
Student Services Program Review Annual Update – Form



**Allan Hancock College Program Review-Student Services Division
2021-22 Annual Update**

Date:	5/4/2022
Program and Department:	Noncredit Student Success and Support Program
Additional programs included in this review:	
Date of last comprehensive review*:	Fall 2015
Submitted By:	Noncredit Counseling (Mayra Morales)
Attachments:	<input type="checkbox"/> Advisory Board Meeting Minutes/Recommendations <input type="checkbox"/> 6-year assessment plan <input type="checkbox"/> Other:

*Copies of the Comprehensive program reviews can be found in the Program Review matrix. These will list the date when they were submitted.

I. Program Mission/Goal

Explain how the program mission aligns with the [college mission](#).

The **mission** of the Noncredit Student Success and Support Program (NC3SP) is to help students enrolled in adult basic education, noncredit English as a second language, citizenship, and short-term vocational skills classes navigate the educational system of the college from admission until students reach their educational goal(s).

The **goal** is to provide a range of quality educational services that include orientation, assessment and placement, counseling (academic, career, and personal), advising, student educational planning, and follow-up services. These services support the college's mission to provide educational opportunities that enhance student learning.

II. Program Accomplishments

Please summarize your program accomplishments, successes, and highlights for the year, and describe how it supports the college's [strategic goals](#).

1. **Counseling Services**- Students received one-on-one counseling/advising, assistance with registration, development of student education plans, follow-up and other services. (SLS1: To ensure continuous improvement based on Student Learning Outcomes assessment data, SLS2: To support student access, achievement, and success, SLS3: Ensure students are directed, SLS4: Ensure students are focused, SLS5: Nurture students, SLS6: Engage students, SLS7: Ensure students are connected)

Due to the pandemic most services were offered either in-person, phone, or zoom. Students were either noncredit or credit students.

In 2021 **2,628** (duplicate numbers) students were assisted from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

In 2020 3,386 (duplicate numbers) students were assisted from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

In 2019 1,259 students were assisted in Santa Maria.

In 2018 1,328 students were assisted in Santa Maria.

In 2017 1,985 students were assisted in Santa Maria.

In 2016 1,381 students were assisted in Santa Maria.

In 2019 205 students were assisted in Lompoc.

In 2018 225 students were assisted in Lompoc.

In 2017 259 students were assisted in Lompoc.

In 2019 120 students were assisted in Santa Ynez Valley.

In 2018 56 students were assisted in Santa Ynez Valley.

In 2017 96 students were assisted in Santa Ynez Valley.

2. **Estudiantes Unidos**- During these events, noncredit students were provided with a New Student Orientation to learn the various programs and services available to them at Hancock College. Counselor appointments were encouraged to develop a Student Education Plan and for follow-up services. Also, a Student Learning Outcome activity and food or a gift card were provided. (SLS2: To support student access, SLS3: Ensure students are directed, SLS4: Ensure students are focused, SLS5: Nurture students, SLS6: Engage students, SLS7: Ensure students are connected)

Fall 2021

Since classes were offered virtually and in-person, EU events were held in both modalities.

536 students participated from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

335 students participated in-person

201 students participated virtually

Spring 2021

Due to the pandemic, we held EU virtually and included ALL locations into ONE.

377 students participated from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

Fall 2020

Due to the pandemic, we held EU virtually and included ALL locations into ONE.

199 students participated from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

Spring 2020

285 students participated from Santa Maria.

16 students participated from Lompoc.

13 students participated from Santa Ynez Valley.

In 2019 1,269 students participated from Santa Maria.

In 2018 1,106 students participated from Santa Maria.

In 2017 1,429 students participated from Santa Maria.

In 2016 750 students participated from Santa Maria.

In 2019 9 students attended from Lompoc.

In 2018 17 students attended from Lompoc.

In 2019 21 students attended from Santa Ynez Valley.

In 2018 7 students attended from Santa Ynez Valley.

