for one-to-one assistance such as the FA Success Lab.</p>	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>During the 2019-2020 academic year, completed 2 major calling campaign with over 1,200 students per term. Additional analysis is needed to assess direct impact to students completing their financial aid files.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p> <p>Related Documents: 1920_FA_DATA_Inreach&Outreach_Activities.docx</p>	

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>Maintain training standard for all staff to ensure all protocols and processes are being followed as well as conducted accurately and timely.</p> <p>Ongoing effort to provide training and resources to all staff so they are equipped to do their jobs and support our students effectively.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 100</p>	
<p>Maintain Staffing Level - Continue to maintain current staffing level to ensure balanced workload. Need to refill staff vacancy as fast as possible to prevent any work backlog.</p> <p>With the current state budget and the District freezing all general recruitment, it is critical that Financial Aid strategically reassign and rearrange workload to accommodate the vacant positions and continue to advocate for rehires as soon as possible to prevent any potential shortfalls.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	
<p>Implement Quality Control Protocol for all areas - to ensure compliance, accuracy and efficiency with all protocols/processes.</p>	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>This is an ongoing goal as it is necessary to stay in compliance with federal and state regulations.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p> <p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	

Ongoing/Multi-Year Goal - Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

<i>Updates on Goals</i>	
As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort. Reporting Year: 2019-20 % Completed: 75	

Ongoing/Multi-Year Goal - Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Increase Professional Development Opportunities for Staff Ensure adequate funding for managers and front line staff to attend local, regional and national professional development opportunities.

<i>Updates on Goals</i>	
Due to the pandemic, opportunities for professional development outside of technological advancement were limited. Reporting Year: 2019-20 % Completed: 50	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

There are no Updates on Goals for this Division Goal

Single-Year Goal - Staffing - Provide adequate staffing and alignment of workloads to improve service delivery to students.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Training - Create opportunities for faculty and staff to develop new knowledge and to improve existing skills sets.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Collaboration - Establish and strengthen relationships on campus with faculty, staff, and administrators from various departments to meet the need of students; increase collaboration with constituent groups off-campus such as 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Learning Outcome (SLO) Development - Student learning outcomes coincide with students ability to understand college success strategies, career, and transfer related information as it pertains to the students goals.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

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

Ongoing/Multi-Year Goal - To ensure unit-level managers and staff actively participate in campus shared governance committees and professional development activities.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p> <p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject</p>	

Ongoing/Multi-Year Goal - Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

<i>Updates on Goals</i>	
<p>matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Policies: SS-6 Policies: Review, update and/or create college board policies administrative procedures, and departmental protocols to ensure currency, equity, and compliance with state and federal mandates.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

<i>Updates on Goals</i>	
<p>The A&R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 100</p>	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To implement strategies for student development and success as outcomes we strive to achieve from every interaction each professional in every unit has with our students (i.e. counseling contacts, front counter, workshops, large scale events, meetings, etc.).

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
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Ongoing/Multi-Year Goal - Policies: SS-6 Policies: Review, update and/or create college board policies administrative procedures, and departmental protocols to ensure currency, equity, and compliance with state and federal mandates.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>Maintain training standard for all staff to ensure all protocols and processes are being followed as well as conducted accurately and timely.</p> <p>Ongoing effort to provide training and resources to all staff so they are equipped to do their jobs and support our students effectively.</p> <p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>Maintain Staffing Level - Continue to maintain current staffing level to ensure balanced workload. Need to refill staff vacancy as fast as possible to prevent any work backlog.</p> <p>With the current state budget and the District freezing all general recruitment, it is critical that Financial Aid strategically reassign and rearrange workload to accommodate the vacant positions and continue to advocate for rehires as soon as possible to prevent any potential shortfalls.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	
<p>Implement Quality Control Protocol for all areas - to ensure compliance, accuracy and efficiency with all protocols/processes.</p> <p>This is an ongoing goal as it is necessary to stay in compliance with federal and state regulations.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p>	

Ongoing/Multi-Year Goal - Policies: SS-6 Policies: Review, update and/or create college board policies administrative procedures, and departmental protocols to ensure currency, equity, and compliance with state and federal mandates.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - Collaboration: Work collaboratively within the organization, and among all other departments on campus; students, and the community to improve the quality and access to services for students.

