



**STUDENT AFFAIRS
ANNUAL REPORT
2022-2023**

Prepared by
The Office of Student Affairs
December 2023

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* Report unavailable at the time of submission.

ENROLLMENT SERVICES

Admissions and Records/Welcome Center

(Report submitted by Jessica Erickson, Dean, Enrollment Services)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

On July 1, 2023, a new Student Affairs unit called Enrollment Services was created. Enrollment Services consists of the Admissions and Records/Welcome Center, Financial Aid, Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), California Work Opportunity and Responsibility to Kids (CalWORKs), Cooperating Agencies Foster Youth Educational Support (NextUp), and Veteran Services departments. This report is compiled of the program information from these departments from July 1, 2022, to June 30, 2023, prior to this change. Each program will be reported together to reflect the current structure.

Admissions and Records - Accomplishments

Progress on ACCRAO Report Recommendations

During the 2022-2023 academic year, the Admissions and Records department worked on implementing the American Association of Collegiate Registrars & Admissions Officers, "ACCRAO Report" to address mitigating barriers to enrollment. The primary focus was to develop the Strategic Enrollment Management (SEM) Plan for the college to incorporate the recommendations into a comprehensive and integrated plan. The SEM Taskforce, appointed by Cabinet, was charged with developing the SEM plan and creating enrollment goals for the college. Seven goals were created. Each goal contains strategies and tactics to meet the goals. These strategies and tactics are ongoing and will evolve as needed to achieve the seven SEM goals.

Another recommendation implemented was redefining the roles and teams responsible for outreach, recruitment, and onboarding. This work was done in the Outreach and Enrollment Task Force meetings and is summarized in the Outreach Action Plan. The result of these discussions was to incorporate the work of the Outreach Task Force and Enrollment Task Forces into the work of the new district SEM Committee, which is the body that will oversee all enrollment-related functions and the workgroups from this team who will carry out the work.

A focus on non-credit enrollment has been addressed as one of the 7 SEM goals. The Enrollment Services Task Force and Outreach Services Task Force teams revised several enrollment communications, including the letter that is sent to all students when they apply. More work on this is needed and is addressed in the tactics of the SEM Plan.

The Napa Valley College's Website was redesigned and launched by the Public Affairs and Communications Department in Spring 2023. Updates and changes to the new website can be addressed through the SEM Plan and committee. The new website provides an institutional calendar of events that is maintained by the entire campus community. The new website includes an integrated academic and registration calendar. Conversations for a possible 3-year calendar will be addressed by the SEM Committee.

The Enrollment Task Force worked on redesigning the Steps to Enroll at NVC. The redesign will be discussed and approved by the SEM Committee and rolled out in 2023-2024. This will include adding steps for FAFSA completion, MYNVC login, and reworking how other steps are completed using a more automated student-centered process.

To support the migration to the cloud, the Admissions and Records department has a dedicated Ellucian functional expert to help guide the Admissions and Records team in evaluating business processes and workflows within Colleague. This has yielded numerous improvements to the way the department processes and accesses data. In addition, the Admissions and Records staff are looking at additional automation to simplify processes for students and staff. This work is ongoing and will continue through the 2023-2024 academic year.

Staff outside Admissions and Records were granted access to assist them in supporting the enrollment process. One significant example of this is the fact that we were able to give registration access to the Academic Affairs Specialist who works with College and Career Access Pathways (CCAP) Dual Enrolled students in Self-Service. Also, faculty program coordinators and deans were given departmental oversight access in Self-Service to facilitate faculty and student support. This information was also given to the DE Coordinator so issues with Canvas and Colleague can be easily identified and resolved. This was all possible because of the additional Ellucian support. Since the network disruption, the college has been addressing the institutional technology deficits and for Admissions and Records, this has yielded many improvements.

Overall, many of the enrollment barriers have been addressed over the past year, and now through the SEM Plan, we have a vehicle to address the remaining as well as any other enrollment-related topics on a district-wide level.

Creation of District Strategic Enrollment Management Committee

To implement the SEM Plan, a new district SEM Committee was created. It is a cross functional team of members from multiple areas of campus (Academic Affairs, Student Affairs, Administrative Services, and the President's Area) to ensure constituency-group participation and an institutional approach to strategic enrollment management. This campus-wide team will use an integrated approach to address overlaps or redundancies between other district committees, plans, initiatives, and departments.

The 2023-2024 academic year will be the next phase of the process, which is implementing the SEM Plan.

Network Disruption Mitigation and Data Cleanup

As a result of the network disruption in June 2022, most of the 2022-2023 academic year was spent identifying and correcting data issues. Fraud mitigation procedures were developed to identify and track potential fraud. In addition, the automated online application process was down for over 10 months, requiring staff to manually enter over 3,000 admissions applications during that time. In April 2023, the online application import process was restored, which had an immediate impact on the workload of the Welcome Center staff. The Admissions and Records/Welcome Center team rose to the occasion and as a result numerous in-person events were developed, and processes continued.

2. What one or two areas need greatest improvement or what goals were you unable to accomplish for some reason (state reason)?

Implementation of New Document Imaging System, OnBase

Another accomplishment for the Admissions and Records department was the implementation of the new document imaging system, OnBase. Due to the network disruption in early June 2022, the project was delayed and although it was put in place to scan, future phases have not yet been completed and will be ongoing work in the 2023-2024 year.

District Support Needed for Admissions and Records

Staffing Plan Approval Needed

The Admissions and Records/Welcome Center area lost 40% of its operational staff since June 2022. This reduction in staff occurred during the network disruption when more manual processing was required. The burden of a larger workload took a toll on the team. Staff identified need to be permanently reassigned to Admissions and Records, as soon as possible, to provide stability and continuity.

In addition to more staffing, the reorganization of current staff needs to be approved as soon as possible to ensure that important tasks can be delegated to staff.

On a positive note, the staffing shortage resulted in a thorough examination of functional roles in the department and the development of a new plan for the reassignment of work that will initially mean new staff will not need to be immediately rehired. In addition, the work with the Ellucian Advisory Consultant has allowed us to update processes and work more efficiently.

3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

Redesigned Purpose Welcome Center – One-Stop Center for student support

As a result of the staffing shortage and an effort to reduce overall staffing levels needed, a redesign of the Welcome Center space is being developed. The regular staff of the Welcome Center are being relocated to the Admissions and Records office to cover the loss of staff.

Implement Customer Relationship Management (CRM) software

Once the communications plan has been written and a communication strategy designed, a CRM will facilitate effective methods to communicate, track, and monitor student progress through the enrollment funnel from first point of contact outreach through registration and effective retention.

4. How many students did your unit serve in the 2022-2023 academic year?

Students Served by Admissions and Records

Registration Activity (2022-2023)			
Registration Type	Registration Term		
	FA22	SP23	SU23
Student Online Registration Activity	10,245	11,313	3,211
Registration Activity by Staff	5,002	2,590	850
TOTAL Registration Activity	15,247	13,903	4,061

Source: Application Audit Reports (July 1, 2022 to June 30, 2023)

Prior Year Registration Activity (2021-2022)			
Registration Type	Registration Term		
	FA21	SP22	SU22
Student Online Registration Activity	14,688	11,540	2,731
Registration Activity by Staff	2,496	2,500	866
TOTAL Registration Activity	17,184	14,040	3,597

Source: Application Audit Reports (July 1, 2021 to June 30, 2022)

5. Is there any other information you think it is important to note?

Due to the network disruption in June 2022, the registration activity completed by staff doubled in 2022-2023 as compared to the prior year.

Application Activity (2022-2023)				
Application Type	Application Term			
	FA22	SP23	SU23	FA23
Automated Application Import Activity	-	119	1,654	1,484
Manual Application Entry Activity	1,385	1,406	177	219
TOTAL Application Activity	1,385	1,525	1,831	1,703

Source: Application Audit Reports (July 1, 2022 to June 30, 2023)

Due to the network disruption in June 2022, Admissions and Records staff, along with support from Counseling and support staff from Academic Affairs, over 3,000 applications were entered manually.

DocuSign Forms and Petitions Processed By A&R Staff (2022-2023)					
Name of Form	Number Processed	Name of Form	Number Processed	Name of Form	Number Processed
AB540	46	Course Repetition	246	Non-Credit Registration	293
Add Code Request	71	COVID-19 Verification	0	Pass/No Pass Authorization	72
CCAP Permit to Attend	0	Credit for Prior Learning (CPL)	1	Permit to Attend Forms	1,634
Change of Information	254	Dismissal Appeal Form	19	Prerequisite Equivalency	363
Change of Major	1,312	Drop Card	161	Spanish Course Registration	67
Course Audit	80	Excess Unit Limits	92	Statement of Legal Residence	154
Course Conflict	30	Graduation Petitions	1,052	Welding Course Registration	1
Course Registration	363	Late Add/Drop Petition	741		
Course Registration with Add Code	71	Loss of Priority Appeal	24		
Row 1 Subtotal	2,227	Row 2 Subtotal	4,563	Row 3 Subtotal	2,584
GRAND TOTAL*					9,374

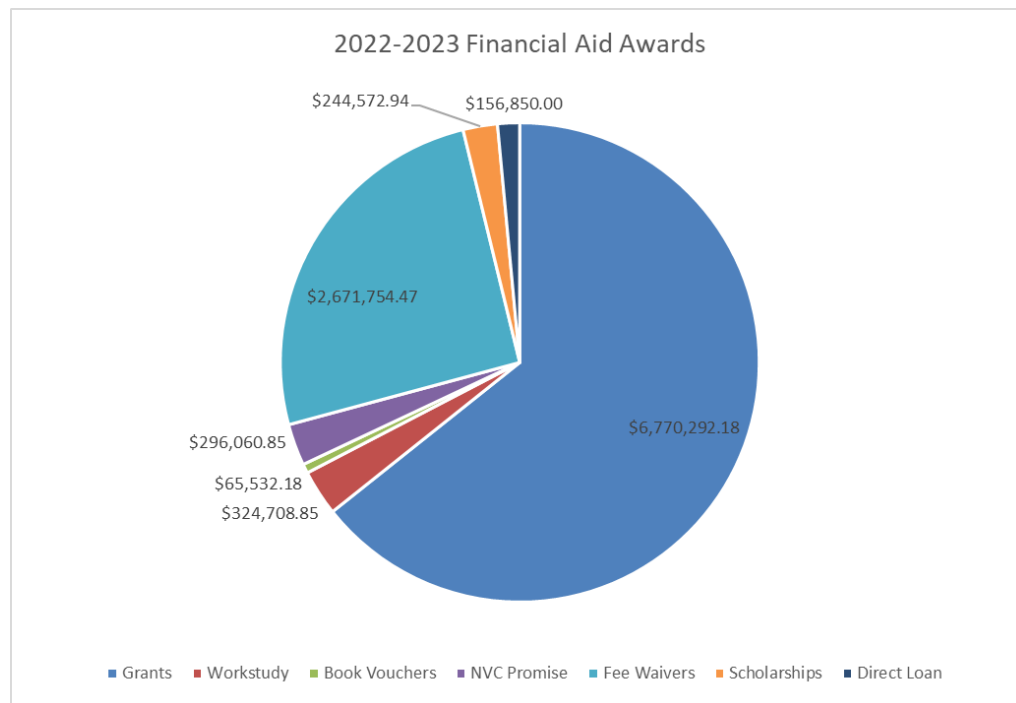
*DocuSign forms processed (July 1, 2022 - June 30, 2023)

FINANCIAL AID

(Report submitted by Jessica Erickson, Dean, Enrollment Services)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

During the 2022-2023 academic year, despite staff reductions due to retirement, the Financial Aid Department processed 9,695 awards to students totaling \$10,529,771 from all financial aid sources. The dedication and commitment of the Financial Aid team to accomplish this under difficult circumstances is commendable and worthy of praise and recognition. The total amount awarded for 2022-2023 was a slight reduction (less than 1%) as compared to the 2021-2022 amount, \$10,633,547, demonstrating that although enrollment was down and staff reduced, the total amount of financial aid awards was not significantly impacted.



2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

The Financial Aid unit is still unable to access student records, forms, and documents that were saved on the network drive that were lost due to the network disruption in June 2022. The many years of work that went into the development of these forms, documents, and how-to processes were lost. As a result, staff had to spend numerous unnecessary hours recreating forms, documents, and how-to processes, as they are needed.

Staff shortages due to retirements and positions that were not reopened in the Financial Aid unit greatly impact the services that can be provided to students. The retirement of our seasoned Financial Aid Specialist and subsequent staff shortage as a result, created extra workload and training for the remaining staff. In response, the team had to make the hard decision to reduce

student appointment availability and contacts, in-reach events, and outreach events so staff can take on the extra workload, process student files and awarding, conduct specialized tasks (Financial Aid Appeals, Request for Independent Status, FAFSA and CADAA imports, Income Adjustments, Work Study, Verification, Grant and FWS Reconciliation, Combating Fraud, Specialist on Duty, etc...), training of new assignments, and attend trainings and webinars provided by the Dept. Of Education and California Student Aid Commission (CSAC) in preparation for the major changes coming for the 2024-2025 academic year with the full implementation of the FAFSA Simplification and CalGrant changes.

Slow and outdated computers at the scanning station and front counter make workflows inefficient. More than 5 pages cannot be scanned at a time, without the image not loading for staff to be able to view the image and index. This makes it very inefficient to scan student files within a reasonable time. Also, the outdated computer at the front desk creates longer wait time for students, since staff must wait for the sites to load.

The Financial Aid unit tested and implemented the Hyland Onbase Imaging system. The team can now scan and import student records and documents to the new imaging system. The team will continue to work with Hyland to work out any bugs encountered. The team is now in the process of developing a scanning manual to train staff to scan files for the financial aid unit, so student records can be readily accessible.

The department returned to in-person Cash for College Financial Aid Workshops events held in the months of October through February. The events were held on the college main campus and at the various high schools in Napa County. The two events held at the main campus had a great turn out and were a success. The event held in October had 50 attendees (parents and students) from students currently attending NVC, Napa High School, Santa Rosa Community College, Vintage High School, Saint Helena High School, American Canyon High School, Fairfield High School, and Armijo High School. For the 2022-2023 Academic year, the department held a total of 33 events, 9 outreach events and 24 in-reach events.

The Financial Aid staff also held FAFSA Fridays in the Financial Aid computer lab in the month of January and February to help students with the FAFSA or CADAA completion or to answer questions they had about financial aid.