New Student Orientations (NSO's) were conducted throughout the year in a class setting. New students were informed about the various programs and services available to them at Hancock College. Counselor appointments were encouraged to develop a Student Education Plan and for follow-up services.

Fall 2021

All students were able to join a virtual or in-person EU event and there was no need to provide additional in-person off campus NSO's (see #2 Estudiantes Unidos above).

Spring 2021

Due to the pandemic, all students were able to join a virtual EU event and there was no need to provide additional in-person off-campus NSO's (see #2 Estudiantes Unidos above).

Fall 2020

Due to the pandemic, all students were able to join a virtual EU event and there was no need to provide additional in-person off-campus NSO's (see #2 Estudiantes Unidos above).

Spring 2020

370 students participated from Santa Maria.

In 2019 239 students participated from Santa Maria.

In 2018 447 students participated from Santa Maria.

In 2017 484 students participated from Santa Maria.

In 2019 16 students participated from Lompoc.

In 2018 99 students participated from Lompoc.

In 2019 11 students participated from Santa Ynez Valley.

In 2018 61 students participated from Santa Ynez Valley.

3. **Application for a noncredit certificate** (SLS2: To support student access, SLS3: Ensure students are directed)

In 2021 **45** students were awarded from Santa Maria, **5** from Lompoc, and **0** from Santa Ynez Valley.

In 2020 18 students were awarded from Santa Maria/Lompoc/Santa Ynez Valley.

In 2019 98 students were awarded from Santa Maria/Lompoc/Santa Ynez Valley.

In 2018 89 students were awarded from Santa Maria/Lompoc/Santa Ynez Valley.

In 2017 46 students were awarded from Santa Maria/Lompoc/Santa Ynez Valley.

*Decrease of noncredit certificate achievement in Lompoc and Santa Ynez can be observed and many factors can be attributed to this result. Among these factors is a lack of in person noncredit career certificate courses offered at these locations due to the pandemic.

4. **Outreach/Inreach-** Provided outreach/inreach to AHC students, local high schools, and the community. These included Cafecito with Noncredit Counseling, Noncredit certificate information sessions, myHancock & Noncredit Support Group Workshops, information tables, Hancock Hello!, Bulldog Bow-Wow, Día del

Camposino, etc. (SLS2: To support student access, SLS3: Ensure students are directed, SLS4: Ensure students are focused, SLS7: Ensure students are connected)

In 2021 **556+** students were outreached to using a combination of in-person, zoom, and video presentations. In 2020 570+ students were outreached to using a combination of in-person, zoom, and video presentations.

*Due to the pandemic, the outreach numbers are lower than prior years.

In 2019 1,665 total contacts for Santa Maria

In 2018 5,657 total contacts for Santa Maria

In 2017 7,075 total contacts for Santa Maria

In 2019 69 total contacts for Lompoc

In 2018 800 total contacts for Lompoc

In 2017 778 total contacts for Lompoc

In 2019 143 total contacts for Santa Ynez Valley

In 2018 397 total contacts for Santa Ynez Valley

In 2017 302 total contacts for Santa Ynez Valley

5. **Noncredit Newsletter**- Distributed the fourth and advancement towards the fifth edition of the noncredit newsletter to inform the campus community and community at large in Santa Maria, Lompoc, and Santa Ynez about noncredit counseling services available to students at all locations. (SLS7: Ensure students are connected, SLS8: Value student contributions).

The accomplishments above support the college's strategic goals in that student success and community outreach/in reach are core values and continued goals provided by NC3SP. In addition, the highlights of the year follow the strategic direction of Student Learning and Success in changing the odds by keeping students: directed, focused, nurtured, engaged, connected, and valued. Lastly, NC3SP is directly linked to the Integrated Plan: Basic Skills Initiative, Student Equity, and Student Success and Support Program by providing a seamless transition for students from noncredit to credit courses.

III. Program Challenges

Please summarize your program challenges for the year.