<i>Updates on Goals</i>	
ACCESS decided to convert their long standing print handbook, to an accessible digital format. No progress to date. Reporting Year: 2019-20 % Completed: 0	
DHH Website has been established. Content is continually monitored by a Lead Interpreter. Updated are done as needed by DHH student workers. Most information is available in an ASL format and this will continue to be expanded. DHH brochure was developed in-house by DHH staff. It has been sent to Marketing for any necessary revisions but we have not yet heard back from Marketing. The brochures are being used on campus. Reporting Year: 2019-20 % Completed: 100	
Access requested funding and received funding from A.S. for promotional events such as DAF and DAM. Reporting Year: 2019-20 % Completed: 100	

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Increase enrollment of International Students

<i>Updates on Goals</i>	
Due to SEVP restrictions and the worldwide pandemic our efforts to increase the international student population was met with limited success. Reporting Year: 2019-20 % Completed: 25	

Ongoing/Multi-Year Goal - Develop an Online International Students Application Process, eliminating the paper application.

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Develop an Online International Students Application Process, eliminating the paper application.

Goal Year: 2018-19

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Assessment Questionnaire Research - Research the effectiveness of the AQ related to student placement and success in courses students are placed in

<i>Updates on Goals</i>	
<p>The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Facilities - Attain facilities to meet growth demands for faculty, staff, and administrators to better serve students. This includes the Counseling Center, High School Outreach, and Career & Transfer Services.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Collaboration - Establish and strengthen relationships on campus with faculty, staff, and administrators from various departments to meet the need of students; increase collaboration with constituent groups off-campus such as 4-year universities, K-12 schools,

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Counseling & Special Programs Manager

state/federal agencies, employers, and financial literacy partners.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Marketing and Visibility - Promote Counseling Department and Special Program to the campus and community audience via social media, billboards, news, brochures, and multimedia means. Targeted marketing is necessary like student achievement, academic programs, and services/events.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To improve access of historically underserved and underrepresented student populations by improving outreach and inreach efforts.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>EOPS/CARE and CalWORKs have continued to provide students from historically underrepresented backgrounds access to college by providing academic, financial, and personal support. Basic Needs Resources was added during 2019-20 to address basic needs insecurities including food and housing, to students in need. These efforts are ongoing.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

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

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

<i>Updates on Goals</i>	

PIE - Student Services: Equity Manager

Single-Year Goal - Staffing Level: Hire an SSPSII for ARISE, DREAM, and REACH

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>The ARISE program is in negotiations to reclassify their current SSPS I into a II. DREAM, as of March 2020 was able to secure a FT SSPS II position and now we are just waiting on REACH to finalize the search for their FT SSPS II.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Provide ongoing Legal Services to our DREAM student population