In addition, the team worked with Blue Icon, a third-party consulting firm, to re-create Policies and Procedures for financial aid to stay in compliance. The Policies and Procedures that took years to create were no longer available due to the network disruption that Napa Valley College experienced in June 2022.

3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

An innovative idea for Financial Aid is to conduct monthly Financial Aid open lab workshops, starting Spring 2024, where students can come during the specified date and time for help with the FAFSA or CADAA completion, verification worksheets and forms, help navigating Financial Aid Self-Service, or any questions pertaining to financial aid. This will help students better understand the financial aid processes and reduce errors made by students and/or parents when completing financial aid applications and verification documents.

Focus the Cash for College Events for the 2023-2024 academic year (January 2024 to March 2024) on campus so the department can serve the greatest number of students with the staffing resources available at this time. The last three years events at the high schools were disappointing, due to low attendance (less than 7 attendees per event), except for St. Helena High School. The Dept. of Education does not anticipate the 2024-2025 FAFSA to be available until December 2023 at the earliest, so with the events held at NVC, this will allow the team to serve current NVC students, high school students from Napa County, high school students from Solano County, and any student from other colleges all at once. This also provides an opportunity for the College to showcase NVC to potential students and partner with other Student Affairs departments to be present. For example, Admissions and Records staff help students with the application and registration processes. Counseling staff can be present to share program information and help students with ed planning. Welcome Center staff can assist with campus tours. Support programs such as EOPS, SSS, and the Dream Center can be present to share program information.

Cross Train front counter staff from Admissions and Records, Financial Aid, EOPS, CARE, CalWORKs, NextUp, and Veterans Departments to provide general enrollment services information to students. The Dean of Enrollment Services, who now oversees all these areas, can ensure cross training and interdepartmental support infrastructure.

4. How many students did your unit serve in the 2022-2023 academic year?

2022-2023 Students Served by Financial Aid	
FAFSAs Received	5,455
BOGW A, B, F Applications (paper)	52
CA Dream Act Applications	411
Foster Youth	296
Work Study Placements	92
Financial Aid Appointments	1,635
Front Counter Contacts	8,038
Financial Aid Outreach/In Reach Events	33
NVC Promise Applications	767
Students Served (duplicated)	16,779

5. Is there any other information you think is important to note?

It will be difficult for the Financial Aid department to continue to provide the current level of support to students with current staffing levels. The number of students applying for financial aid and receiving financial aid has not decreased. Staff are taking on extra workload due to staffing shortages. Staff will be expected to learn new processes with the changes impacted by the FAFSA Simplification, CalGrant changes, and the impact that the on-campus housing will have. Without the support of additional staffing, services may have to be reduced even more, to allow staff to have time to focus and process critical tasks in a timely manner to remain in compliance, and without jeopardizing accuracy, so students can be paid.

**EXTENDED OPPORTUNITY PROGRAMS AND SERVICES (EOPS), CARE, SCHOLARSHIPS,
FOSTER YOUTH/NEXTUP AND VETERANS SERVICES**

(Report submitted by Jessica Erickson, Dean, Enrollment Services)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

A. Scholarships Accomplishments

The Scholarship Ceremony was held on May 24th in the NVC Performance Art Center. The ceremony was attended by approximately 80 students and their guests, faculty, and administrators.

- The scholarship program received and processed 374 applications through AwardSpring, and 280 individual scholarships were awarded.
- Awarded \$227,140 in scholarships to 189 NVC students (not including high school)
- Processed 71 outside scholarships for a total of \$114,368.
- Awarded \$31,175 to 35 local high school students in 9 Napa County High Schools

B. Extended Opportunity Programs and Services (EOPS) Accomplishments

In June 2022, due to the network disruption, all program files, forms, and data from the shared network were lost. As a result, it was an enormous accomplishment for EOPS to continue offering all services to students during Summer and Fall 2022, despite the loss and, at the same time, recreating all forms and putting together data.

Another accomplishment is that with little to no training, the team was able to create an improvised shared drive on OneDrive, to store student information; a shared drive still currently used by the team.

The team is using social media to ensure students are informed about what is happening in EOPS. For example, many Spring 2023 scholarship recipients were EOPS/CARE/CalWORKs students because they were made aware of the opportunities.

EOPS has a new Facebook page “EOPS Nava Valley College” as well as an Instagram account and a YouTube Channel – NVC EOPS Program.

Continue to utilize the Canvas shelf to post our events and send announcements to our students.

NEW this year-we provided meal vouchers, bus passes and gas cards to our students attending in-person or accessing in-person services. The high cost of transportation can limit the opportunity for students to access in-person classes and services. This is an important service because even students who are taking online courses need to access in-person services. The EOPS team has been training and has started implementing a new categorical program, NextUp. NextUp is a state program designed to support current and former foster youth in the California Community College system.

The EOPS team created an in-person lunch and virtual celebration for the 2023 End of the Year Celebrations.

C. CalWORKs Accomplishments

The CalWORKs program served students from multiple counties that include Napa, Solano, Sonoma, Lake and Marin. The students were also served in the EOPS and CARE programs. The availability of online classes made it easier for students to attend Napa Valley College and complete their educational goals.

- Awarded 16 CARE Cash Grants, totaling \$21,002.
- Awarded 13 CARE Book Vouchers totaling \$3,897.
- Two students held a campus CalWORKs work study job.
- CalWORKs students were also invited to all EOPS workshops throughout the academic year.

D. Foster Youth (NextUp) Support Accomplishments

The EOPS team is developing the NextUp program for NVC. Financial Aid managed the CHAFEE Grant program, reviewed and certified eligibility for CHAFEE Grant applicants.

- Awarded CHAFEE Grant to 7 foster youth students for a total of \$25,000.
- Provided 18 \$300 Book Vouchers totaling \$5,400.
- Provided support and assistance to increase foster youth retention.
- Attended Foster Youth Post Graduation Sub Committee

E. Veterans Services Accomplishments

The Veterans Services program provides veteran students with support to guide their experience at NVC. The list below outlines some of the accomplishments of the program.

- Updated Veterans In-Processing DocuSign forms.
- Participated in Napa County Stand-Down, an outreach event hosted by the Napa County Rotary Clubs.
- Participated in Veterans Association webinars to maintain current knowledge of Veterans Affairs education program changes.
- Provided veterans stoles and cords for 2023 commencement ceremony.
- Provided scantrons and bluebooks for students throughout the year as needed.
- Maintained communications with the Student Veterans Health Program (SVHP) to provide health resources to veterans.
- Provided 20 \$300 book vouchers to veterans funded through Equity funds.

2. What one or two areas need greatest improvement or what goals were you unable to accomplish for some reason (state reason)?

A. District Support Needed for EOPS/CARE/NextUp

The program was not able to hire staff for the new NextUp program in the Spring 2023 or Summer 2023 even though funds from the Chancellor's Office were guaranteed. Therefore, the team has not been able to serve students, specifically foster youth students, with the attention required for this important equity population.

The program was unable to designate space for our new NextUp foster youth program. To fully run this new statewide program, space to house the new NextUp staff members and space where foster youth can receive services and support is required and mandated.

B. District Support Needed for Veterans Services

The Veterans Services program, located in the 1200 building in the Veterans Resource Center, needs additional space to accommodate staff and students. The program has been given additional space that needs to be refurbished. The Veterans Program has some funds to refurbish the Veterans Resource Center (VRC) and will work with the Facilities and Institutional Technology (IT) departments in fall 2023 to make the space more comfortable and welcoming for veteran students.

3. Do you have any innovative (i.e., “let’s try it” suggestions) for your unit?

A. Innovative Ideas for EOPS/CARE/NextUp

In Spring 2023, the EOPS team started a **Back-to-School Supplies Giveaway** event for students. It was a well-attended and beneficial event for students because they got a backpack full of school supplies and snacks. So, the plan is to continue offering this service and to continue to think of ways to support our students by taking away some of the barriers that they face while attending NVC.

B. Innovative Ideas for Veterans Services

The Veterans Services program has been soliciting innovative ideas from the veteran students themselves and will incorporate student ideas in the space planning process.

4. How many students did your unit serve in the 2022-2023 academic year?

2022-2023 Students Served by EOPS (CARE/CalWORKs/NextUp)	
New EOPS Students (Fall and Spring)	83
EOPS Students in Phi Theta Kappa (PTK) memberships paid	16
EOPS Students in Alpha Beta Gamma (ABG) memberships paid	8
EOPS Students in CARE Program	12
EOPS Students in CalWORKs Program	25
Total EOPS Students	208
EOPS Graduates (Summer 2022, Fall 2022, and Spring 2023)	47

Book Award total \$58,593 for 2022-2023

Cash grants total \$94,751 for 2022-2023

2022-2023 Students Served by Veterans Services	
Student Veterans	92
Veteran Dependents	144
Veteran Fee Waivers Awarded	25
Book Vouchers (Equity funded)	20

2022-2023 Students Served by Veterans Services by Term

	Summer 2022	Fall 2022	Spring 2023	
5. Is Veterans and Veteran Dependents Served	88	167	160	there any other
Eligible for Veterans Affairs Education Benefits	30	75	74	

information you think is important to note?

None at this time.

COUNSELING DIVISION

(Report submitted by Dr. Alejandro Guerrero, Dean, Counseling Services and Student Success)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

A. Continued success with evening counseling services

With the expansion of counseling times to include evening hours, Counselor schedules have been at full capacity in General Counseling. Counseling appointments vary from 45 to 60 minutes each and are offered Monday through Thursday from 9am to 7pm via phone, video, and in-person. Friday operation hours due to demand, offices being closed, and less classes offered.

B. Increase in counseling courses in class variety, size, waiting list size, modalities

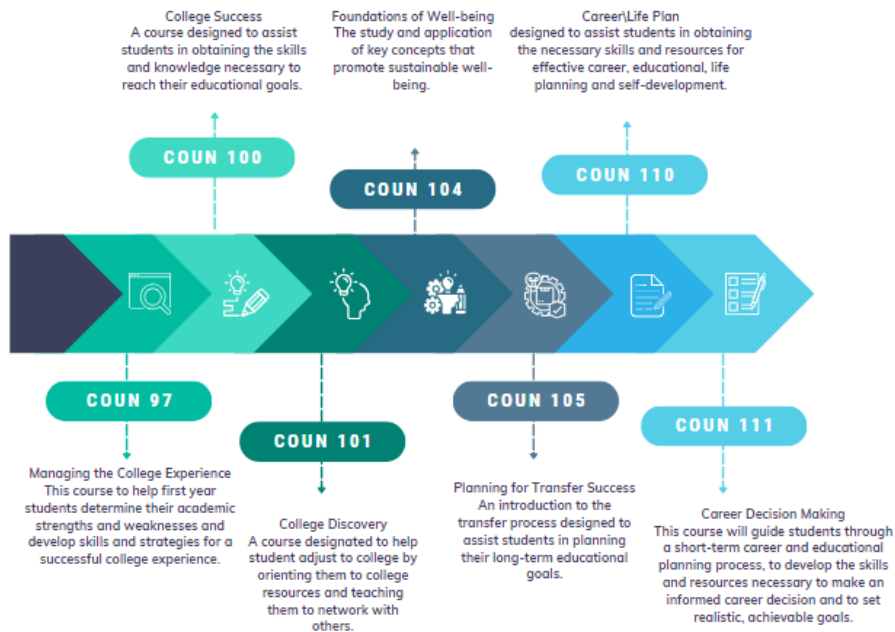
This year, the Counseling faculty instructors reviewed and evaluated the quantity and modalities of our course offerings in the past 5 years. In the brief analysis during our Counseling Faculty meeting, we found there were multiple factors that impacted the enrollment of courses, including the cost of living, availability of course offerings, and the location of the class (also known as the modality of the course whether it was 100% online without meetings, online with meeting times, or in-person classes).

For example, in some years, online courses were in demand and impacted greatly due to the pandemic, or due to national economic inflation that directly caused students to change their schedules to avoid driving (cost of gasoline, automobile repairs, rent increases caused them to work second jobs to afford the cost of living which affected their time for driving to school). In the Fall 2022 we increased the waiting list capacity to 15 students, but several technicalities in our registration system and delays caused a loss of these students because they were unable to add the classes. As a result, we increased the online counseling classes offered in Spring of 2023 with various modalities.

We offer highly interactive asynchronous, synchronous (fully online and hybrid), and face-to-face counseling courses. All the asynchronous courses are full of 30 students and a waiting list of 5 students, and all our courses are completely full to maximum capacity except for the LGBT course and the course taught at American Canyon High School.

The Counseling Success courses are the most in-demand courses. Second in demand are the Career Counseling courses. It should be noted that high school students may not want to take college classes at high school after graduation. The College Success courses introduce students to the college experience, the college campus, success skills in the classroom, resources, how to think critically about life decisions, and how to apply learning to real world situations in college and life. In Fall 2024, we are offering a new Counseling Wellness class for the first time: COUN-104.

COUNSELING COURSES TAUGHT BY FACULTY



During the beginning of the Spring '23 Semester General Counseling hosted their first “Meet and Greet” event. The intention of this event was to build community with our students, new, returning, and prospective. This event allowed students to engage with students outside of the traditional academic counseling appointment.

MEET & GREET
Open House with NVC Counselors

TUESDAY FEBRUARY 21, 2023
 10:00AM - 12:00PM
 1300 BLDG., 1339 COUNSELING HALLWAY

WEDNESDAY FEBRUARY 22, 2023
 1:00PM - 3:00PM
 1300 BLDG., 1339 COUNSELING HALLWAY

COUNSELORS & CONVERSATIONS

- GOAL SETTING
- ACHIEVEMENTS
- SPRING PROGRESS
- QUESTIONS

LEARN MORE ABOUT COUNSELING SERVICES AVAILABLE TO YOU.

WE ARE NVC
 You Are Welcome Here.

QUESTIONS? NVCCOUNSELING@NAPAVALLEY.EDU
 925.364.3994

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

- A. The Counseling Division needs a staff evaluation and restructuring due to shifting roles and responsibilities in the department, vacancies, and retirements. The reorganization of departments across campus has also impacted the needs in the Counseling Division and this should be reviewed at a deeper level. This includes full-time general counseling staffing needs and meeting the demands of student contact counseling in a remote environment and instruction simultaneously with limited general counseling faculty.
- B. The Counseling Division needs a full-time Dean of Counseling to coordinate the Division, to direct staff and to represent faculty in administrative ways. Without a Dean, the Coordinator at reduced 10% from 40% release time was not able to effectively accomplish many goals and ideas. We also encountered many problems in communication and team cohesion issues without frequent communication and leadership. The Assistant Superintendent Vice President of Student Affairs has been the acting Dean; however, this is not an effective long-term solution.