1. **Office space** in Santa Maria, Lompoc, and Santa Ynez in order to better service the noncredit student population. Students need a space where they can feel safe, welcomed, connected, appreciated, nurtured, and valued. Without designated centers in Santa Maria and Santa Ynez students are confused where to go and many times leave the campus without speaking to or receiving any assistance from anyone. Therefore, this may be the cause of a decline in enrollment. Students need a proper place to be directed to receive the assistance they need in order to enroll and receive the appropriate follow-up services to stay in school and to obtain their goal.

Santa Maria office space- Noncredit counseling is currently housed in building S, Community Education. A center has not been designated nor approved. A formal center is in dire need. We assist students with various educational needs ranging from; filling out the CCCApply admissions application, registration, navigating the AHC website, myHancock portal, filling out their FAFSA/Dream Act, etc. The noncredit counseling coordinator, counselors, and peer advisors assist students with the needs mentioned above that are critical to NC3SP. Peer advisor work stations are needed to equitably assist these students. There is a need for a conference room to conduct weekly staff meetings, peer advisor trainings, workshops, new student orientations, and professional development opportunities related to NC3SP.

In 2021, an estimated 7,433+ contacts were made. Due to the pandemic and the in-person transition services we combined all contact from ALL areas into ONE location.

In 2020, an estimated 9,000+ contacts were made. Due to the pandemic, we combined all contacts from ALL areas into ONE virtual location.

In 2018, there were more than 8,000 contacts made in Santa Maria through noncredit counseling staff.

In 2017, there were more than 6,000 contacts made in Santa Maria through noncredit counseling staff.

Lompoc office space- The AIM to Dream center was established and we are currently housed in there. However, we have seen a need for a separate noncredit only counseling space to be located inside Building 1 due to the current location being difficult to find for students. But, we still need funding for staff, peers, faculty, furniture, printers, computers and other technology as needed to support the services that are provided out of this center.

Note: In 2018, there were more than 1,000 contacts made in Lompoc through noncredit counseling staff.

In 2017, there were more than 900 contacts made in Lompoc through noncredit counseling staff.

Santa Ynez office space- Noncredit Counseling currently has office space out in the Santa Ynez Valley Center. Unfortunately, this office space needs more privacy as it is right behind the A&R person and can hear an entire conversation. There is a need for desktop computers and office printers. There is a need to get this equipment set up to provide reliable and consistent services to all students. The counseling hours offered at this location are also not sufficient to support the Santa Ynez Valley Center students.

Note: In 2018, there were more than 500 contacts made in Santa Ynez through noncredit counseling staff.

In 2017, there were more than 350 contacts made in Santa Ynez through noncredit counseling staff.

2. **Funding-** Continued funding to pay for staff salaries including: four full time counselors, two part-time counselors, one program coordinator, three program specialists, two office services technician, one administrative secretary, 10 peer advisors, office supplies, outreach material, travel reimbursement, and technology needs. The expansion of services to Lompoc and Santa Ynez requires that there be increased funding to maintain and support the program at all service locations.

3. **Staffing**

- **Need two additional tenure-track counselors-**The noncredit program enrolls over 9,000 students a year. Noncredit counseling's systematic in-class and out-of-class orientation schedule targets students early on during the semester. This, together with the counseling interventions, has resulted in a large number of students seeking counseling services at all service locations.

We currently have a full-time counselor providing in-person and remote counseling services to students in Santa Maria and other remote locations and a full-time counselor working remotely serving students at all locations and providing evening coverage.

There is need to hire at least two more full-time tenure-track bilingual counselors to serve Lompoc, Santa Ynez, and Santa Maria. This will provide the opportunity to offer more counseling opportunities for on campus students and for off-campus sites such as the Atkinsons Center, community agencies, and local high schools, to increase students transitioning from high school to noncredit classes and from noncredit classes to credit classes.

- **Need two part-time counselors-** The Noncredit Counseling office in Santa Maria is open from 8:00 a.m.-6:00 p.m. Mondays and Tuesdays, 8:00 a.m.-4:30 p.m. Wednesdays and Thursdays, and 8:00 a.m.-4:00 p.m. on Fridays. At least two part-time counselors are needed to better assist our evening student population and to assist with off-campus orientations, workshops, and follow up services.