Goal Year: 2019-20

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
<p>Many Equity Center students struggle with the transition into college and often have childhood adverse experiences that have created long lasting consequences that may hinder their college success. A Social Worker will bring the knowledge of public services and the necessary skill set to support and assist our students from a trauma informed perspective.. The Social Worker will support the EC students by providing targeted emotional and social support to individual students. In addition, the Social Worker will assist the programs in developing positive behavioral intervention strategies and develop staff training programs. Because of funding difficulties this goal has not been met.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 0</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Staffing: Hired additional staffing, 1 Manager and 2 FA Specialist assigned to FA Inreach and Outreach, and Veterans Coordinator to increase programming for VRC and student Veterans/dependents in general.</p> <p>During the 2019-2020 academic year, we increased Inreach/Outreach activities. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events and 13,340 students/individuals served.</p> <p>We are progressively supporting the Student Funding Formula with an overall increase in funds processed and received for Pell Grant (12.8%) and Cal Grant (23.2%) from 2018-2019 to 2019-2020.</p> <p>During the 2019-2020 academic year, the unduplicated student count of students utilizing VRC on-site services was 1,187. VRC Counselors collectively recorded over 5,000 contacts in such highlighted areas as:</p> <ul style="list-style-type: none"> o Academic Counseling (1317) o Adjustment Counseling (69) o General Advising (1671) o Career Advising (296) o VA MAPs (over 1,000) o Transfer (330) o VocRehab (107) <p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>Related Documents: FA_Success_Lab_Log_1920.docx Pell_Grant_Comparison_Grid.xlsx</p>	
<p>File Processing Improvement: Implemented online documents and automated verification system - ProVerify to ensure more efficient processing of files.</p> <p>Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	
<p>Enhanced Calling Campaign: FA Outreach team along with FA staff will reach out to students with pending items and be sure to take them through step by step on how to complete file and/or provide resources for one-to-one assistance such as the FA Success Lab.</p> <p>During the 2019-2020 academic year, completed 2 major calling campaign with over 1,200 students per term. Additional analysis is needed to assess direct impact to students completing their financial aid files.</p> <p>Reporting Year: 2019-20 % Completed: 50 Related Documents: 1920_FA_DATA_Inreach&Outreach_Activities.docx</p>	

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>FA Success Lab - currently this is a temporary facility to have student receive one-to-one assistance with financial aid. We need a more permanent facility with additional technology equipment: computer, and scanners, printers.</p> <p>Financial Aid Success Lab Fall 2019:</p> <ul style="list-style-type: none"> • Open from September 4, 2019 through December 13, 2019 • Average number of students serviced: 95 • Total number of students serviced: 6521 <p>Financial Aid Success Lab Winter/Spring 2020:</p> <ul style="list-style-type: none"> • Opened from January 6, 2020 through March 13, 2020 • Average number of students serviced: 95 • Total number of students serviced: 4750 <p>Reporting Year: 2019-20 % Completed: 25 Related Documents: FA_Success_Lab_Log_1920.docx</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p>This is a work in progress with the newly Veterans team getting situated in their new positions and job responsibilities. Reporting Year: 2019-20 % Completed: 25</p>	
<p>For the 2019-2020 academic year, we established a new concept to go to the students instead of waiting for students to come to us. FA on the Go, FA Outreach Team, Scholarship Program Specialist went out to the Library, Cafe, Instruction buildings, Equity Center, etc. and were able to reach out to a wide range of students with their financial aid questions and situations.</p> <p>With positive feedback from students and the Mt. SAC community, we will continue to apply the "FA on the GO" concept to maximize our inreach effort. Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p> <p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas. Reporting Year: 2019-20</p>	

Ongoing/Multi-Year Goal - Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and concerns, procedures, policies and regulations.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
% Completed: 75	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - Adequate and Current Facilities: ACCESS & Wellness has adequate space to deliver quality services and Instruction to students.

<i>Updates on Goals</i>	
<p>DHH continues to reside in a semi-permanent space (9D). Due to COVID -19 concerns regarding the air circulation system, there are questions as to whether or not the Center will be allowed to reopen in the near future.</p> <p>9D continues to be scheduled to be torn down when the Book Store (9A) goes away.</p> <p>A permanent home for DHH Services has not yet been determined.</p> <p>Permanent furniture for the student area/hospitality room have been delivered.</p> <p>AV equipment in the student area and in the meeting room have been installed and staff did receive training on all aspects except video conferencing. (06/05/2020) furniture for the student area/hospitality room have been delivered.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	
<p>ACCESS Accommodated Testing Services lost space this year due to growing Student Services needs. A permanent testing center has been scratched. Student complaints increased due to inadequate spaces. This continues to be a concern of ACCESS.</p> <p>Reporting Year: 2019-20 % Completed: 0</p>	
<p>Behavior & Wellness Case Manager needs a private, but accessible office outside of ACCESS.</p> <p>Reporting Year: 2019-20 % Completed: 0</p>	

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Facilities - Improve storage capacity for records.