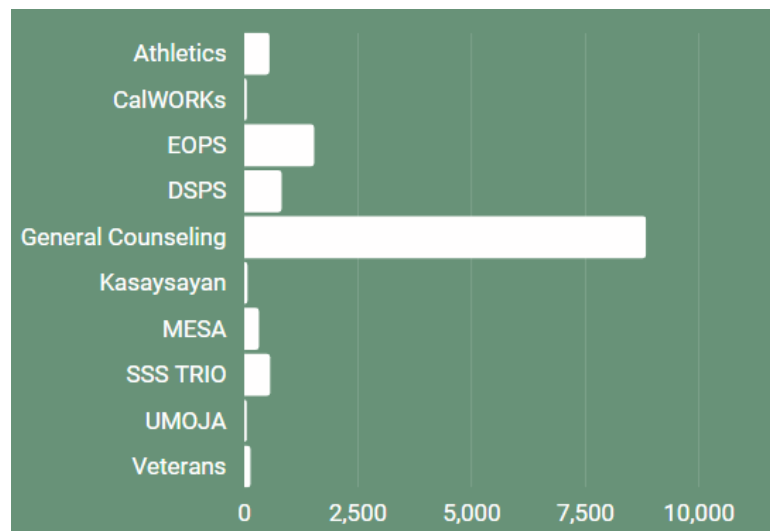
3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

One idea is to offer additional one unit counseling courses to help students understand each major better and to articulate it with various universities. Another idea would be to offer a half unit counseling class as an Orientation to College for all students in one day, before the beginning of each semester; this would be a 9-hour orientation course. A third idea is to require students on academic probation to take a half unit Counseling course to understand how to be more successful and apply it. Lastly, create a Counseling Certificate for students who want to go into leadership or mentor other students. Decades ago, we used to have these courses and could unarchive them and make curricular changes.

4. How many students did your unit serve in the 2022-2023 academic year?

The Counseling Division served **12,902 students** (duplicated) in 2022–2023.

Data includes General Counseling, Career Center, Transfer Center, MESA/STEM, SSS TRIO, EOPS, DSPS, Puente, Umoja, Kasaysayan and Athletics locations.



Education Plans and Student Success and Support (SSSP) Program Mandate

Education Plans is one of the mandated services through SSSP. Community Colleges are required to provide new incoming students with an abbreviated education plan (1-2 semester plan), and students with 15 or more units with a comprehensive education plan (3-4 semester plan). is one of the mandated services through SSSP. Community Colleges are required to provide new incoming students with an abbreviated education plan (1-2 semester plan), and students with 15 or more units with a comprehensive education plan (3-4 semester plan).

The Counseling Faculty has provided **3,883 abbreviated education plans and 2,155 comprehensive educational plans** for the 2022-2023 academic year, totaling **6,038 education plans**.



New Student Online Orientation

The Orientation Workgroup meets twice a semester minimum. The workgroup continues to network with colleagues across campus to enhance and deliver content to new and returning students.

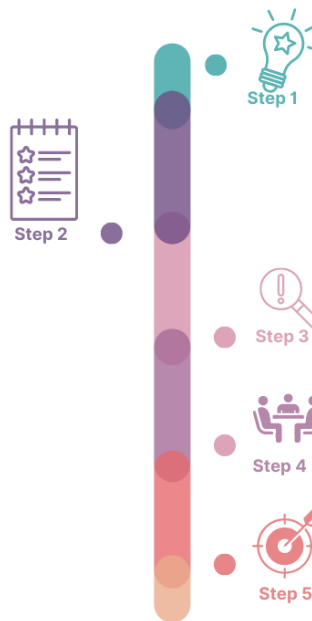
Fall 2022

296 Student Completers

Spring 2023 - Summer 2023

842 Student Completers

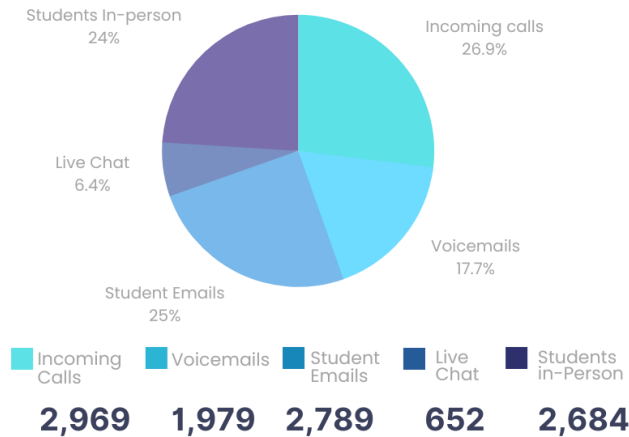
NOTE: The Spring and Summer data is combined due to technical difficulties with internal I.T Dept.



Counseling Front Desk Services

The counseling front office staff continue to be available to provide excellent student services via multiple modes of contact. The total contacts for our front office **totaled 11,073 contacts**. A **40% increase** from last year. The data will show we are servicing students via phone, email, and in-person, reflecting classified staff being back in person 100% since August. Our goal is to increase staff availability for our live chat presence, as most contacts are still virtual (phone & email) versus in-person.

Front Office Student Contact



Graduation Petitions and Certificate of Achievements

The Counseling Department completed 1,011* graduation petitions for the 22-23 academic year.

Graduation Petitions / Certificates of Achievements	
Fall '22	286
Spring '23	725
Summer '23*	81
Total Petitions/Certifications:	1,092

5. Is there any other information you think is important to note?

Institutional Challenges:

The campus faced multiple challenges at the institutional, program, and student level during the school year.

- a. Ransomware attack on the college that occurred Summer 2022 and led to campus systems being down for the campus community through August/September. There was a significant period of time before the system was fully operational.
- b. Napa Valley College launched an entirely new webpage for the campus community in November. Accessibility and availability of websites posed significant challenges for staff, as accessibility and training were not remedied until February of 2023.
- c. NVC lost talented staff during the last two years. While several positions have been filled, due to the hiring freeze, many positions have remained vacant, or the remaining have increased their workload.
- d. Returning of Classified staff (5-days a week) and re-opening of the campus occurred in Fall of 2022. Yet, most instructional classes were held online for the academic year.
- e. With departments re-opening, many were having to offer virtual online services AND in-person services. Since most instructional classes were held online and not in-person, this significantly

impacted departments offering on-campus activities and events, leading to very low student engagement on-campus.

Counseling Department Challenges:

- a. Counseling Faculty have returned to in-person services 1-day a week since Summer 2022 which was aligned with the overall campus course offerings. There is a need for more in-person appointments to meet students' needs.
- b. The Counseling Department front staff line is down 2 FTE. We have used an hourly worker to help support our front-line staff, but we need a full-time position to support our front line. When our front-line staff is absent, it pulls on other support staff to help support.
- c. Our Counseling staffing remains down by 2 FTE due to retirements and vacancies in 2022. This has impacted on our ability to provide student appointments to meet need and demand. Since the FTE is down, we have had to offer Over-Load to counseling adjuncts and faculty to meet students' needs. With a decrease in counseling staffing and limited adjunct availability, students experienced a 2-week wait for an appointment.
- d. Interim Associate Vice-President of Student Affairs served as the 'acting' Dean of the Counseling Division for the academic year and will continue to serve as 'acting' Dean until the position is filled in 2023-2024.

ARTICULATION

(Report submitted by Dr. Guerrero, Dean, Counseling Services and Student Success,
and Stacey Howard, Articulation Officer)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

One significant accomplishment this year was Professional development. The Articulation Officer (AO) kept up with policy changes, tracked several bills, and shared information with stakeholders at NVC. The AO attended many conferences, trainings, and meetings that were centered on articulation developments mandated by the State of California, such as: AB 1111 and AB 928. For example, the AO attended webinars hosted by the Academic Senate for California Community Colleges (ASCCC) Curriculum Committee and Transfer, Articulation, and Student Services Committee (TASSC). The webinars were designed to help faculty with understanding new legislation and curriculum impact and the role of faculty and Articulation Officers. They covered the basics of Assembly Bill 928, California General Education Transfer Curriculum (CalGETC) impact, faculty role regarding transfer general education, and much more.

A second accomplishment was the development and implementation over this past academic year. The AO guides faculty as they update their current classes/programs and create new ones. The Articulation Office worked collaboratively with the Curriculum Analyst and Curriculum Chair to improve curriculum processes locally and worked with the Chancellor's Office to streamline and expedite ADT approvals. The AO played an integral role in the development of 6 new and revised Associate Degrees for Transfer (ADTs). They are Communication Studies 2.0, Business Administration 2.0, Economics, Environmental Science, Social Justice Studies - Gender Studies, and Social Justice Studies - LGBTQ Studies. We are now awaiting approval from the California Community College Chancellor's Office. The AO worked collaboratively with the Chemistry Department to develop an ADT. The ADT is on hold due to an excess of units and we are currently waiting for the development of the CalGETC for stem criteria which may allow extra units and the creation of an ADT degree.

The Articulation Office assisted with the HSI-STEM project, *Cultivamos Con Cariño*. The AO assisted in the fulfillment of the HSI-STEM grant to create/update articulation of at least five STEM courses/programs over the next five years. The 2022-23 academic year was the second year of the grant cycle. The AO has made great progress towards fulfilling the grants' objectives. In researching the current articulation status of STEM programs and majors, the AO determined that STEM articulation is a priority and began this work during the fall 2021 semester.

1. University of California (UC) Transfer Pathways

Of all the UC Transfer Pathway programs, 10 of the 20 are STEM majors. NVC had course-to-course articulations for all courses in all 10 STEM pathways. There is no immediate action deemed necessary at this time.

2. California State University (CSU) Associate Degree Transfer Programs

There are seven STEM majors that are CSU Associate Degree Transfer (ADT) programs. NVC has three STEM ADT programs. They are Mathematics, Physics, Environmental Science, and Computer Science.

3. Course-to-course articulation

We researched the STEM Majors at the top 15 colleges and universities that, in recent years, NVC students have transferred to and discovered a few articulation gaps. At the top ten colleges and

universities we researched, the number of possible new course-to-course articulation, depending on the university, ranged from one to 11 courses. However, due to other pressing priorities in spring, a complete review of the findings and course articulation requests remains a task to be completed in 2023-24.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

- A. The Articulation Office is comprised of the Articulation Officer (100%) and an Administrative Assistant (50%). The current AO and her predecessor (June 2012 to December 2019) have requested technical and analytical support for the Articulation Office. Articulation services have grown exponentially over the past few years due to new and updated external and internal articulation related initiatives. Since 2021, there have been several new legislative mandates and Title 5 changes; AB 928 (Berman)- Student Transfer Achievement Reform Act (2021-22), AB 1111 (Berman) - Postsecondary education: Common course numbering system (2021-22), and Ethnic Studies requirements for three separate systems that require collaboration - CSU GE breadth (Area F, 2021-22), IGETC (Area 7, 2023-24) and the CCC system (ES graduation requirement, 2024-25). The above relies heavily on the AO to carry the weight of implementation, train campus constituent groups, interpret legislation, attend professional development opportunities, and work with faculty to reshape and develop the curriculum. As a result, the AO has spent less time on other aspects of her role. Many articulation requests go unfilled throughout the academic year. The Articulation Office needs to expand its personnel by acquiring an Articulation Analyst position. The AO provided an in-depth [justification](#) explaining the need for support each year to the appropriate individuals. The AO put in a formal request for an Articulation Analyst position with her supervisor and added the need to our unit plans for the past three years. The analyst can provide both technical and analytical support in the development and maintenance of articulation and transfer agreements which span many areas (ADTs, C-ID, GE, transferability of courses to all systems, major preparation, CPL, Common Course Numbering and the CalGETC). Currently, in the absence of a permanent full-time hire to support the articulation program, the AO is seeking a part-time Adjunct Counselor at a minimum to assist with the increased workload.
- B. Over this past year, CourseLeaf Console (replacing Curricunet) was successfully implemented. The AO played an integral role in developing, testing, and training staff regarding the new curriculum management system. However, more work needs to be done on including access to the public Course Outline of Records (CORs). Until The system can be changed to include all CORs, all requests must go through the Articulation Office. CourseLeaf course inventory: <https://nextcat.napavalley.edu/courseadmin/>
- CourseLeaf program inventory: <https://nextcat.napavalley.edu/programadmin/>
- C. Staff from the Articulation Office, General Counseling, and Admissions and Records continue to work collaboratively to improve the Credit for Prior Learning (CPL) process for granting credit to students. They have been able to update the way CPL is displayed on transcripts. However, we currently do not have a locally approved examination practice in place to assign CPL credit to students for the Language other than English (LOTE) requirement for IGETC. The AO is discussing the issue with the Spanish faculty to assist with updating the CPL process.

- D. Program Mapping has been a collaborative effort between the Counseling Division and Academic Affairs. They have been steadily updating the suggested sequencing of courses for each degree and certificate (major course work and general education), which is required by “Guided Pathways”. The AO anticipates that it will take another year to map all existing degrees and certificates.

3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

- A. The Articulation Office is assessing new ways to streamline our webpages and share information more efficiently. We anticipate having our website fully updated by the end of the fall term.
- B. The AO will continue to have a consultative and collaborative role with all NVC constituency groups and intersegmental partners (CSU, UC). To support this effort, the AO advocates hiring an Articulation Adjunct Counselor or Articulation Analyst with a strong preference for previous articulation experience. This individual will assist with implementing new legislative mandates and maintaining the articulation program for compliance with current requirements.
- C. The AO will lead in implementing any new state legislation regarding articulation. This requires the input of campus constituent groups to effectively implement a Common Course Numbering system, and the Singular GE (CalGETC) pattern for transfer students. The AO will continue to lead the Transfer-in and Pass Along, Credit for Prior Learning, Program Mapping workgroups and will initiate workgroups for Common Course Numbering and CalGETC.