Due to the Pandemic, remote counseling services have increased. Previously, students could be seen once a week. Remote access to counseling services has allowed Lompoc and Santa Ynez students to have increased appointments available. It is our plan to resume in person counseling services in Lompoc and Santa Ynez as in person counseling services is needed.

- **Need three counseling specialists-** Currently, we don't have a full-time counseling specialist in Santa Maria to assist over 9,000 students in noncredit with registration, follow-up, outreach/in-reach and data tracking.

There is a strong need for three full-time counseling specialists to assist in Santa Maria, Lompoc, and Santa Ynez.

- **Administrative Assistant-** We are in dire need of one administrative assistant. In the past few years, student services, events, conferences, tours, workshops, meetings, and outreach/in reach have greatly increased in noncredit counseling. The level of work required in noncredit counseling requires the attention, expertise, and experience from administrative assistants to provide support to our Santa Maria, Lompoc and Santa Ynez service locations.

We lost the administrative assistant in noncredit counseling more than 10 years ago.

- **Office Services Technician-** We are in dire need of two office services technicians (one for Santa Maria and one for both Lompoc and Santa Ynez). In the past few years, student services, events, conferences, tours, workshops, meetings, and outreach/in-reach have greatly increased in noncredit counseling. Despite hiring a temporary worker in October 2022 to assist with some of these duties, the Noncredit Counseling department still requires a couple of permanent people to assist in everyday office activities, booking assistance, with outreach/in reach events and most importantly consistent student assistance at the front desk.

- **Peer Advisors**- We need 10 peers year-round to assist/support students in Santa Maria, Lompoc and Santa Ynez. Peers assist with: student questions, events, conferences, tours, workshops, meetings, outreach/in-reach, registration, myHancock, FAFSA/Dream Act, forms, flyers, and much more.

We lost the only office services technician in noncredit counseling in July 2018. Position has not been replaced.

IV. Online Services & Service Locations:

List the services offered online and at other district locations.

With the pandemic all services are now available on-line for all district locations. Below are a few examples.

1. Counseling services via phone, zoom, email, and cranium cafe.
2. Offer online counseling appointments so students can schedule counseling appointments via the internet.
3. Offer the online noncredit student orientation and is accessible via myHancock and through noncredit counseling's website.
- 4 . Offered workshops zoom workshops to support students in learning class search, registration, myHancock and other topics. These zoom workshops are popular in attendance.

Degree Works Student Education Plans for all noncredit students.

Compare the accessibility and effectiveness of these services and how they are equitable compared to the services offered at the primary campus.

With the pandemic all services are now available on-line for all district locations.

Bilingual services are limited, and in certain cases, not available in Santa Maria and off-site locations. More bilingual staff and faculty need to be hired in Community Education to address these needs.

The need for additional courses to be offered virtually has been raised by students. Off campus locations do not have access to GED, CITZ and other courses virtually nor in person by Community Education.

V. Learning Outcomes

A. Program Outcomes

- Check here if any Program Learning Outcomes (PSLO) changes were approved by your department in 2016.

Please list any new or revised program outcomes (PSLO). Describe what changes were made by listing the new/modified program outcomes and the old program outcomes.

No change.

B. Student/Service Learning Outcomes

- Check here if any Student Learning Outcome (SLO) changes were approved by your department in 2016.

Please list any new or revised student learning outcomes (SLO). Describe what SLO changes were made by listing the new/modified SLO and the old SLO.

No change.

C. Mapping

Review current mapping and list any changes made on your SLO or PSLO. You may attach an elumen summary map report with marked changes or if mapping changes were already made please indicate when and how the changes were made.

N/A if no changes are needed.

No change.

VI. Assessment Data

A. eLumen Report Analysis

Summarize the student learning outcomes that has been assessed this past year (what were they, how were they assessed, and what were the notable results).