<i>Updates on Goals</i>	
<p>Issue still remains due to COVID-19 concerns, research in this area was limited.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

PIE - Student Services: Counseling & Special Programs Manager

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - New Student Orientation - Guided Pathways/SEA Program - Provide new students a comprehensive in-person MAP Workshop and on-line orientation. In addition, provide all local feeder high schools the Connect 4 service for priority enrollment.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Facilities - Attain facilities to meet growth demands for faculty, staff, and administrators to better serve students. This includes the Counseling Center, High School Outreach, and Career & Transfer Services.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Counseling Courses - Provide the most relevant, life-long learning curriculum to assist students in being informed, engaged and prepared to meet their educational goals.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	

Ongoing/Multi-Year Goal - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>Maintain training standard for all staff to ensure all protocols and processes are being followed as well as conducted accurately and timely.</p> <p>Ongoing effort to provide training and resources to all staff so they are equipped to do their jobs and support our students effectively.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 100</p>	
<p>Maintain Staffing Level - Continue to maintain current staffing level to ensure balanced workload. Need to refill staff vacancy as fast as possible to prevent any work backlog.</p> <p>With the current state budget and the District freezing all general recruitment, it is critical that Financial Aid strategically reassign and rearrange workload to accommodate the vacant positions and continue to advocate for rehires as soon as possible to prevent any potential shortfalls.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	
<p>Implement Quality Control Protocol for all areas - to ensure compliance, accuracy and efficiency with all protocols/processes.</p> <p>This is an ongoing goal as it is necessary to stay in compliance with federal and state regulations.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p>	

Ongoing/Multi-Year Goal - Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - Adequate and Current Staffing: ACCESS & Wellness is fully staffed in the appropriate, updated classifications to increase access to quality service and instruction to students.

<i>Updates on Goals</i>	
<p>Faculty and staff in all Access & Wellness areas have attended training mandated by the college and to meet the demands when the campus transition to online as a result of the campus closure in March.</p> <p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>ACCESS and Wellness successfully hired two permanent positions; Case Manager Behavior & Wellness; and ACCESS Instructional Specialist-Writing.</p> <p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>ACCESS was approved for 2 permanent replacement position , Instructional Specialist-Math faculty, Director, DHHS, and an hourly instructional specialist for DHH. ACCESS and Wellness was also approved for two newly created positions: Coordinator, DHHS and Assistant Director, Behavioral Health Services.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	
<p>Funds provided by the District were used to support on-going employment of interpreters/CART providers during the unexpected online environment, due to COVID-19, which resulted in a dramatic decrease in work available to them. These funds are now exhausted.</p> <p>Online teaching will extend through at least Fall, 2020. It is anticipated that the work available will continue to be reduced. Therefore, it is anticipated that the expenses for DHH may be less than in previous years. The need for increased funds from the District may not be needed to the same level as previously, but cannot be accurately predicted at this point in time.</p> <p>Reporting Year: 2019-20 % Completed: 0</p>	

Ongoing/Multi-Year Goal - ACCESS & Wellness will maximize funding opportunities and remain solvent.

<i>Updates on Goals</i>	
<p>ACCESS and Wellness continues to fare well in obtaining funds to remain solvent. For example, DHH</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: ACCESS & Wellness Manager

Ongoing/Multi-Year Goal - ACCESS & Wellness will maximize funding opportunities and remain solvent.

<i>Updates on Goals</i>	
needed a \$250,000 augmentation last year to make payroll. DHH was successful in obtaining the funds. Student Health Services obtain 2 budget augmentations for needed mental health services, an allocation and a grant from the Chancellor's Office. Behavior & Wellness Team still needs budget augmentation, but hasn't been successful in in getting an increase. Reporting Year: 2019-20 % Completed: 100	

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Increase enrollment of International Students

<i>Updates on Goals</i>	
Due to SEVP restrictions and the worldwide pandemic our efforts to increase the international student population was met with limited success. Reporting Year: 2019-20 % Completed: 25	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