4. How many students did your unit serve in the 2022-2023 academic year?

- A. During the 2022-2023 academic year, the Articulation Office served all NVC students. Articulation remains an essential service and requires adequate support for the campus to comply with Title 5 regulations and legislative demands and provide an efficient and effective response to student, counselor, and university articulation requests. Office staff developed materials such as the general education worksheets, various catalog publications, and the Certificate of Achievement petitions for IGETC and CSU GE. Office staff also uploaded curriculum changes to ASSIST.org. and NVC’s articulation website. The AO worked with faculty designees to update local curricular criteria. The AO contributed to the Multicultural Gender Studies rubric, English and Mathematics competency information, and local Ethnic Studies rubrics for a new graduation requirement. The AO served on the Ethnic Studies Taskforce and provided input on Board Policies and Administrative Procedures, specifically, [*Minimum Requirements of the Associate Degree*](#) - AP 4100 and [*Philosophy and Criteria for Associate Degree and General Education \(New\)*](#) - AP 4025. The AO worked with NVC staff to revise the catalog and general educational worksheets to reflect the new graduation and GE requirements. Cultural Competency replaces Multicultural and Gender Studies (fall 23). Ethnic Studies is now a graduation requirement per the newly revised AP/BPs 4100 and 4025.
- B. The AO provided one-on-one counseling to students on Thursday evenings as she volunteered for one overload shift throughout the fall and spring semesters. The AO had 48 student appointments outside her regular contract hours assigned to articulation.

5. Is there any other information you think is important to note?

- A. NVC made great strides to fulfill the requirements to comply with newly passed state legislation regarding Ethnic Studies and how they impact graduation requirements. The AO worked with local Ethnic Studies discipline experts, the Curriculum Committee, and the Academic Senate on instituting a new Ethnic Studies requirement to fulfill the new IGETC Area 7 requirement. Nine approved courses are a win for NVC; they are as follows:
- Five **modified** courses (formerly HUMA) - ETHS 100 Ethnic Studies 1, ETHS 101 Ethnic Studies 2, ETHS 112 African American Studies, ETHS 113 Chicana/o American Studies, ETHS 160 Filipina/x/o American Studies
 - Four **new** ETHS courses - ETHS 111 Native American Studies, ETHS 114 Women's Ethnic Heritage in the U.S., ETHS 115 Critical Mixed Race Studies, and ETHS 161 Asian Pacific Islander American Studies
- B. The Student Transfer Achievement Reform Act of 2021 (AB 928) streamlines the process by which California Community College students may transfer to a four-year university. CSU GE and IGETC will be combined into a singular pattern "CalGETC" and goes into effect 2025. The Intersegmental Committee of the Academic Senates updated the IGETC standards, policies and procedures for intersegmental general education transfer curriculum to include the CalGETC policy implementation. Each CCC will receive an estimated \$517,000 from the state to implement the new pattern. The new [Cal-GETC Standards ver. 1.0](#) is on the [ICAS web site](#) and denotes the new CalGETC criteria.
- C. A few highlights capturing some of the more substantial changes reflected in this singular CalGETC pattern include the following:
1. Oral Comm articulation resubmission required due to substantial changes and required review by UC.
 2. Math criteria is patterned after IGETC - NO Math for Elem Teachers Ed course.
 3. Critical Thinking – All require an English Comp pre-req.
 4. Classes must be passed with a "C" or better (C- is not acceptable if the grade scale shows less than a 2.0)
 5. Humanities - Advanced level Foreign Language Courses required.
 6. Only Full certification accepted (no partial)
- D. For more information regarding AB 928, please refer to the slides produced by the AB 928 Committee:
- [AB 928: Associate Degree for Transfer Intersegmental Implementation Committee* Meeting 4, April 25, 2023](#)
- E. Another bill that has and will continue to greatly impact articulation is AB 1111. "[Assembly Bill No. 1111 \(Berman\)](#) requires implementation of a student-facing common course numbering (CCN) system across the California Community Colleges (CCC) on or before July 1, 2024. The CCN system will assign the same course number to comparable courses across all California community colleges in order to "streamline transfer from two- to four-year postsecondary educational institutions and reduce excess credit accumulation." The CCN system will establish a structure that maximizes credit mobility for all students, strengthening equitable transfer and

student success. More specifically, it will support students in areas such as building cohesive academic plans, understanding how required courses transfer and apply to completion, and making informed course selections that support degree completion. This effort will require the coordinated engagement of many stakeholders, including faculty, administrators, staff, and system officials.” ([CCCO-AB111](#))

- F. Each CCC will receive an estimated \$900,000 from the state to implement the new system by 2024.
- G. In addition to the activities mentioned above, The Articulation Office worked on several articulation-related tasks throughout the year.
 - 1. Improving ADT articulation by updating existing NVC TMCs, analyzing potential gaps in elective course offerings, and sharing information with respective faculty
 - 2. Submitting courses for C-ID articulation and monitoring their approval status
 - 3. Revising AA/AS GE, CSU-GE, and IGETC documents and utilizing the Articulation Share Point page to keep Counselors informed.
 - 4. The AO took on a new leadership role as the [CIAC](#) Region 1 & 2 representatives and also served as a Trainer at the [CCCCO New AO Training](#)

CAREER CENTER

(Report submitted by Dr. Alejandro Guerrero, Dean, Counseling Services and Student Success, and Dr. Sherry Tennyson, Consultant, Career Center)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

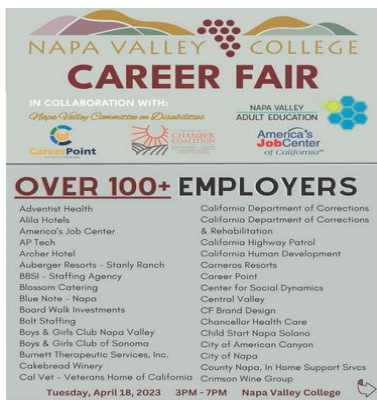
- A. The Career Center continues to strengthen the development and implementation of the Napa Valley College Career Center in partnership with the American Canyon Family Resource Center. Under the direction of Acting Vice President and now permanent VP of Student Affairs, Dr. Alejandro Guerrero, and in partnership with Dr. Sherry Tennyson, Career Consultant & Director of the American Canyon Family Resource Center, focused on increasing access to resources for NVC students, alumni and community businesses.
- B. For school year of 2022 –23, Dr. Tennyson, the NVC Career Consultant and Dr. Reed Davis, Adjunct Career Instructor/Counselor provided individual career advising sessions: students were assessed for job readiness skills, career interests and work/academic plans. However, the Administrative Assistant position for the Career Center was vacant during the school year. The Career Center Consultant maintained on campus hours for 3 days per week to provide services, including workshops, outreach events and Hiring Events (due to the partial closure of the campus, meetings also were provided remotely.)



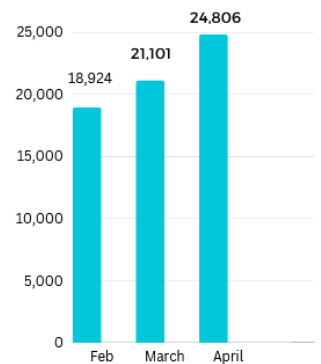
- C. The Career Consultant increased partnerships with the business community: Napa County Coalition of Chambers, April Career Fair, AC Chamber Mixer (April), Napa County Hispanic Chamber of Commerce Mixer (September) and worked with over **200 employers** to establish employment and internship positions.
- D. Co-hosted events with the Napa County Committee on Disabilities: Hiring a Diverse Workforce: Workshop for Employers and Hiring a Diverse Workforce Career Fair.
- E. Program Development: Assisted in securing funds to increase career opportunities for NVC students, graduates, and community): Handshake, online portal and LAEP (internship opportunities specific to research), additional funding for the Transportation, Distribution, and Logistics training program (subcontractor with the West Oakland Jobs Resource Center through August 2025).

F. The annual Career Fair held in April of 2023 was extremely successful! We had over **100+ employers** and **over 121+** were in attendance including students, community members and alumni. An innovative idea we created for this years' Career Fair is a QR code for attendees and employers as they checked into the event. We also surveyed students and the community through the QR code on what top career fields they were in search of or had an interest in.

G. The Career Center Department utilizes SMORES to distribute information about Career Services including a Job Board in which employers can provide onto our SMORES newsletter and job board. We will continue this successful newsletter into the next academic year information on job opportunities and internship opportunities for students, alumni and the community. The SMORES newsletters for the academic year have been extremely successful. Word has gotten around the employer community and we receive inquiries on how they can add their hiring information.



SMORES Newsletters
of Visits



2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

A. The Administrative Assistant position for the Career Center became vacant in July of 2022. During the school year, the Sr. Administrative Assistant of the Counseling Division has been temporarily assisting the department. This is not a sustainable option, and there is a significant need to fill this position to support the Career Center Department and meet the needs of students, employers, and the community. The impact is seen in the limited social media

presence and the staff resources to implement innovative programs, Handshake, and the Chancellor's LAEP program. In addition, the retirement of the Senior Dean of Financial Aid also impacted on our ability to participate in the launch of the Chancellor's LAEP program in 2022 – 2023.

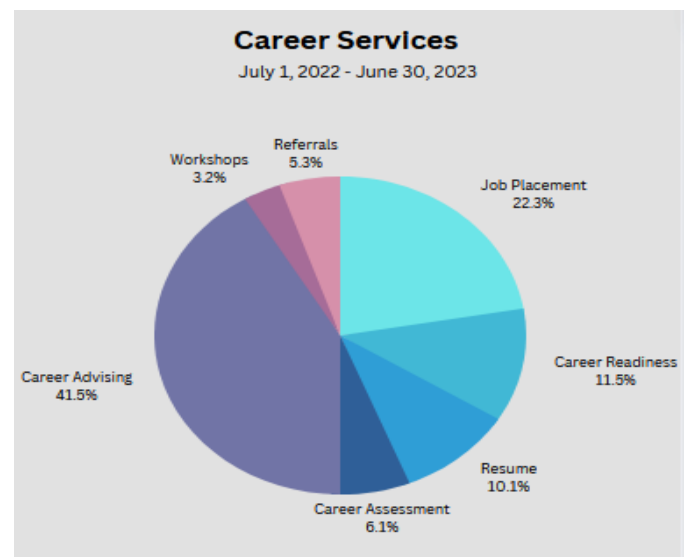
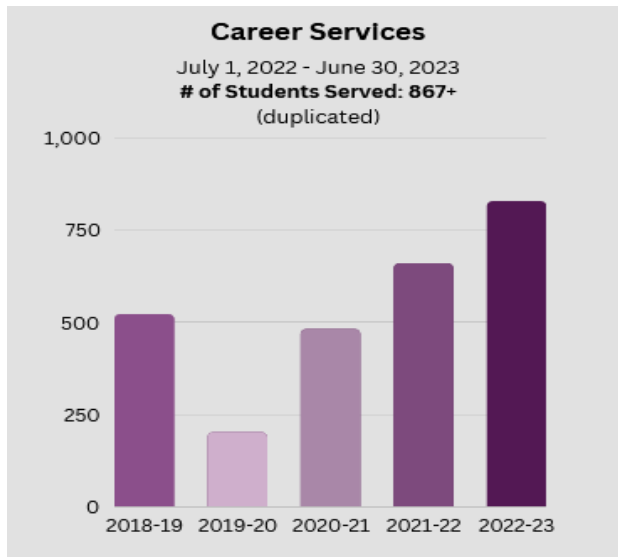
- B. Due to shortage of staffing, we were unable to launch Handshake. Handshake is a web platform for students, alumni, employers, and Career Center staff. Handshake provides a personalized job recommendation based on the students and alumni's profile, so that they can find jobs and internships that are right for them. It also can manage virtual and in-person events and fairs, outcome tracking, marketing tools and analytics.

3. Do you have any innovative ideas (i.e., "let's try it" suggestions) for your unit?

- A. With the anticipated hiring of the Dean of Counseling in the 23-24 academic year, we hope to create a cohesive collaborative effort between General Counseling and Transfer Center to serve new incoming students and to reach current students as well who may not be aware of Career Services, Counseling Services and Transfer Services. An innovative idea is to create a Stamp Book in which new and current students schedule x number of appointments a semester or receive department information or attend a workshop or event held by one of these departments. This will increase awareness of departmental services amongst new and continuing students.
- B. With most classes in the 2022-2023 academic year still online, we found that on-campus attendance by students is non-existent. It has been difficult for departments to reach students and to provide on-campus events and activities. We have found that if a department is hosting an on-campus event, partnering with multiple departments on campus and offering a multi-department event/activity that we see an increase in student participation. We must make it worthwhile for students to be on-campus, especially when their classes are online. We will continue this model in the next academic year and look forward to partnering with other departments and programs.
- C. We recommended that students begin meeting with the Career Advisor begins the first semester during the student's college - Increase integration and show alignment with all academic activities.

4. How many students did your unit serve in the 2022-2023 academic year?

- The Career Center in 2022-2023 served **over 867+ students**. This is a **32% increase** from the past year.



5. Is there any other information you think is important to note?

Challenges

- The campus faced multiple challenges at the institutional, program, and student level during the school year.
 - A. Ransomware attack on the college that occurred Summer 2022 and led to campus systems being down for the campus community through August/September. There was a long time before the system was fully operational.
 - B. Napa Valley College launched an entirely new webpage for the campus community in November. Accessibility and availability of websites posed significant challenges for staff, as accessibility and training were not remedied until February of 2023.
 - C. NVC lost talented staff during the last two years. While several positions have been filled, due to the hiring freeze, many positions have remained vacant, or the remaining have increased their workload.
 - D. Returning of Classified staff (5-days a week) and re-opening of the campus occurred in Fall of 2022. Yet, most instructional classes were held online for the academic year.
 - E. With departments re-opening, many were having to offer virtual online services AND in-person services. Since the majority of instructional classes were held online and not in-person this significantly impacted departments offering on-campus activities and events, leading to very low student engagement on-campus.
 - F. Interim Associate Vice-President of Student Affairs served as the 'acting' Dean of the Counseling Division for the academic year and will continue to serve as 'acting' Dean until the position is filled in 2023-2024.