In Spring of 2021 we assessed SLO 2: Student will be able to decode Community Education publication (Spectrum and on-line Class Search).

A cohort of 286 students participated, after presenting the information and questionnaire, 227 students met the SLO.

Compared to the last time we assessed this SLO, the modality of the presentation was different. This time around the class size was smaller due to the pandemic. The tool we used to assess was different than other years, this semester we used an electronic platform called Zoom to assess the SLO and to conduct the survey.

Data revealed that students benefit from our noncredit counseling orientations and services because they are able to learn how to navigate the college on-line class search and paper Spectrum. Students benefit from this information in order to understand and navigate the educational system and registration process for noncredit classes.

We had students not respond to some questions, we cannot conclude if the students did not know the answer to the question or had technical difficulties because they were not familiar with the platform used to conduct the survey.

AS a result of assessing SLO 2 we will continue to conduct a post survey when permissible to show how many students gained knowledge from the activity presentation. Create an activity where students learn to read the Spectrum/class search schedule through a hands-on activity when able to be in person (like the Loteria game, for example). Equally teach students how to conduct a class search and use the paper spectrum publication.

In the fall 2021 we assessed SLO 3: Student will learn how to locate, log in and utilize the myHancock student portal.

A Cohort of 714 students were assessed in which 353 students met the SLO and 361 students did not meet the SLO

Since the last time, our assessment of this SLO 3 took place (fall 2020) the college has begun to offer in-person, zoom and hybrid noncredit courses. The enrollment and number of students who participated in this assessment cycle (fall 2021) has increased. We had to adapt our assessment to be able to assess the SLO according to the course modality.

This time around there was an increase in the number of students who were able to locate and access myHancock portal. In addition, for students who began to participate in hybrid and in person courses they were able to access in person support to navigate myHancock. The noncredit counseling department has continuously promoted the awareness and the importance of utilizing the myHancock portal via workshops, orientations, peer visits, student appointments and drop ins. The network of support students find within the Noncredit Department has shown effective and responsive to the student needs.

If we do this SLO assessment in the future through zoom, we will do roll call and make sure every student answers the questions and make sure every class connects on time and everyone participates. In addition, we will aim to complete the activity first and expect students to sign-in to their myHancock after doing the activity.

For our in person only students, collecting data is more readily assessable as students can write their answers on our response sheets.

Hybrid students, the collecting of data in this modality can become challenging since some students are in person and others via zoom. Due to the nature of our student population the number of responses are less through zoom due to many factors (please reference zoom challenges below). In addition, some classroom technology set up provided limitations in the interaction with students. There were some technological challenges where the presenter could not hear or see the students and interaction was very limited. Online/zoom data collection limitations can arise from a student not able to utilize the chat option, connectivity, technology literacy and phone vs computer connectivity.

In person, we should have every student use a computer, tablet, or phone to log into myHancock and more staff and technology is required to help students log into myHancock. We also need a room to conduct the workshops. Through zoom, we need more time to have every single person log into myHancock, peers, staff, and faculty to assist in breakout rooms with a group of students.

While having students log in, we should be mindful of the student's modality preference and technology tool being used (phone vs. computer). This would allow students to feel comfortable in how to navigate myHancock portal based on the technology device they are most comfortable navigating.

Provide examples about how the faculty/staff use or have used data to change or improve services and delivery method.

Our noncredit students are at a disadvantage when asked to fill out an online admissions application, register to classes online, asked to visit online class search to find courses, etc. There is a need for additional personnel to support students who come in person or call by phone to register, apply for admissions, change major, and to complete other tasks such as ordering a parking permit or accessing their student email.

In our programs we can continue to create useful myHancock log in workshops, continue to provide a username/password slips and explain the importance of that slip for registering for upcoming semesters, instructors can reinforce the importance of logging in to myHancock portal in class, etc.