There are no Updates on Goals for this Division Goal

Single-Year Goal - Staffing - Provide adequate staffing and alignment of workloads to improve service delivery to students.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Research - Guided Pathways/SEA Program/Promise - Develop and improve data gathering and assessment of services to measure and improve student success to meet compliance of state mandates and regulations.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Facilities - Attain facilities to meet growth demands for faculty, staff, and administrators to better serve students. This includes the Counseling Center, High School Outreach, and Career & Transfer Services.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Marketing and Visibility - Promote Counseling Department and Special Program to the campus and community audience via social media, billboards, news, brochures, and multimedia means. Targeted marketing is necessary like student achievement, academic programs, and services/events.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

Goal Year: 2020-21

<i>Updates on Goals</i>	
Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs. Reporting Year: 2019-20 % Completed: 50	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

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

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

<i>Updates on Goals</i>	

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Institutionalize the entire ARISE program

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>Initiate process to transition support for the program to the District by phasing in budget allocations for some of the personnel costs, operating expenditures, and facilities.</p> <p>We request institutionalization of these positions as we progress toward the end of the grant in 2021: Educational Advisor (1 FT), Program Specialist or Coordinator (1 FT), Counselor (1 FT), educational research assessment analyst (1 PT), administrative support (1 FT), and hourly funding for tutors (2 student assistants) and peer mentors (5 student assistants).</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 25</p>	

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Staffing: Hired additional staffing, 1 Manager and 2 FA Specialist assigned to FA Inreach and Outreach, and Veterans Coordinator to increase programming for VRC and student Veterans/dependents in general.</p> <p>During the 2019-2020 academic year, we increased Inreach/Outreach activities. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events and 13,340 students/individuals served.</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>We are progressively supporting the Student Funding Formula with an overall increase in funds processed and received for Pell Grant (12.8%) and Cal Grant (23.2%) from 2018-2019 to 2019-2020.</p> <p>During the 2019-2020 academic year, the unduplicated student count of students utilizing VRC on-site services was 1,187. VRC Counselors collectively recorded over 5,000 contacts in such highlighted areas as:</p> <ul style="list-style-type: none"> o Academic Counseling (1317) o Adjustment Counseling (69) o General Advising (1671) o Career Advising (296) o VA MAPs (over 1,000) o Transfer (330) o VocRehab (107) <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p> <p>Related Documents: FA_Success_Lab_Log_1920.docx Pell_Grant_Comparison_Grid.xlsx</p>	
<p>File Processing Improvement: Implemented online documents and automated verification system - ProVerify to ensure more efficient processing of files.</p> <p>Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	
<p>Enhanced Calling Campaign: FA Outreach team along with FA staff will reach out to students with pending items and be sure to take them through step by step on how to complete file and/or provide resources for one-to-one assistance such as the FA Success Lab.</p> <p>During the 2019-2020 academic year, completed 2 major calling campaign with over 1,200 students</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>per term. Additional analysis is needed to assess direct impact to students completing their financial aid files.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p> <p>Related Documents: 1920_FA_DATA_Inreach&Outreach_Activities.docx</p>	

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	
<p>FA Success Lab - currently this is a temporary facility to have student receive one-to-one assistance with financial aid. We need a more permanent facility with additional technology equipment: computer, and scanners, printers.</p> <p>Financial Aid Success Lab Fall 2019:</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<ul style="list-style-type: none"> Open from September 4, 2019 through December 13, 2019 Average number of students serviced: 95 Total number of students serviced: 6521 <p>Financial Aid Success Lab Winter/Spring 2020:</p> <ul style="list-style-type: none"> Opened from January 6, 2020 through March 13, 2020 Average number of students serviced: 95 Total number of students serviced: 4750 <p>Reporting Year: 2019-20 % Completed: 25 Related Documents: FA_Success_Lab_Log_1920.docx</p>	
<p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p>This is a work in progress with the newly Veterans team getting situated in their new positions and job responsibilities.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	
<p>For the 2019-2020 academic year, we established a new concept to go to the students instead of waiting for students to come to us. FA on the Go, FA Outreach Team, Scholarship Program Specialist went out to the Library, Cafe, Instruction buildings, Equity Center, etc. and were able to reach out to a wide range of students with their financial aid questions and situations.</p> <p>With positive feedback from students and the Mt. SAC community, we will continue to apply the "FA on the GO" concept to maximize our inreach effort.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Maintain efficiency and service to financial aid, scholarships, and Veterans recipients while with adherence to federal, state, and district regulations and policies.