Program Challenges

- The Administrative Assistant position for the Career Center has been vacant since July of 2022. The Sr. Administrative Assistant of the Counseling Division has been temporarily assisting the department. This is not a sustainable option, and there is a significant need to fill this position to support the Career Center Department and meet the needs of students, employers, and the community.
- With departments re-opening, many were having to offer virtual online services AND in-person services. Since most instructional classes were held online and not in-person, this significantly impacted departments offering on-campus activities and events, leading to very low student engagement on-campus.
- Career Center Services are critical and yet, the Center is minimally staff (2 part time Career Counselors and the vacant part time Administrative Assistant position). Yet, the role of the office is critical in the well-being and overall success of NVC students and graduates. Aligned with the NVC Institutional Strategic Goals, we recommend the following structural changes (Source: Outcomes and Metrics that Matter):

- **Career Readiness becomes a core component of the college component.**

Create a short-term plan to address the growing needs of the campus community addressing low enrollment and develop a long-term strategy that expands the Career Center role that includes “moving out of campus silos and become “interconnected, integrated across the fabric of the college community. This can be achieved in working with the Guided Pathways committees and creating a working committee/Task Force to redefine the mission of Career Services with an emphasis in linking the college experience and career pathways (increase hours for Career Consultant/Team to provide the necessary hours to design and implement this work).

- **Career Center leaders have a seat at the strategic table and team them with other leaders at the table.**

This can be achieved by having a proactive role in the fund/resource/program development process from the beginning to secure new funding streams or enhance existing programs/grants.

- **Integrate career readiness education into the academic curriculum.**

Student Challenges

COVID has made an Impact on college students’ Career Development:

- I. *“I have become a homebody and am not comfortable going out to meet people. It changed who I am.” (Sophomore, Business/Finance)*
- II. *“I have a hard time learning online and don’t always understand the information.” (Sophomore, CTE (Career Technical Education))*
- III. *“I have not seen my professor and would not know what he/she looks like if he/she walked right by me.” (First-year student, undeclared)*

- IV. The impact of COVID-19 has made its mark on the career development needs of the NVC students; many students are struggling to enter the workforce because of the following:
- a. Limited work history – during the first months of Shelter in Places, students and family members lost jobs due to business closures. Although there has been an increase in job openings, students lack the soft skills: professional/workplace communication, critical thinking, and collaboration/teamwork.
 - b. Limited opportunities to meet with professionals/employers to learn about jobs and career paths with internships, job fairs, mentors, volunteer positions, job shadowing).
 - c. Limited access to public transportation or reliable transportation
 - d. Limited opportunities to meet with other students and develop natural peer support groups and meet with professors (outside of zoom)
 - e. The above limitations are part of the career development activities for college students and because we are not fully open, many of the students lack these opportunities.

HUMAN SERVICES AND ADDICTION STUDIES PROGRAMS

(Report submitted by Dr. Alejandro Guerrero, Dean, Counseling Services and Student Success, and Melinda Tran, Coordinator/Counselor, Human Services and Addiction Studies Programs)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

- A. Our students completed 3,250 volunteer hours in human services and addictions programs.
- B. Our new curriculum for our human services program – Child Welfare Informed Concentration and Trauma Informed Services have been approved by the Senate.
- C. We completed the first year of our MIP Program with Aldea, Centerpoint, and Archway enabling 6 of our students to complete paid internships.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

There is an ongoing need to recruit students for the Human Services Program and Addiction Studies Program.

3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

Adding additional paid internships for both our programs Human Services and Addiction Studies.

4. How many students did your unit serve in the 2022-2023 academic year?

Class	Fall 22 Students	Spring 23 Students
HSRV-120 Introduction to Human Services	21	21
HSRV-122 Helping Skills in Human Services	7	Not offered
HSRV-124 Working with Diverse Populations	13	10
HSRV-126 Case Management in Human Services	Not offered	11
HSRV-130 Crisis Intervention in Human Services	10	Not offered
HSRV 135 – Introduction to Public Child Welfare	3	Not offered
HSRV-190 Field Studies	7	Not offered
ADS-100 Law and Ethics	8	Not offered
ADS-120 Introduction to Addiction Studies	Not offered	12
ADS-123 Counseling Theories and Techniques	Not offered	7
ADS-125 Personal and Professional Growth	14	Not offered
ADS-127 Case Management in Addiction Studies	Not offered	16
ADS-135 Pharmacology and the Physiological Effects of Addiction	Not offered	10
ADS-193 Supervised Practicum for Addiction Studies 1	9	Not offered 9
ADS-194 Supervised Practicum for Addiction Studies 2	Not offered	9
Totals	92	96

*Chart is subject to student duplication

*Chart highlights number of students who completed the class

5. Is there any other information you think is important to note?

- A. Our students have completed **2,340 volunteer hours** working with a population that is highly stigmatized and struggling with addiction. Our Human Services students have provided 910 hours of direct support to children, families, individuals going through immigration issues, transitional aged youth, and veterans with housing insecurity, others with housing insecurity and without homes, individuals recently released from incarceration, and others in our local population who have benefitted from their time.

- B. We had an end of the year celebration for our graduates in the program joined by their families and community stake holders on campus.

TRANSFER CENTER

(Report submitted by Dr. Alejandro Guerrero, Dean, Counseling Services and Student Success, and Elizabeth Lara, Coordinator/Counselor, Transfer Center)

- 1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?**
 - A. Our 48th Annual Transfer Day was held in-person on September 8, 2022, from 10-1:30 pm in the PAC (Performing Arts Center) lobby. We hosted 30+ representatives from the University of California and California State University systems, California Independent and Private Colleges and Universities, and a variety of Out-Of-State schools. We had over 300 local high school and NVC (Napa Valley College) students attend.
 - B. Our 16th annual Transfer Celebration was held in-person on May 11th, 2023, from 11-1 pm in the library plaza. The Transfer Celebration recognizes and celebrates the successful completion of a student's transfer journey and admission to a four-year institution. We had over 100 students and staff attend the event. The celebration included tabling by NVC departments, student support programs, clubs, and a few college representatives (UC (University of California) Davis, Saint Mary's College of California, Pacific Union College, Sacramento State University, Sonoma State University and Univ. of Nevada, Reno). It was co-sponsored by Basic Needs "Fresh Sounds Series" and included live music by "Weekend Youth", games and pizza.

- 2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?**
 - A. The Transfer Center at Napa Valley College is a student support service, which provides numerous services to assist students in navigating the transfer process from NVC to a 4-year degree granting institution. The services include:
 1. Transfer guidance (including application assistance) through workshops and open labs. Individual appointments are offered through general counseling.
 2. Facilitate student appointments with college/university representatives.
 3. Provide information about 4-year campuses, (live/virtual) tours, and transfer resources.
 4. Transfer academic planning in collaboration with General Counseling.
 - B. In-person student engagement was an area that decreased significantly over this past academic year. Our goal is to increase student participation in our services every academic year. We offered our services both online and in-person to match the heavily offered online courses (see the data table below) and yet student participation declined. We've offered incentives such as gift cards and food and refreshments. Nothing seems to have made a significant impact on increasing participation.
 - C. Workshops and classroom presentations are among the several services that the Transfer Center provides. At the end of every academic year, the Transfer Center Staff analyze the style, frequency, subject matter, and workshop attendance data and adjust future workshop presentations. We began the academic year with all of our workshops in-person. We had extremely low attendance and then decided to switch to online workshops through ZOOM. We saw some increase in attendance, but we have not returned to pre-pandemic student engagement.

- D. As class size has decreased over the past three years, so has the number of students that were present for a classroom presentation. Transfer Center staff have analyzed the data and have decided to offer more virtual workshops than in-person due to the percentage of classes being offered in-person vs. online. Staff have also concluded that more students can be reached through classroom presentations and will focus more on building a stronger relationship with faculty to impart the importance of sharing transfer information in their classes.
- E. Beginning fall 2022, the Student Affairs Specialist was reassigned to the Office of Student Life and was not replaced. The coordinator was on leave for the spring term and two counselors hosted a few workshops to assist students in her absence. The Administrative Assistant works for the Transfer Center 20 hours per week. The staffing shortage and the effects of the pandemic can be seen in the decrease of transfer guidance/advising, which decreased significantly from 2019 to 2022.
- F. This fall, we plan on sending out a student survey to capture data that we can analyze and use to alter services and increase student awareness and participation in our services. In the meantime, we will offer hybrid services to align with the class schedule.
- G. The course offerings for fall 2023 are as follows:

Location	# of sections	Percentage
Main	135	29.03
Hybrid (main)	120	25.81
Online	210	45.16

Course offerings for 2022-23								
Fall 2022			Spring 2023			Summer 2023		
Location	# of Sections	Percentage	Location	# of Sections	Percentage	Location	# of Sections	Percentage
Main	97	22.10	Main	105	23.54	Main	25	22.12
Hybrid - Main	89	20.27	Hybrid - Main	104	23.32	Hybrid - Main	11	9.73
Online	248	56.49	Online	227	50.90	Online	68	60.18
Off-Campus	5	1.14	Off-Campus	10	2.24	Off-Campus	9	7.96
Total	439	100.00	Total	446	100.00	Total	113	100.00

3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

- A. One innovative idea is to conduct more joint activities with student support programs. The goal is to connect more students with transfer resources. ASNVC (Associated Students of Napa Valley College), EOPS (Extended Opportunity Programs and Services), SSS (Student Support Services) TRIO, and MESA/STEM have shown interest in collaborating with joint activities that will engage and benefit more NVC students. One of the ways in which we plan on working with other student programs is to co-host Welcome Week. We plan to have 2 days of in-person activities and 1 day of online activities.
- B. Also, we plan on a more intrusive approach when it comes to classroom presentations and faculty engagement. Transfer is an institutional goal and as such should be a priority of every faculty member, administrator, and classified professional. We plan on sending out a survey to NVC employees to gauge their knowledge of Transfer Center services and their participation in promoting the transfer process. We also plan to join division meetings to share transfer information and encourage more collaboration between areas.
- C. Re-imagining workshop engagement by focusing on different modalities to increase student awareness of transfer information and opportunities.
- D. Increasing online presence and accessibility to the services that the Transfer Center provides by streamlining our website.
- E. Increase transfer student engagement and interest in transfer and transfer center’s services by further developing the Transfer Stories program (current NVC transfer students and alumni transfer success stories).
- F. Increase NVC Community support and awareness of the transfer process through intrusive communication involving intentional contact with faculty and staff, and proactive scheduling of transfer presentations with the goal of developing a beneficial relationship that leads to increased transfer success of our students.

4. How many students did your unit serve in the 2022-2023 academic year?

- A. We serve all NVC students that are interested in learning about the transfer process. We offer a wide range of services to meet their needs and consistently analyze data to adjust the services we offer and how we market them. There were 6,155 credit students enrolled at NVC in summer 2022 – spring 2023. Around half (3,208) of them had a transfer-related goal on file at NVC (at any point; not limited to 2022-2023). A significant percentage of those students (2,245) accessed (i.e., had a counseling appointment regarding transfer, attended a transfer workshop or attended a classroom presentation about the transfer process) Transfer Center services.
- B. Each edition of our transfer newsletter (SMORE) went out to over three thousand students. Additionally, over 250 students attended our major events (Transfer Day, HBCU (Historically Black Colleges and University) Caravan and Transfer Celebration).

July 1st, 2022, to June 30th, 2023

Student contact July 1st, 2022-June 30, 2023, for Transfer	
Group	# of students
Workshop attendance	85
NVC Classroom Presentations	256
College and University Representatives	101
Transfer reason code	# of student contacts regarding Transfer
Elizabeth Lara-Medrano	301
Omar Peña	132
General Counseling	3201

Associate degrees for Transfer (ADT)
(AA-T/AS-T Degree Information)

- SB 1440 – The Student Transfer Achievement Reform Act signed into legislation in 2010 enables the California Community Colleges and California State University to collaborate on the creation of ASSOCIATE DEGREES FOR TRANSFER (AA-T/AS-T, also known as ADTs (associate degrees for Transfer)). These unique associate degrees allow students to complete an associate degree and prepare for transfer to the university with priority admission benefits. NVC offered 24 ADTs for the 2022-2023 academic year and that will increase to 28 for the 2023-2024 once all state approvals are given.

Associate degrees for Transfer (ADT) (as of 6/27/23)

Associate degrees for Transfer (ADT)	# of Students
Students on the FA 2022 CSU (California State University) list for verification (applying for Spring 2023)	36 (38 degrees)
Students on the SP 2023 CSU list for verification (applying for Fall 2023)	100 (122 degrees)
Students who petitioned for ADT w/ NVC (SP23)	128 (149 degrees) *
Students who petitioned for ADT w/ NVC (FA22)	37 (41 degrees)
Students who petitioned for ADT w/ NVC (SU22)	18 (20 degrees)

*Values may change as degree petitions are processed

Transfer Admission Guarantee (TAG) Program

Subject	# of Students
TAGs (Transfer Admissions Guarantee) submitted by students	86
TAGs requiring NVC Counselor Review (UC Davis only)	58
TAGs UC approved	49

5. Is there any other information you think is important to note?

- A. During this past academic year, the Interim Associate Vice President of Student Affairs was Acting Dean of the Counseling Division. A plan is in place to hire a new Dean during the fall 2023 term.
- B. To better understand the effects of the pandemic and increased online course offerings, we have included information from our recent program review which covers a three-year cycle.

Transfer Center Data

Transfer Guidance: Number of students that utilized transfer-related services.

	2019-2020	2020-2021	2021-2022	Change over Three-Year Period
Number of Students Served (Unduplicated Headcount)				
Transfer Center Staff	313	156	153	-51.1%
General Counseling Staff	2,487	2,224	1,449	-41.7%
College/University Representatives	151	N/A	82	-45.7%
Number of Appointments (Duplicated Students)				
Transfer Center Staff	401	245	243	-39.4%
General Counseling Staff	4,474	3,534	2,140	-52.2%
College/University Representatives	223	N/A	111	-50.2%
Source: Data provided by Transfer Center				

Workshops and Presentations

Type of Offering	2019-2020		2020-2021		2021-2022		Participation across Three Years
	Sessions	Students	Sessions	Students	Sessions	Students	Number of Students per Session
Transfer Workshops	32	173	33	150	26	184	5.6
Classroom Presentations	13	400	10	275	10	200	26.5
Source: ConexED							
Notes: Annual reporting periods span July 1 through June 30.							
Student counts might include some duplicates for students that attended multiple sessions.							