The onset of the pandemic made the computer literacy divide evident amongst our students. Continued workshops and support was and will continue to be provided by our noncredit counseling office to provide equitable services. One on one assistance of importance and of immense value to our students. The need for additional noncredit counseling personnel is vital to the continued support of our new and continuing students.

B. Service Quality and Institutional Effectiveness

Dissemination Plan (the process for sharing these assessment results):

Assessment results are shared through Noncredit Counseling department meetings and retreats, Student Learning Outcomes Committee, and Noncredit Counseling Advisory Committee. Data and program improvements are included in the six-year plan and annual updates.

Service Quality Plan (describe your program use of assessment data to improve services & student learning):

Noncredit Counseling has looked at the assessment data results, identified needs and used the findings to effectively improve services offered to students. Furthermore, data and findings are utilized to advocate for the needs of our student population in various campus meetings and committees. Additions, modifications, and availability of Noncredit Counseling program services and delivery have been made in order to better serve students.

Six-Year Plan (brief update of your current 6 year plan progress):

The Noncredit Counseling six-year plan remains the same. Noncredit Counseling has opted to not make changes to the six-year plan to accurately measure over time the effectiveness of the improvements made.

VII. Internal/External Conditions

Quantitative and Qualitative Data

Summarize major trends and opportunities that have emerged in the program.

Noncredit counseling has been active in on-campus and community events. Involvement in these activities are critical in providing students with information and access to AHC and in improving student outcomes. Students make a personal connection with the program coordinator, counselor(s), or a peer advisor. This rapport encourages students to enroll in noncredit classes or credit classes, stay in school, develop an education plan, and finish a certificate and/or transition to credit classes or to the university. The partnership and collaboration with community agencies is critical in providing a seamless transition for their clients/students to AHC. Finally, students feel appreciated, connected, nurtured and directed when someone takes an interest in their educational well-being.

Following is a list of events:

1. Continued participation in Hancock Hello!
2. Continued coordination of the Noncredit Counseling Advisory Group semester meetings.
3. Continued High School outreach at Santa Maria, Santa Ynez to reach out to the English As A Second Language (ESL) population and students not completing their high school diploma
4. Continued collaboration with the AIM to Dream center to provide/assist students transferring from noncredit to credit courses, to identify barriers related to economic difficulties, and solutions to better serve the students via scholarships opportunities
5. Continued offering of PD 110 Bilingual summer class targeting (ESL) students
6. Continued presentations at high school DELAC parent meetings
7. Counseling services were available in the one stop student center in Lompoc and in Santa Ynez
8. Continued presentations to current credit ESL students via zoom and in-person
9. Continued radio presence to inform the community about AHC programs and services
10. Continued offering of the Noncredit Counseling Newsletter
11. Continued a partnership with the Mexican Consulate to offer information of interest to our local students
12. Continued setting up the information table outside of building S to welcome and direct students the first week of class
13. Continued participation in the Central Coast Coalition for AB 540 students
14. Continued participation in the AB 540 working group at AHC
15. Collaborated with AB 540 working group to offer a week of AB 540 activities for faculty, staff, and students on campus
16. Continued to provide certificate information sessions to online and on campus classes.
17. Revamped online website with forms accessibility, scheduling appointments, how to videos, etc.

List all internal conditions that have influenced the program in the past year. You may also list any changes in technology, budget, staffing, resources, enrollment management, or facilities issues, etc.

1. Noncredit counseling has seen growth in students coming in for educational planning and follow-up services. One full time counselor and one three-quarter counselor servicing students in Santa Maria is inadequate. There was no physical presence in Lompoc and Santa Ynez but remote counseling services only.
2. Additional counselors are needed to provide full-time counseling in Lompoc, Santa Ynez, and Santa Maria.
3. There is no formal space for noncredit counseling at all our service locations. The lack of space limits the number of services we can provide to students.
4. The program lost two part-time counselors in the fall 2016 that have yet to be replaced. Part time counselors are needed to offer services to the evening population since the office is open two times a week from 8:00 a.m.-6:00 p.m.
5. One administrative assistant (in SM) and two office services technicians (one in Lompoc/SY and one in SM) are needed to assist faculty/staff with requests/needs required to coordinate events, make room reservations, assist students, and for day-to-day tasks. Even with the hiring of a temporary worker and her great contribution to the department's daily activities and beyond, the need for permanent staff is still very apparent to ensure student success.
6. Three counseling specialists are needed to continue supporting services in Santa Maria, Lompoc, and Santa Ynez.