<i>Updates on Goals</i>	
<p>Maintain training standard for all staff to ensure all protocols and processes are being followed as well as conducted accurately and timely.</p> <p>Ongoing effort to provide training and resources to all staff so they are equipped to do their jobs and support our students effectively.</p> <p>Reporting Year: 2019-20 % Completed: 100</p>	
<p>Maintain Staffing Level - Continue to maintain current staffing level to ensure balanced workload. Need to refill staff vacancy as fast as possible to prevent any work backlog.</p> <p>With the current state budget and the District freezing all general recruitment, it is critical that Financial Aid strategically reassign and rearrange workload to accommodate the vacant positions and continue to advocate for rehires as soon as possible to prevent any potential shortfalls.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	
<p>Implement Quality Control Protocol for all areas - to ensure compliance, accuracy and efficiency with all protocols/processes.</p> <p>This is an ongoing goal as it is necessary to stay in compliance with federal and state regulations.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p>	

Ongoing/Multi-Year Goal - Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 75</p>	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Admissions & Records Manager

Ongoing/Multi-Year Goal - Assessment Questionnaire Research - Research the effectiveness of the AQ related to student placement and success in courses students are placed in

<i>Updates on Goals</i>	
<p>The assessment and matriculation committee has received extensive feedback and continues to work on finalizing the appropriate metrics to determine the appropriateness of the AQ2 in meeting the campuses placement goals. Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Customer Service Continue to improve processes which will help us better serve students. Given the changing landscape around AB705 and Mt. SAC's evolving implementation, it is important for assessment to take an active role in helping inform the campus of the new assessment processes

<i>Updates on Goals</i>	
<p>The A&R office with the help of IT was able to successfully implement and AdobeSign/ Smartsheet document intake, tracking and imaging business process that allows students, faculty and departments to submit required forms. Reporting Year: 2019-20 % Completed: 100</p>	

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

Goal Year: 2021-22

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Counseling & Special Programs Manager

Ongoing/Multi-Year Goal - New Student Orientation - Guided Pathways/SEA Program - Provide new students a comprehensive in-person MAP Workshop and on-line orientation. In addition, provide all local feeder high schools the Connect 4 service for priority enrollment.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Training - Create opportunities for faculty and staff to develop new knowledge and to improve existing skills sets.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Research - Guided Pathways/SEA Program/Promise - Develop and improve data gathering and assessment of services to measure and improve student success to meet compliance of state mandates and regulations.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Collaboration - Establish and strengthen relationships on campus with faculty, staff, and administrators from various departments to meet the need of students; increase collaboration with constituent groups off-campus such as 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Student Learning Outcome (SLO) Development - Student learning outcomes coincide with students ability to understand college success strategies, career, and transfer related information as it pertains to the students goals.

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Marketing and Visibility - Promote Counseling Department and Special Program to the campus and community audience via social media, billboards, news, brochures, and multimedia means. Targeted marketing is necessary like student achievement, academic programs, and services/events.

There are no Updates on Goals for this Division Goal

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

Ongoing/Multi-Year Goal - To improve access of historically underserved and underrepresented student populations by improving outreach and

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

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

inreach efforts.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>EOPS/CARE and CalWORKs have continued to provide students from historically underrepresented backgrounds access to college by providing academic, financial, and personal support. Basic Needs Resources was added during 2019-20 to address basic needs insecurities including food and housing, to students in need. These efforts are ongoing.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

Ongoing/Multi-Year Goal - To collaborate with campus partners including fiscal and facilities to effectively manage financial and space related resources to ensure effective services for students.