Transfer Data*

UC Transfers	Fall 2022	CSU Transfers	Fall 2022
School	Number of NVC students enrolled	School	Number of NVC students enrolled
Berkeley	6	Sacramento State	48
Davis	44	San Diego State	10
Irvine	2	San Francisco State	28
Los Angeles	8	San José State	10
Merced	3	Sonoma State	50
San Diego	3		
Santa Barbara	8		
Santa Cruz	6		
Total	80		146

* Data is not yet available for fall 2023; data for 2015-2022 can be found [here](#)

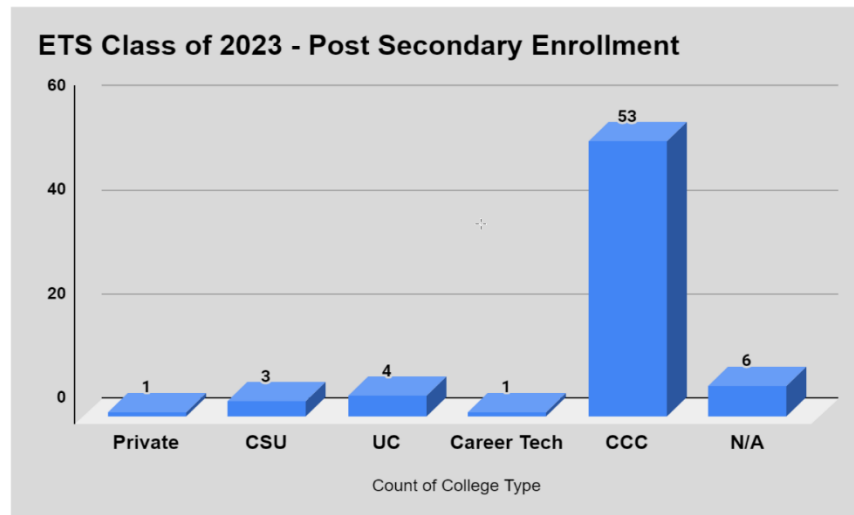
EDUCATIONAL TALENT SEARCH

(Report submitted by Ramon Salceda, Dean, Student Support Programs)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

A. Noted below are a few samples of the year's highlights:

- 67 Seniors graduated.
- 1 Student Graduation Speaker: Paola Gaspar Martinez (Napa High School).
- 1 Early Graduate (Roselyn Davalos, now attending NVC).
- Our graduates from Napa and Vintage High Schools will be attending various California State Universities, Universities of California, Private Colleges and Community Colleges throughout California.
- Numerous students were recipients of a variety of public and private scholarships and awards.
- Many of our students are participating in various NVC programs such as SSS TRIO, EOPS, MESA, and Puente.



- B. During the summer, we collaborated with Study Smart Tutors in order to provide summer camp opportunities for students in all grade levels. There were two different options of camps provided, a LEGO STEM Engineering Course and a Streaming Essentials with Blaze Course. The LEGO STEM Engineering Course focused on using LEGO Bricks and specialty pieces such as gears, pulleys, levers, ramps, and axles as the medium to design, build, and test machines and complete engineering challenges. In the Streaming Essentials with Blaze Course, students had the opportunity to explore the pros and cons of being a streamer, the tools and platforms needed to establish unique streaming personas, and a variety of strategies toward developing a positive, diverse, and inclusive community of fans.

ETS Virtual LEGO Engineering Summer Camp



C. This year marked the establishment of the new middle school in the Napa Valley Unified School District, Unidos Middle School. The ETS TRIO Program received approval from the U.S. Department of Education to serve students from Unidos Middle School, and it was a huge success to be able to serve our students and families from this new school.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

It continues to be a challenge to have a complete staff, as we once again had only 1 program assistant throughout the year. This had a direct impact on our essential services, such as recruitment and workshop delivery. Due to the staff shortage, we were unable to serve the program's projected number of students.

3. Do you have any innovative ideas (i.e. "let's try it" suggestions) for your unit?

We would like to establish a summer bridge type of program for our incoming Napa Valley College seniors. This program would ensure a smooth transition for our ETS TRIO students into higher education and help with enrollment numbers at Napa Valley College.

4. How many students did your unit serve in the 2022-2023 academic year?

The Educational Talent Search TRIO Program provides academic services to 668 first-generation, low-income middle and high school students from the following Napa Valley Unified School District schools:

1. Unidos Middle School
2. Redwood Middle School
3. Silverado Middle School
4. Napa High School
5. Vintage High School

5. Is there any other information you think is important to note?

We are hoping that in the upcoming school year, the ETS TRIO Program will be able to finally hire a Program Assistant to complete our basic staffing needs. This would be a great assistance in accomplishing the program's goals, such as recruiting the projected number of students to serve.



TRIO STUDENT SUPPORT SERVICES (SSS)

(Report submitted by Ramón Salceda, Dean, Student Support Programs)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

A. We want to celebrate the accomplishments of our SSS TRIO students.

- 18 Students graduated with a degree and/or certificate.
- 8 Students have transferred to 4-Year Universities, these include: UC Davis, CSU Sonoma and UC Berkeley.
- 1 Student (Jorge Alejandro-Martinez) was the NVC Student Trustee for the NVC Board of Trustees.

A few of our 2023 Graduates



B. The SSS Program collaborated with other NVC Programs in order to provide educational excursions and the End of the Year Celebration for our students. In collaboration with the TRIO Educational Talent Search Program, we took students to the TRIO WESTOP NORCAL Student Leadership Conference held at UC Berkeley. Students attended various workshops and listened to motivational speakers. We also collaborated with the NVC EOPS Program for a campus visit to UC Davis, in which students toured the campus, had lunch, listened to a student panel and Admissions presentation. For our End of the Year Celebration, we collaborated with the NVC MESA/STEM Department and provided dinner, congressional certificates from Congressman's Mike Thompson's Office, and other recognition awards.

C. We were able to hire a Student Worker to assist with daily tasks, this has been helpful especially considering that we have not been able to hire a full-time Administrative

NVC SSS TRIO and MESA/STEM End of the Year Celebration



Assistant.

1. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

- A. The SSS TRIO Program continues to work on establishing a DocuSign Application for Dependent and Independent students as this would facilitate a much more efficient recruitment process.
- B. Recruitment continues to be a challenge as we were unable to serve the program’s projected number of students. This is in large part due to our staff shortage, which we hope to resolve soon.

2. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

- A. The SSS TRIO Program would like to offer a transfer credit Counseling Course within the program’s curriculum, this would hopefully assist with our recruitment efforts.
- B. We would like to finalize our program’s DocuSign Application and make it available on our website.
- C. We are working on establishing the SSS TRIO social media accounts, which will allow us to connect with our current, former and potential students.

3. How many students did your unit serve in the 2022-2023 academic year?

The SSS Program is funded to serve **185 students**, however, due in large part to the staff challenges being faced, we were unable to serve the projected number of students.

4. Is there any other information you think is important to note?

The SSS TRIO Program continues to face significant staffing challenges, including the inability to hire a replacement full-time Administrative Assistant.

**TRIO
WORKS!**



SSS TRIO Graduates, Arcie Alvarado and Jorge Alejandro-Martinez with Ramon Salceda, Dean of Student Support Programs and TRIO Alumnus

OFFICE OF STUDENT AFFAIRS

(Report submitted by Dr. Alejandro Guerrero, Asst. Superintendent/Vice President,
Student Affairs)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

A. A 3rd annual ¡Viva Mariachi! Festival

On Saturday, April 1, 2023, **823 tickets** were sold during the two sold-out performances (a matinee and evening show). The concerts highlighted three award winning mariachi groups: Mariachi Cantares de Mi Tierra from Luther Burbank Center for the Arts, Mariachi Los Gavilanes from Monaco Middle School and Mariachi de Uclatlán from UCLA.

The fact that we had two sold-out performances on the same day is indicative of the interest in these types of community events that promote education and culture. These sentiments were shared via feedback cards that we collected from patrons after the concert and during the intermission breaks.

- *“Powerful experience, So proud of our youth and their confidence. Transformational experience for the young musicians! Thank you! See you next year.”*
- *“We love the energy from the music. It is very beautiful.”*
- *“Great show!! Our 3rd time enjoying the festival. We love to come as family tradition! Thank you for making this possible.”*
- *“This was an amazing demonstration of what comes out of Mexico! Thank you!”*



B. The 17th Annual High School Breakfast

On Thursday, November 17, 2022, we had **101 attendees present** (50 colleagues and 51 NVC staff members)—an amazing outcome for our first in-person breakfast since the COVID -19 pandemic.

These are a few comments that we received from our colleagues via an evaluation survey:

- *“The breakfast, food was on point!!! I was impressed with the different programs you have for the students. The most impressive was the Psych Tech Program. I’m definitely going to*

lead our students that want to make money, but unsure what they want to do with their lives, in that direction.”

- *“I enjoyed hearing from different learning communities on campus and how they provide support to their students. I also enjoyed being able to hear from staff members at NVC and their vision and mission to support NVC bound students and students currently enrolled in the college.”*
- *“Hearing from the new President and getting to know his story. I also loved hearing more about the learning communities and the psych tech program.*
- *“Thank you for the lovely breakfast and the opportunity to network prior to the presentations.”*
- *“Thank you again for your generosity and hospitality.”*

C. **NVC’s 2023 Commencement**

The ceremony was held off-campus for a second year in a row at the Memorial stadium on May 25, 2023. **276 graduates** participated in the ceremony out of **589** eligible graduates. We had approximately 2,400 people in attendance at the stadium (not including children).

The large 10’ x 17’ft tv screen that projected messages from faculty, staff and administrators was a very special addition to the ceremony, and it provided parents and guests a close-up view of their graduate(s) as they walked the stage.



D. **Sonoma State University Guaranteed Admissions**

Napa Valley College and Sonoma State University (SSU), established a relationship guaranteeing admissions to qualified Napa Valley College students into Sonoma State University. SSU will communicate to the NVC point person regarding Guaranteed Admissions policies and processes and related upcoming SSU events and provide promotional materials and messaging regarding Guaranteed Admissions and related SSU programs and services for the NVC point person to distribute utilizing NVC communication tools. Communications may target populations such as: CC counselors, students, parents, student associations, clubs, etc.

1. NVC will allow an SSU Representative, per the SSU Representative's availability, to promote Guaranteed Admissions to students. NVC will be responsible for coordinating and reserving a venue location for up to two presentations per academic calendar year.
2. NVC will ensure that all students seeking Guaranteed Admissions complete A1 (speech), A2 (English composition), A3 (critical thinking) and B4 (GE Math) with a C- or better, a 2.0 minimum grade point average and 60 transferable units with 30 of those units being general education courses with a minimum grade point average of 2.0 for non-impacted majors.
3. NVC acknowledges that Guaranteed Admissions does not apply to Impacted Majors as they have their own set of criteria that need to be met.
 - A. Students who meet CSU minimum requirements but do not meet impacted major requirements will be admitted into their alternate major if listed on the application. See list of Impacted Majors.
 - B. SSU will organize campus events and programming annually for NVC students and families.
 - C. NVC students must submit a Cal State Apply Application to SSU and pay the application fee by the application deadline.
 - D. NVC or another organization on behalf of NVC may purchase application fee coupon codes from the CSU to distribute to students.
 - E. NVC students seeking Guaranteed Admission to SSU must complete an ADT or transfer pathway and be in good standing in the Fall or Spring term prior to their admission entry term at SSU.
 - F. NVC will sign up as an eTranscript CA partner within the first year of the MOU and ensure delivery of transcripts to SSU is exclusively sent using eTranscript CA.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason?

One of our goals that we were unable to complete was the retrieval or creation of a large number of historical files that we lost with the cyber breach that took place in June 2022. The Office of Student Affairs lost about 80-85% of its electronic documents since the office staff saved all of their documents on a shared Student Affairs drive, which resided on our network drive. Unfortunately, we were not aware that the network drive was not backup on a regular basis.

Our goal last year was to try to retrieve important documents from emails, but this has been a time-consuming task, so we are doing it only when we come across important files. This is an ongoing task that we're tackling little by little every month, but it has not been easy, especially with the institution moving into using and storing files in Microsoft Office 365 OneDrive. File sharing is still somewhat cumbersome when our files are not synching correctly, so we end up with different versions of the same file.

3. Do you have any innovative ideas (i.e. "let's try it" suggestions) for your unit?

- A. Creating a **High School Counselor Summit** before the start of the fall semester in early August, where we can invite our High School Breakfast colleagues to can attend. This would be an event leading to the annual High School Breakfast that is usually offered in November. This conference-like summit would offer a variety of presentations and/or workshops in different formats that would allow for more interaction and dialogue among attendees and NVC staff.
- B. Continue to explore technology, especially communication software that would allow staff to be more efficient with their time and projects when it comes to mass communications with students and/or community members.

4. How many students did your unit serve in the 2022-2023 academic year?

- Served **145 students** in AY 22-23 and it's reflective with classes still being mostly virtual

INCIDENT REPORT (IR) FORMS - TYPES OF CASES HANDLED IN AY 2022-2023				
Type of Issue <input type="text"/>	Summer 2022	Fall 2022	Spring 2023	TOTAL:
Assistance on A&R Issue/Procedure/Petition Appeal		3		3
Complaint (Academic/Instructional)		1	4	5
Complaint (Harassment)		2		2
Complaint (Student Affairs/Non-Instructional)			2	2
Conduct (Student)	5	8	16	29
Employee Seeking Advice on Student Case		1		1
Faculty Seeking Advice on Conduct Case		4	9	13
General Inquiry about College Programs/Services		1	1	2
Issue related to Academic Affairs/Instruction		2		2
Letter of Recommendation	1			1
Letter of Verification	1	5	13	19
Log as Witness Only		3		3
Seeking Assistance from Office of Student Affairs	11	24	9	44
Seeking Assistance from Sr. Dean, Student Affairs			1	1
Seeking Assistance from VPSA	1	13	1	15
Talk to Us Feedback Form--Other	1	2		3
TOTAL:	20	69	56	145

5. Is there any other information you think is important to note?

The VPSA's office continued to provide consistent and timely assistance to our students, faculty, and other staff members in person, virtually and via phone in the 2022-23 academic year. The three staff members in the Office of Student Affairs (Dr. Guerrero, Martha, and Maria) were all working from the office while other offices still had some staff working remotely. This provided consistency for our students and community members who struggled to reach other offices that had less people.

OFFICE OF SENIOR DEAN OF STUDENT AFFAIRS

(Report submitted by Robin Darcangelo, Dean, Student Affairs, Student Life and Engagement; student housing lead)



River Trail Village at Napa Valley College

1. What are two or three of the greatest accomplishments of your unit this past year (2022-23)?

The Office of the Dean of Student Affairs, Student Life, and Engagement has been intricately tied to the development of student housing for Napa Valley College, River Trail Village (RTV). Some highlights from the work done last academic year include--

- **Groundbreaking Ceremony on September 21, 2023:** The Napa Valley community was invited to celebrate the start of construction for RTV. Representatives from the Chancellor’s Office, NVC Board of Trustees, the President’s Office, and the Associated Students of Napa Valley College shared their enthusiasm and hope for the positive change and transformation that student housing will create for our students and our community.





