

## **Student Services Division Year-End Report on Accomplishments 2018 – 2019**

The Student Services Division experienced a change in leadership with the arrival of a new Vice President for Student Services. Working collaboratively across the campus, the Division offices were able to achieve a great number of accomplishment that assisted the College in achieving its goals. Highlights of these accomplishments included the following:

1. The Student Services Division supported the implementation and transition to new software tools for staff and students, including Campus Solutions, CCCApply, the Course Placement Tool, and a new financial aid module.
2. Working with the Division of Instruction, the Student Services division successfully transitioned the Career Center from the Office of Student Development and Matriculation to the School of Business, Career and Technical Workforce Initiatives and expanded career services to include a Coffee Chat series and workshops in the Academic Success Center.
3. The Student Services Division successfully hired two counseling faculty, and three classified professionals throughout the year.
4. The Office of Student Development and Matriculation provided leadership in successfully submitting the Strong Workforce Pathways Navigation Grant application and was awarded \$225,000 over three years to strengthen intake and onboarding practices for incoming freshman, including career exploration activities.
5. The Office of Student Development and Matriculation led a campus-wide effort to successfully prepare and submitted the new Student Equity Plan to the CCC Chancellor's Office, which included the engagement and approval of all constituent groups on campus.
6. The Student Affairs Division expanded the delivery of services to various targeted student groups, including foster youth, undocumented students (Dreamers), veterans, international students and students who face mental health issues, homelessness and/or food insecurities.
7. The Student Affairs Office supported the food pantry served approximately 1,000 students per week throughout the fall and spring semesters.
8. The Student Affairs Office established formal partnership with Feed San Diego and the San Diego Food bank enabling us to expand the food pantry hours from 1.5 hours per week to 6 hours per week and host monthly farmer's market and retail rescue food distribution activities.
9. The Student Affairs Office Increased the number of student clubs from 17 to 20, including the addition of a LatinX Club and the Black Student Union.
10. Via the College and Career Access Pathways (CCAP) Program, the Outreach Office supported the College in its efforts to offer 131 course sections to local high school students (114 sections were offered on the high school campuses).
11. The Outreach Office supported the San Diego Promise program by supporting 514 new Promise students in the Fall 2018 cohort. Of these, 485 Promise students enrolled for the Spring 2019 semester, yielding a 94% persistence rate.
12. The Financial Aid Office successfully submitted for the recertification of the Title IV Program Participant Agreement, which received approval for a 5 year recertification.

13. The Admissions & Records Office successfully submitted the SEVIS recertification petition, which was approved in February 2019 and valid for two years.
14. The Office of Student Development and Matriculation supported the implementation of the Catalyst Fund grant which is focused on supporting the needs of “Dreamer” students, including establishing a Dreamer Support Office which opened in April 2019.
15. The Counseling Department Identified and assigned counselor liaisons for veterans, athletes and “Dreamers”.
16. The Counseling Department developed and implemented training activities required for all adjunct-counselors.
17. The Counseling Department expanded on-line counseling services within the general counseling unit.
18. The Office of Student Development and Matriculation, in partnership with the Diversity and International Education Committee, initiated a campus-wide dialogue regarding the development of a campus multi-cultural center, including the establishment of a working group, implementation of a campus survey, and regular communication to the campus constituent groups.
19. The Health Services Office established a partnership with the City of San Diego Immunization Registration office to assist students in locating lost/childhood immunization records.
20. The Financial Aid Office led the implementation of the scholarship program, awarding over \$248,000 in scholarships to students.
21. The Evaluations Office successfully facilitated the awarding of 1,058 Associate degrees, 502 certificates for the 2017 – 2018 academic year. It is anticipated that we will award 1,225 Associate degrees and 525 certificates for the 2018 - 2019 academic year. (
22. The Office of Student Affairs successfully implemented the use of live-stream technology for this year’s commencement ceremony resulting in approximately 1,200 webcast visitors from 17 different countries.