Goal Year: 2020-21

<i>Updates on Goals</i>	
<p>Each unit has effective relationships with fiscal and facilities units on campus and this contributes to utilizing the resources to effectively support the students they serve. Managers and staff will continue to build on the partnerships that have been developed to ensure the units have the fiscal resources and space planning for current and future needs.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	

PIE - Student Services: Equity Manager

Single-Year Goal - Staffing Level: Hire an SSPSII for ARISE, DREAM, and REACH

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>The ARISE program is in negotiations to reclassify their current SSPS I into a II. DREAM, as of March 2020 was able to secure a FT SSPS II position and now we are just waiting on REACH to finalize the search for their FT SSPS II.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Provide ongoing Legal Services to our DREAM student population

Goal Year: 2019-20

There are no Updates on Goals for this Division Goal

Ongoing/Multi-Year Goal - Provide wrap around services to all Equity Center students by hiring a FT social worker.

<i>Updates on Goals</i>	
<p>Many Equity Center students struggle with the transition into college and often have childhood adverse experiences that have created long lasting consequences that may hinder their college success. A Social Worker will bring the knowledge of public services and the necessary skill set to support and assist our students from a trauma informed perspective.. The Social Worker will support the EC students by providing targeted emotional and social support to individual students. In addition, the Social Worker will assist the programs in developing positive behavioral intervention strategies and develop staff training programs. Because of funding difficulties this goal has not been met.</p> <p>Reporting Year: 2019-20 % Completed: 0</p>	

Single-Year Goal - Hire a FT Equity Center Counselor.

<i>Updates on Goals</i>	
<p>The Equity Center was fortunate to have received some funding, \$20,000, to hire an adjunct counselor. The results of this hire were very positive. From individual counseling sessions, to EC all sessions through Coffee with an EC counselor, and the support provided for targeted workshops and activities. This past year has shown the need for a FT counselor. We understand the faculty hire process and will continue to make efforts to justify our need.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Institutionalize the entire ARISE program

Goal Year: 2019-20

<i>Updates on Goals</i>	
<p>Initiate process to transition support for the program to the District by phasing in budget allocations for some of the personnel costs, operating expenditures, and facilities.</p>	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Equity Manager

Ongoing/Multi-Year Goal - Institutionalize the entire ARISE program

<i>Updates on Goals</i>	
<p>We request institutionalization of these positions as we progress toward the end of the grant in 2021: Educational Advisor (1 FT), Program Specialist or Coordinator (1 FT), Counselor (1 FT), educational research assessment analyst (1 PT), administrative support (1 FT), and hourly funding for tutors (2 student assistants) and peer mentors (5 student assistants).</p> <p>Reporting Year: 2019-20</p> <p>% Completed: 25</p>	

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Staffing: Hired additional staffing, 1 Manager and 2 FA Specialist assigned to FA Inreach and Outreach, and Veterans Coordinator to increase programming for VRC and student Veterans/dependents in general.</p> <p>During the 2019-2020 academic year, we increased Inreach/Outreach activities. Inreach event activities increased from 4807 events in 18-19 to 8037 events in 19-20. Outreach event activities increased from 4054 events in 18-19 to 5648 events in 19-20. We serviced a total of 293 FA Inreach/Outreach events and 13,340 students/individuals served.</p> <p>We are progressively supporting the Student Funding Formula with an overall increase in funds processed and received for Pell Grant (12.8%) and Cal Grant (23.2%) from 2018-2019 to 2019-2020.</p> <p>During the 2019-2020 academic year, the unduplicated student count of students utilizing VRC on-site services was 1,187. VRC Counselors collectively recorded over 5,000 contacts in such highlighted areas as:</p> <ul style="list-style-type: none"> o Academic Counseling (1317) o Adjustment Counseling (69) o General Advising (1671) o Career Advising (296) o VA MAPs (over 1,000) 	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Increase number of applications for financial aid, scholarships, and Veterans.