- **Creation of the Implementation Team (IT) for RTV, January 2022-Present:** This team, comprised of representatives from all campus constituencies, including students, has been working hard to materialize the foundational framework for RTV. IT members have researched other community college residential programs and connected with their administrators; toured housing facilities; discussed policies and procedures, residential life programs, financial aid, basic needs services, marketing, and much more to make RTV move-in ready by Fall 2024. Several workgroups continue developing residential life, programs and services, and onboarding procedures. IT will continue to meet through December 2024.



Implementation Team: Robin Darcangelo, Dean of Student Affairs, Student Life and Engagement, Maria Ramos Tamayo, Administrative Assistant for Student Affairs; representatives from Student Affairs, Vice President of Business Services, Academic Affairs, Student Life, Student Health, Facilities, College Police, Athletics, ASNVC students, DSPS, HSI STEM, Human Resources, Marketing, Basic Needs.

Box Walks*

- March 27, 2023
- May 18, 2023
- July 10, 2023
- July 31, 2023
- September 11, 2023
- October 16, 2023

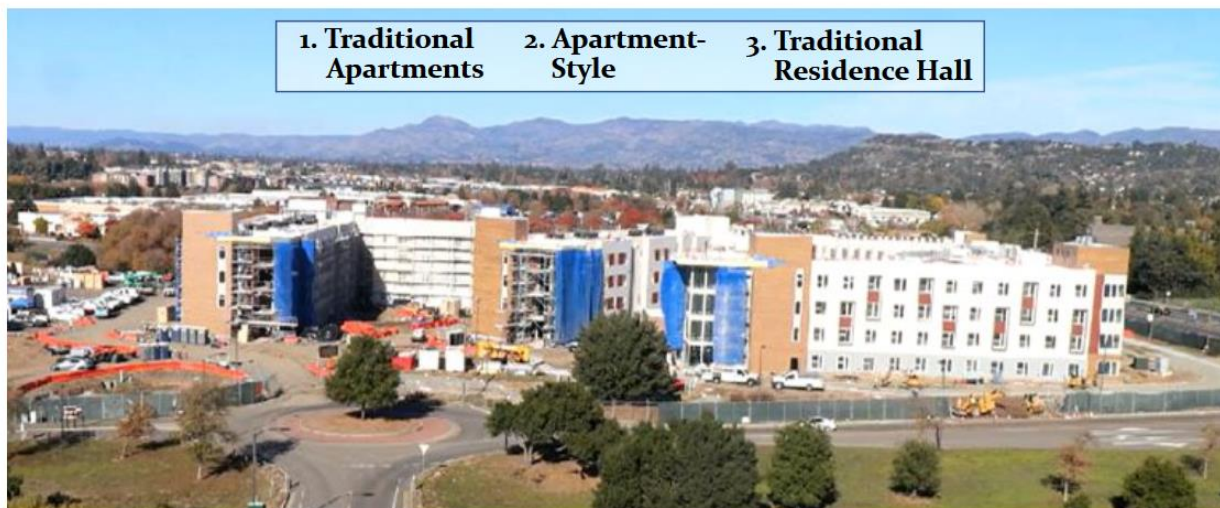
*Site walk to review in-progress work while there is still time for minor updates.

**Punch walks to begin in January 2024



5

View from Time Lapse Camera



www.RiverTrailVillageAtNVC.com

- **Creating the RTV Information Kiosk (installed June 2023):** this 3-panel kiosk with monitor, located in the McCarthy Library lobby, is a powerful resource that is constantly updated with the latest information on RTV. From construction updates to residential unit types, anyone interested in residing on campus while taking classes will find it helpful. Content is available in both English and Spanish and mosaic images reflect NVC's diverse student population.



- **Topping Out Event for RTV July 2023:** This event was a significant milestone that brought out NVC Board of Trustees, Implementation Team, community members, the *Napa Valley Register*, as well as our housing partners (CBG Construction, The Martin Group, Volz Company, and Greystar) in celebration of the work that had been completed to that point. Approximately 150 construction workers were present. Attendees had the opportunity to sign a piece of the roof for one of our buildings (time capsule), tour the site, and enjoy a delicious lunch.





- **Grand Opening for the Information/Leasing Office for RTV:** The Leasing and Information Office opened during the summer 2023 and the grand opening was fall of 2023. The office is located in the McCarthy Library and includes furnishings, fixtures, and designs that will be located in River Trail Village units. There are several monitors and renderings that reflect all the unit options available for students and the community to view. The new director of housing and operations and the new marketing manager are located in this space to answer questions and provide support.





INFORMATION OFFICE
GRAND OPENING

You are cordially invited to the grand opening of our Information Office! View floor plans, check out the furniture, ask questions, and complete your application.

Light refreshments will be provided.

EVENT DETAILS:

-  November 1, 2023
-  12:00 - 3:00 pm
 Formal Remarks 12:30-1:00 pm in the Library Plaza: NVC President Dr. Torrence Powell & other special guests.
-  1737 McCarthy Library
 Napa Valley College



Residence Hall

Single occupancy - sold out
 Double occupancy
 \$1,021 per installment
 \$799 per installment (grant rate)
Rented by the bed

Furniture includes:

- Twin XL bed
- Desk and desk chair
- Two (2) dresser drawers
- Wardrobe

Building Features:

- Community bathrooms
- Community kitchens
- Traditional single and double units





Furnished Apartments

Studios
2 bedroom, 2 bathroom (4 people per apartment)
4 bedroom, 2 bathroom (4 people per apartment)

Prices range from \$1858 to \$2,076 per installment
Rented by the bed

Furniture includes:

- Twin XL or Full size bed (depends on unit type)
- Desk and desk chair
- Two (2) dresser drawers
- Love seat or couch (depends on unit type)
- TV stand
- Side table
- End table
- Dining table (not in studios)
- Stainless steel appliances (dishwasher, refrigerator, microwave, oven, garbage disposal)






Unfurnished Apartments

Studios
1 bedroom, 1 bathroom
2 bedroom, 1 bathroom

Prices range from \$2,076 to \$2,994 per installment
Rented by the unit

Includes:

- In-unit washer/dryer
- Stainless steel appliances





2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason?

- One challenge to this office’s work in the last academic year was not having a full-time administrative assistant. Since March of 2023, Maria Ramos Tamayo has been assisting with a 75%-time commitment.

3. Do you have any innovative ideas for your unit?

- Continue to build and develop an amazing Res Life program for student residents at River Trail Village. I intend to include as many voices and perspectives as possible: community, students, staff, faculty, and administrators. I will begin to involve all our learning communities in the work.

4. How many students did your unit serve in the 2022-23 academic year?

Type of Issue	Summer 2022	Fall 2022	Spring 2023	TOTAL:
Conduct (Student)	5	8	16	29
Faculty Seeking Advice on Conduct Case		10	13	23
Seeking Assistance from Sr. Dean, Student Affairs		11	12	23

Conduct and discipline are opportunities for me to help students navigate through many of their challenges, which could include mental health and student health, financial aid, DSPS and Testing Center accommodations, and basic needs. This process encourages students to move forward with resources and support from Napa Valley College.

5. Is there any other information you think is important to note?

- Bringing student housing to Napa Valley College is a project that extends back to 2017, and there have been countless small milestones that have brought us to the point at which we are today. Below are the project strategic objectives and a summary project timeline, for reference.

Strategic Objectives*

- 🎯 **Provide an affordable, quality on-campus living experience**
- 🎯 **Promote an even more engaged and diverse population**
- 🎯 **Enhance campus engagement**
- 🎯 **Support recruitment and retention of students, faculty & staff**
- 🎯 **Extend campus integration with the community**

*Identified for the Market and Demand Analysis (2019)

Project Timeline Cont...

	2022		2023		2024
Feb 2022	Initiating student housing group formation	Jan-Dec 2023	Transformation not limited to: campus policies, college involvement with management, Title IX, financial aid, student conduct, res life planning	Jan-Aug 2024	Transformation not limited to: campus policies, college involvement with management, Title IX, financial aid, student conduct, res life planning
Feb 2022	President's message launched				
Mar 2022	Board meeting presentation by Scion	Feb 2023	Volz Company selected by Board as Campus Housing Advisors and Project Managers	Jan 2024	Projected buildings enclosed
Mar 2022	Campus forum				
Apr-May 2022	Worked with student focus groups to determine and finalize naming and branding of River Trail Village (RTV) and established RTV website	Apr 2023	Foundations poured	Fall 2024	Ribbon cutting
Apr 2022	Proformas update for the ground lease and coordination agreement	June 2023	Board meeting presentation by Volz Company	Fall 2024	Move in of student residents
Apr 2022	Proformas update for the ground lease and coordination agreement	July 2023	Topping Out	Jan-Fall 2024	On-going license agreements
Aug 2022	Financial close	Aug 2023	RTV Student Housing Information Office opens on campus (soft opening)		
Sept 2022	Groundbreaking	Sept 2023	Began accepting applications	2025	Ongoing fulfillment of strategic objectives
Sept-Dec 2022	Construction on campus	Nov 2023	RTV Student Housing Information Office Grand Opening		
		Jan-Dec 2023	Construction on campus		

* Regular project meetings and outreach sessions excluded

DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)

(Report submitted by Robin Darcangelo, Dean, Student Affairs, Student Life and Engagement; student housing lead)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-23)?

- New NVC Website was launched, and the DSPS & Testing team updated all program information
- A faculty syllabus statement was created in both English & Spanish
- Developed a DSPS Mission Statement
- OCR training for staff
- Expanded high school outreach visits
- Presented to all academic divisions on DSPS accommodations & services
- Expanded workshops & presentations on campus to Student Affairs and Academic Affairs divisions
- Improved communication plan for all DSPS students to include texting, emails and phones
- Improved intake process to ensure application and paperwork is expedited more efficiently. A process flow chart was developed, and student follow-up has been implemented.
- Strengthened relationship with Department of Rehab (DOR) that supports our NVC students
- DOR attended DSPS staff meeting

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason?

- DSPS held a fall retreat and created goals and projects that needed to be completed for the academic year. All DSPS team members participated and accomplished all goals.
- DSOS needs to hire a full-time administrative assistant. The program has 2 TEA positions that were filled to do the work of a full-time administrative assistant, but having a permanent full-time employee would provide the additional support needed for the programs (DSPS & Testing Center).

3. Do you have any innovative ideas for your unit?

- Continue to expand resources, services, and outreach efforts

4. How many students did your unit serve in the 2022-23 academic year?

- This information is not available.

5. Is there any other information you think is important to note?

- In 2023, the Access Technology Center (ATC) in DSPS went through improvements with the goal of making the ATC more visible and inviting for all Napa Valley College students and staff. Actions that were taken include the development of an ATC flyer that was distributed campus-wide and posted at key locations. The flyer was also distributed via social media during DSPS outreach to current and prospective Napa Valley College students. The ATC staff, with the help from DSPS staff, mounted wall art, brought in a lightly scented oil diffuser and live plants, and now play ambient music during ATC hours.

- In the spring semester, we invited the Dean of DSPS from Santa Rosa Junior College to present on:
 - o Who We Are and What We do
 - o Mental Health Initiatives



The flyer features the Napa Valley College logo at the top, which includes a stylized mountain range and a cluster of red grapes. Below the logo is an illustration of a young man with dark hair, wearing a green t-shirt, a red backpack, and blue headphones around his neck. He is holding several books. To the left of the student is a dark green circle containing the text 'DSP&S WEBPAGE' and a QR code. To the right is a larger dark green circle with the text 'ACCESS TECHNOLOGY CENTER'. Below this circle, the text 'OPEN FROM 9am to 5pm Monday -Thursday' is displayed. At the bottom right, under the heading 'SERVICES AVAILABLE', there is a bulleted list of services. At the bottom left, under the heading 'LOCATION:', the address is given as 'Room 1766A 2nd floor of the McCarthy Library'. Below that, under 'PHONE:', the number '(707) 256-7453' is listed. At the very bottom, a dark green banner contains a paragraph of text describing the center as a student-centered space.

NAPA VALLEY COLLEGE

**DSP&S
WEBPAGE**



**ACCESS
TECHNOLOGY
CENTER**

OPEN FROM
9am to 5pm
Monday -Thursday

SERVICES AVAILABLE

- Assistive technology tutorials
- Quiet study space
- Help with computer navigation
- Printing and scanning services

LOCATION:
Room 1766A 2nd floor of
the McCarthy Library

PHONE:
(707) 256-7453

The Access Technology Center (ATC) is a student-centered space. Please feel free to stop by even if you're just looking for a quiet place to study.

Our Mission

Our mission is to provide equitable and inclusive opportunities for students with disabilities to succeed academically, personally, and professionally at Napa Valley College. We are dedicated to promoting a welcoming and supportive learning environment where our disabled student population can access the resources, accommodations, and services they need to achieve their full potential. Through collaboration and advocacy, we strive to empower our students to become confident and independent learners, capable of navigating their academic and career paths with dignity and respect.

Documentation

To ensure students are provided appropriate services and accommodations, DSPS certificated staff need verification of the disability. If possible, obtain records of a disability through IEP's, 504 Plans, assessment results and/or doctor or other professional documentation. DSPS certificated staff will use this documentation during the interactive process to assist in determining educational limitations and establishing academic adjustments, auxiliary aids, services, and/or instruction to ensure equal access.

Contact us

McCarthy Library
Building 1700
2nd Floor, Room 1766

Phone: 707-256-7345
Fax: 707-256-7459



Disability Support Programs & Services (DSPS)

Improving lives
with equal access to
knowledge



Whom do we serve

We serve any enrolled student at Napa Valley College who has a documented disability that impacts one or more major life activities. Examples of major life activities include: walking, seeing, hearing, speaking, and learning.

Disability Categories

- Physical
- Deaf and Hard of Hearing
- Blind and Low Vision
- Learning Disability
- Acquired Brain Injury
- Attention-Deficit Disorder (Hyperactivity)
- Intellectual/Developmental Disability
- Autism Spectrum
- Mental Health Disability
- Other Health Conditions and Disabilities

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Please call the DSPS office to schedule an 'Info Meeting' to meet with a DSPS Counselor to discuss qualifying diagnoses or questions you may have regarding eligibility for disability support services.