Over 90% of the ESL student population lacks the computer abilities/skills and the educational understanding of terms related to the online admissions application. Peer advisors will be needed on campus and off campus to assist students with their CCCApply online or paper admissions application and with registration assistance.

VIII. Status of Final Plan of Action

Summarize the progress made on the recommendations from your last 6-year program review plan of action.

EXISTING Recommendations	STATUS
Hire a full-time, tenured-track NC3SP counselor	Completed Summer 2016

Develop and implement a NC online student orientation	Completed Fall 2018
Hire a full-time, NC3SP specialist	Not completed
Office Space	Not completed
Funding	On-going
Matriculation Policy	Completed with the integration of the plans 2018-2019

List any new or modified recommendations below, including rationale for these in the table below.

ADDITIONAL Recommendations to Plan of Action	Rationale
Hire two full-time, tenured-track NC3SP counselors	<p>Noncredit counseling has seen growth in students coming in for educational planning and follow-up services. One full time counselor and one three-quarter counselor servicing students in Santa Maria is inadequate.</p> <p>Currently counseling services are only offered one day a week in Lompoc and one day a week in Santa Ynez. Additional counselors to provide full time counseling services in Lompoc and Santa Ynez, and another full-time counselor to offer counseling services in Santa Maria and at off-campus sites is necessary.</p> <p>As a result of increased counseling services there will be an increase in student education plan completion and an increase of students transitioning from noncredit to credit.</p>
Two part-time, NC3SP counselors	The program lost two part-time counselors in the fall 2016. Part-time counselors are needed to offer

	services to the evening population since the office is open from 8:00 a.m.-6:00p.m. on Mondays and Tuesdays.
One full-time, Administrative Assistant	We need one administrative assistant and two office services technicians. In the past few years, student service, events, conferences, tours, workshops, meetings, and outreach have greatly increased in noncredit counseling. The level of work required in noncredit counseling requires the attention, expertise, and experience from an administrative assistant.
Two full-time, Office Services Technicians	In July 2018, we lost the only office services technician in SM. Therefore, we need two services technicians to assist the office in SM and one to assist Lompoc and Santa Ynez.

MODIFIED Recommendations to Plan of Action	Rationale
Hire three full-time, NC3SP specialists	Currently there are no full-time counseling specialists to assist over 9,000 students with registration, follow-up, outreach/inreach, and data tracking. There is a strong need for three full-time counseling specialists for Santa Maria, Lompoc, and Santa Ynez.
Office Space in SM, Lompoc, and Santa Ynez	Noncredit counseling is currently housed in building S, Community Education. A center has not been designated nor approved. A formal center is in dire need. We assist students with various educational needs ranging from filling out the CCCApply admissions application, registration, navigating the AHC website, myHancock, filling out their FAFSA/Dream Act, etc. A counseling specialist and peer advisors assist the students with the needs

	mentioned above thus are critical to NC3SP. Peer advisor workstations are needed to equitably assist these students. Need a conference room to conduct weekly staff meetings, peer advisor trainings, workshops, new student orientations, and professional development opportunities related to NC3SP.
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IX. Request for Resources

Type	Item and Need	Justification	Strategic Goal and Educational Master Plan Alignment	Est. Cost	Requested Previously
Facility Needs	<p>Office Space (SM and Lompoc)</p> <p>Noncredit counseling is currently housed in building S, Community Education. A center hasn't been designated nor</p>	<p>Lost one office space and storage room to Community Education. Need to accommodate: three full-time counselors servicing Santa Maria campus only, two part-time counselors, two specialists, one office services</p>	<p>Goal IR4: To provide a safe, attractive, and accessible physical environment that enhances the ability to teach, learn, and work.</p>		<input checked="" type="checkbox"/> Yes No <input type="checkbox"/>