<i>Updates on Goals</i>	
<p>o Transfer (330) o VocRehab (107)</p> <p>Reporting Year: 2019-20 % Completed: 75</p> <p>Related Documents: FA_Success_Lab_Log_1920.docx Pell_Grant_Comparison_Grid.xlsx</p>	
<p>File Processing Improvement: Implemented online documents and automated verification system - ProVerify to ensure more efficient processing of files.</p> <p>Successfully implemented ProVerify+ auto verification platform reducing the verification turnaround time from 4-8 weeks to 0-2 weeks, resulting in increase of Pell Grant (12.8%) and Cal Grant (23.2%) disbursed to students.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	
<p>Enhanced Calling Campaign: FA Outreach team along with FA staff will reach out to students with pending items and be sure to take them through step by step on how to complete file and/or provide resources for one-to-one assistance such as the FA Success Lab.</p> <p>During the 2019-2020 academic year, completed 2 major calling campaign with over 1,200 students per term. Additional analysis is needed to assess direct impact to students completing their financial aid files.</p> <p>Reporting Year: 2019-20 % Completed: 50</p> <p>Related Documents: 1920_FA_DATA_Inreach&Outreach_Activities.docx</p>	

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
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Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House. FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions. Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.</p> <p>We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>FA Success Lab - currently this is a temporary facility to have student receive one-to-one assistance with financial aid. We need a more permanent facility with additional technology equipment: computer, and scanners, printers.</p> <p>Financial Aid Success Lab Fall 2019:</p> <ul style="list-style-type: none"> • Open from September 4, 2019 through December 13, 2019 • Average number of students serviced: 95 • Total number of students serviced: 6521 <p>Financial Aid Success Lab Winter/Spring 2020:</p> <ul style="list-style-type: none"> • Opened from January 6, 2020 through March 13, 2020 • Average number of students serviced: 95 • Total number of students serviced: 4750 <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Continue and enhance Inreach/Outreach efforts with departments, programs, and community partners.

<i>Updates on Goals</i>	
<p>Related Documents: FA_Success_Lab_Log_1920.docx</p>	
<p>Veterans on the Go: Veterans Coordinator will campaign at different areas of the campus to highlight the resources and programming available at the Veterans Resource Center. Will also make a concerted effort to work with Instruction and outside community partners in order to bring in resources for student Veterans and dependents.</p> <p>This is a work in progress with the newly Veterans team getting situated in their new positions and job responsibilities.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	
<p>For the 2019-2020 academic year, we established a new concept to go to the students instead of waiting for students to come to us. FA on the Go, FA Outreach Team, Scholarship Program Specialist went out to the Library, Cafe, Instruction buildings, Equity Center, etc. and were able to reach out to a wide range of students with their financial aid questions and situations.</p> <p>With positive feedback from students and the Mt. SAC community, we will continue to apply the "FA on the GO" concept to maximize our inreach effort.</p> <p>Reporting Year: 2019-20 % Completed: 25</p>	

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.</p> <p>Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.</p>	

Ongoing/Multi-Year Goal - Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

PIE - Student Services: Financial Aid, Scholarships & Veterans Manager

Ongoing/Multi-Year Goal - Informed Staff: Ensure Financial Aid, Scholarships, and Veterans staff members are training and informed of continued and new rules and policies.

<i>Updates on Goals</i>	
<p>Reporting Year: 2019-20 % Completed: 75</p>	

Ongoing/Multi-Year Goal - Check and Balance: Enhance and tighten Policies and procedures to ensure federal/state compliance and mitigate potential fraudulent activities.

Goal Year: 2019-20, 2020-21, 2021-22

<i>Updates on Goals</i>	
<p>Fraud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.</p> <p>We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.</p> <p>Reporting Year: 2019-20 % Completed: 50</p>	
<p>As required by the Department of Education, the Financial Aid Office has to maintain due diligence with security roles and partnership with IT department to prevent fraud and security compromise at all levels. This includes and not limited to staff, prospective students, continuing students, campus community and 3-rd party vendors. This is a ongoing effort.</p> <p>Reporting Year: 2019-20 % Completed: 75</p>	