LD Services

Learning Disabilities Services serves the educational needs of students who have a learning disability or suspect they might have a learning disability and are seeking assessment. Enrolled NVC students may refer themselves for diagnostic evaluation, including testing appointments and meetings with a Learning Disability (LD) Specialist. An LD Specialist interprets the information from this assessment to determine accommodations that may support students in being successful in the college environment. All information and documentation are confidential.

- Additional services may include:**
- Specialized tutoring
 - Educational Assistance Classes
 - Referral to programs and support services

Alt-Media Services

To ensure that students with disabilities have equitable access, we provide instructional materials, textbooks, and college publications in an accessible format. We also provide instruction in the use of assistive technology.

- Alternate Services:**
- Electronic text (E-Text)
 - Audio Books
 - Braille
 - Large Print
 - Screen Reader Training

Getting Services

To receive services through DSPS:

1. Complete the five enrollment steps for Napa Valley College
2. Complete a DSPS application
3. Provide documentation of a disability
4. Meet with a DSPS Counselor for a DSPS intake appointment
5. Engage in the interactive process to develop an Academic Accommodation Plan (AAP)

Accommodations

Accommodations, which include academic adjustments, auxiliary aids, services, and/or instruction, are determined through an interactive process. Ongoing communication with DSPS staff during the time students attend Napa Valley College is important to student success. It is the student's responsibility to request accommodations and services every semester. Accommodations and services can be requested online through the DSPS webpage or by submitting the appropriate request form to room 1766.

OFFICE OF STUDENT LIFE/ASSOCIATED STUDENTS OF NVC

(Report submitted by Omar Peña, Interim Manager)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

- A. In early September, Fall 2022, the Student Life Office Manager went on leave indefinitely with short notice. Omar Peña stepped in to help with some of the responsibilities of the Student Life Office Manager in order to assist with the day-to-day functions of the department. We successfully held all our regular events for the 22-23 academic year.
- B. For over a year, the Office of Student Life has been looking to hire a Basic Needs Coordinator for the Basic Needs Center. In March of 2023, we hired Julie Hernandez as Student Affairs Specialist, who handles much of the coordination in the Basic Needs Center. Julie has done an amazing job in her new role.
- C. ASNVC elections were held in May 2023, and we successfully recruited a full board (nine of eleven positions filled, with two students appointed to the last openings in Fall 2023). This shows that our students are engaged and want to get involved.
- D. Two successful events that the Office of Student Life and ASNVC participated in were our Food Truck Festival and Commencement, both in Spring 2023. The Food Truck Festival brought together NVC Students, Staff, Faculty, Administrators, and members of the off-campus community with food, music, and activities. Commencement was held for the second year off-campus at Memorial Stadium. ASNVC and the Office of Student Life supported the event by distributing bottled water to the students, handing out programs, directing attendees, answering questions, and distributing cupcakes as a gift to all the graduates. While the year prior we struggled with directing the flow of students and graduates staying later than expected, this year went much smoother with a good number of volunteers.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

- A. In Fall 2021, we started a project to improve our ID Card process by purchasing new id card printers and a new software system. In early summer of 2022, it was ready to use, but unfortunately, due to the cyber-attack, our software was damaged and no longer functional. In order to get it up and running again, we would need to start the setup process all over with the help of IT. The project was dropped once the Student Life Office Manager went on Leave.
- B. In Spring of 2022, the Office of Student Life began considering Modern Campus to increase engagement and accessibility for students surrounding ASNVC and clubs. Modern Campus has a platform that integrates well with our website and provides resources, promotional tools, voting software, and accessibility to online forms. This project has not gotten much traction since the Student Life Office Manager went on leave, and there are still questions regarding funding and Administrator support.
- C. The Basic Needs Center planned to create a larger 'basic needs cabinet' with hygiene products and school supplies through a campus donation drive, but there was little traction. The plan is to use community funding (via small grants) and another donation drive in November to continue to restock this necessary resource for students.
- D. The Basic Needs Center continues to work through staffing concerns, as the current staffing in the area is unable to manage the amount of current student traffic (example: center closure due

to staff absences/meetings, large number of students waiting for assistance due to low staffing). Center staff is working on hiring another student worker or TEA employee.

3. Do you have any innovative ideas (i.e. “let’s try it” suggestions) for your unit?

- A. We plan on collaborating with the Student Health Center on an upcoming Blood Drive Event. We plan on building a full event around the blood drive, which will include a food truck, live music, small resource fair, and we will have a vampire theme, giving staff and students the option to dress up as vampires.
- B. Our Club Rush event and the Transfer Center’s annual Transfer Day event usually fall around the same time. For Fall 2023, we will coordinate the events the same week and call it Spirit Week to bring more awareness to the events while building community.
- C. The Basic Needs Center plans to expand services to include transit support (free bus passes) to all enrolled students, as well as more comprehensive housing support with connection to Abode outreach specialists (organization that helps with emergency and short-term housing).
- D. The Basic Needs Center hopes to incorporate a ‘family center’ or more parent student resources such as a diaper bank, baby food, and other resources for families.

4. How many students did your unit serve in the 2022-2023 academic year?

- Student ID’s: 503
- ASNVC Members: 19 (Counting new board members who are sworn in June 2023)
- Clubs: 147 Core members (duplicated) from 11 clubs
- Basic Needs Food Basket: 591
- CalFresh Applications: 65

5. Is there any other information you think is important to note?

The Basic Needs Center had almost an entire new team turnaround the 2022-2023 year. This loss of staff combined with the Student Life Manager’s Leave created a very stressful and difficult transition. However, we learned from this experience and have started to rebuild and expand our current services.

TESTING & TUTORING CENTER

(Report submitted by Robin Darcangelo, Dean, Student Affairs, Student Life and Engagement)

1. **What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?**
 - A. Testing Center staff were successfully able to find an alternate way of entering over 700 backed up placement tiers for students who had completed the English and/or math placement tool after the ransom hack ware. Testing Center staff were unable to complete uploads for two months which prevented students to register on their own for their English and/or math courses through self-service. Staff have continued to manually enter placement tiers for new and returning students since then.
 - B. The Testing Center was able to re-open for non-DSPS students who need to make-up academic exams on a limited basis. Testing Center are now able to proctor students who have an extenuating circumstance such as sickness or family emergency. Since DSPS students must remain priority, a make-up exam approval cannot always be guaranteed. This information has been updated on our "Academic Exam Directions Coversheet" and on our website under Faculty Guidelines and Forms.

2. **What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?**
 - A. The Testing Center is in desperate need of a program to replace AB Tutor. AB Tutor was a crucial program that was utilized for the primary purpose of monitoring computer-based exams for academic dishonesty. Ever since the security breach of June 2022, the Testing Center has been unable to utilize the program. There have been many meetings with IT and various vendors in hopes of finding a replacement.
 - B. For the past several years, Testing Center staff had wanted to update the department's name to reflect the current services that are being provided to students. The department's name was misleading because tutoring had not been offered for, at least, the past 10 years. Although the department was successful in changing the name from "Testing and Tutoring Center" to "Testing Center" and signage throughout the McCarthy Library has been updated, the main, and most important, office hallway signage has not been updated. Our facilities department has been struggling to find a vendor that is able and willing to replace it.

3. **Do you have any innovative ideas (i.e. "let's try it" suggestions) for your unit?**
 - A. Sr. Dean Darcangelo's innovative idea to create a department bookmark has been a success. We are finding that students tend to read our information because bookmarks have allowed us to be direct rather than trying to retain the attention of students through a brochure. Testing Center staff created and designed a bookmark with helpful information one side being in English and the other in Spanish.



4. **How many students did your unit serve in the 2022-2023 academic year?**

Data not available at time of printing.

5. **Is there any other information you think is important to note?**

As of July 1, 2022, the Testing Center is down to only two staff members. For this reason, a reclass had to be considered for both staff and fortunately both members were approved. This has allowed more responsibility to meet all departmental needs.

STUDENT HEALTH SERVICES

(Report submitted by Melissa Datu, Director, Student Health Services)

1. **What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?**
 - A. **Minimal interruption of student health services during Director transition.** Director of past ~7 years, Nancy Tamarisk FNP retired. Melissa Datu NP, an experienced nurse practitioner and local community member, served as Interim Director and was subsequently hired. Student Health Services helped the College navigate the end of the COVID pandemic/Public Health Emergency by continuing to provide COVID testing and relay changing Public Health guidance.
 - B. **Increased student access to mental health support.** After the launch of the College's new website, Student Health Services created a TimelyCare webpage with demo video, answers to FAQ, and links to download and register the app. TimelyCare is a virtual wellbeing platform offering: 24/7 Talk Line, scheduled counseling, peer community board, and self-care resources. Student Health Services also reinvigorated the @nvcstudenthealth Instagram account to help destigmatize mental health needs and market mental health services. Student Health Services worked on securing the new Mentis MOU which expands therapy and adds outreach services.
 - C. **Developed Opioid Safety education** required by law as part of student orientation. Brings awareness to nationwide opioid overdose epidemic and dangers of illicit fentanyl. Informs students of availability of free naloxone nasal spray at the Student Health Center for the reversal of opioid overdose.
2. **What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?**
 - A. **Continued loss of FamilyPACT services** due to ongoing billing constraints. Twenty-three California Community Colleges suffered loss of services. Through FamilyPACT, eligible students could receive long-acting reversible contraceptives such as Nexplanon implant and sexually transmitted infection testing and treatment for free. At the end of the year, the Chancellor's Office partnered with a company to resume FamilyPACT billing services to community colleges. What's more, the Chancellor's Office will now cover FamilyPACT billing service fees previously incurred by individual colleges. Student Health Services looks forward to resuming FamilyPACT services in the near future.
 - B. **Limited Student Health Services hours** due to part-time employment. Full-time staff would provide students with more access to free mental health support as well as free emergency contraception which is most effective if taken within 72 hours of unprotected sex.
3. **Do you have any innovative ideas (i.e. "let's try it" suggestions) for your unit?**
 - A. **Relocating** to a more centralized location on campus and co-locating with Basic Needs has the potential to **increase access to services** and better address students' physical and mental health needs.

- B. Student Health Services can **support future campus housing residents** by providing health and wellness education and services. Health topics include: sexual/reproductive health, alcohol and substance use, stress management, and opioid safety/Narcan training.
- C. Through the Mental Health Allocation grant, Student Health Services can **provide campus-based training** to faculty, staff, and students regarding early identification, intervention, and referral of students with mental health needs.

4. How many students did your unit serve in the 2022-2023 academic year?

Reason for Encounter	# of visits
COVID	282*
Medical	64
Sexual/Reproductive	24
TB test/Clearance	152
Physical Sports	45
Physical Health Occ	58
Physical Other	6
Immunization	7
Psychosocial	16
Window service	654
Total	1,308

*# includes employee COVID testing



Total students served Summer 2022- Spring 2023: **24 for an average of 8-15 sessions**. About 90% of these students were seen for more than 12 sessions due to the severity of their symptoms.



- 328 students registered
- 88 total visits

5. Is there any other information you think is important to note?

- A. Good physical and mental health is essential to learning and student success.
- B. Student Health Services is staffed by two 0.75 FTE employees. The Interim Director started part-time 1-2 days/week in September 2023. The new Director started in December 2023.
- C. The Director of Student Health Services is a member of the following Committees: Campus Assessment Response and Education (CARE) Team, Safety Committee, Sexual Assault and Violence Education (SAVE) Taskforce, Emergency Management Team, Emergency Response Committee, Student Housing Implementation Team, and College Police Advisory Committee.

UMOJA PROGRAM

(Report submitted by Jeannette McClendon, Coordinator/Counselor, UMOJA)

1. What are two or three of the greatest accomplishments of your unit this past year (2022-2023)?

- A. The **first accomplishment** was the continued academic, counseling, mentoring, and personal support for the students in the program despite the initial lack of proper recruiting. Typically, the list of eligible students was provided by Admission and Records. Due to the attempted ransomware, I wasn't able to effectively recruit potential students as I had in the past. As a result, the learning community shifted the direction of how students became a part of the community. Now students do not have to take Umoja courses to be a part of the learning community. It is the activities students participate in that qualify them for the Umoja Learning Community.
- B. The **second accomplishment** was the coordination of activities alongside the Black Excellence Program, EOPS, and two of the learning communities: Kaysaysayan and Puente. Together, activities were coordinated, and each program/learning community offered support and participation.

2. What one or two areas needed greatest improvement, or what goals were you unable to accomplish for some reason (state reason)?

- A. One area of improvement is the way the Umoja learning community recruited prospective students. In the past, lists of new students to the college were provided, as well as assistance from the counseling faculty when meeting with new students. Lists were not provided due to the internet being compromised, and the restructuring/reorganization of the Umoja program, that the counseling faculty was not aware of. All this being said, students were in the Umoja related classes online as well as in person. Classes associated with the program were taught in various modalities.
- B. Another area of improvement is the way Umoja handles their budget. With so many funding streams, it was difficult to know where the funding and payment of services came from. DEI, District Funds, and Umoja Funds are the funding sources, and it became unclear of what funding what, as it seemed they were all lumped together. This caused tension and emotional distress.

3. Do you have any innovative ideas (i.e. "let's try it" suggestions) for your unit?

- A. One innovative plan is the resurgence of the Umoja Peer Mentor Program. The peer mentor program was to hit the ground running back in 2022/23, but due to the summer internet snafu, it decreased the applicant pool for interested Umoja students. The shift in how Umoja did things lead to the new process of how Umoja students are coded. Umoja students do not have to take Umoja specific classes to participate and be an active Umoja student. In addition to the Umoja Mentor Me Program, we will have a Umoja Peer Coordinator and a few peer mentors to assist new and continued students.

B. Another innovative idea is to take students on the HBCU tour in 2024. Students were set to attend in 2020 but the pandemic caused all activities to come to a halt. With funding available, plans to attend during spring break are proposed.

4. How many students did your unit serve in the 2022-2023 academic year?

The Umoja Learning Community served many students but reported **129 students** that took part in classes, workshops, conferences, and cultural activities.

5. Is there any other information you think is important to note?

The Umoja Learning Community is very important to me, and I will focus my attention on continuing to make this learning community an important program on campus. My focus is on student persistence, retention and transfer. Similar to one of Umoja's 18 practices, and that was presented during Flex Day, students Matter.