	<p>approved to move in. A formal center is in dire need. We assist students with various educational needs ranging from: filling out their CCCApply admissions application, registering, navigating the AHC website, filling out their FAFSA, Dream Act, myHancock, purchasing parking permits, etc. Noncredit coordinator and peer advisors assist the students with the needs mentioned above thus are critical components to NC3SP. Student worker stations are needed to equitably assist these students.</p>	<p>technician, one administrative assistant, one program coordinator, 7 in SM, 2 in LVC peer advisors, and two student workstations. A conference room is needed to conduct weekly staff meetings, peer advisor trainings, and professional development opportunities related to NC3SP.</p> <p>Additionally, a formal counseling center is needed in Lompoc to house a full-time counselor, two peer advisors, one office services technician, and two peer advisor workstations. Also, increased office technology is needed in Santa Ynez to help provide better services to students.</p>			
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Technology Needs	Computers, Copy machine with a fax machine (SM, LVC, SY)	Our current computers need to be replaced and need a new copy machine with a fax machine. We currently don't have a fax machine.	Goal SLS2: To support student access, achievement, and success.	\$4,000.00	<input checked="" type="checkbox"/> Yes No <input type="checkbox"/>
Staffing Needs	<p>Hire two full time, tenure-track NC3SP counselors to service SM, LVC, and SY.</p> <p>Hire two part-time counselors for evening counseling in SM.</p> <p>Hire three full time specialists, two for SM and one for LVC and SY.</p> <p>Hire a full-time administrative assistant.</p> <p>Hire two full time office services technicians.</p>	<p>Current student to counselor ratio is 1 to 4,000 students. Office hours are from 8a.m.-6p.m. Noncredit counseling has seen growth in students coming in for educational planning and follow-up services. One full time counselor and one three-quarter counselor servicing students in Santa Maria is inadequate. Currently counseling services at Lompoc and Santa Ynez are being remote only. Additional counselors to provide full time counseling services in Lompoc and Santa Ynez, and another full time counselor to</p>	<p>Goal SLS2: To support student access, achievement, and success.</p> <p>Goal SLS2: To support student access, achievement, and success.</p>	<p>\$220,000.00</p> <p>\$58,000.00</p> <p>\$105,000.00</p> <p>\$55,000.00</p> <p>\$60,000.00</p>	<input checked="" type="checkbox"/> Yes No <input type="checkbox"/>

		<p>offer counseling services in Santa Maria and at off-campus sites is necessary. As well as two part-time counselors to service the evening population. As a result of more counseling services there will be an increase in student education plans and an increase of students transitioning from noncredit to credit.</p> <p>Need three counseling specialists- Currently, we do not have counseling specialists. With over 9,000 students in noncredit, we need counseling specialists to assist with student follow-up and with data tracking in SM, LVC, and SY.</p>			
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		<p>Need one administrative assistant and two office services technicians- We are in dire need of one administrative assistant. In the past few years, student service, events, conferences, tours, workshops, meetings, and outreach have greatly increased in noncredit counseling. The level of work required in noncredit counseling requires the attention, expertise, and experience from an administrative assistant and assistance of office services technicians. Especially when it comes to front-desk student assistance.</p>			
Equipment (non-technology)	Translation equipment	There is a need for translation equipment for workshops and program events. We			<input checked="" type="checkbox"/> Yes No <input type="checkbox"/>

	<p>A screen TV</p> <p>Earphones</p>	<p>serve bilingual and trilingual populations.</p> <p>A screen TV to display information to students at our Lompoc office.</p> <p>70 earphones for staff/faculty and students to do zoom meetings/classes/counseling</p>			
Other Resources					<input type="checkbox"/> Yes No <input type="checkbox"/>