

STUDENT SERVICES SYSTEMIC CHALLENGES

By: Dr. Lilia Chavez, Vice President of Student Services – Spring 2021



Who is on our team?



Support Staff



Programs & Services



What are our Challenges?



Why is this Important?



Transformation



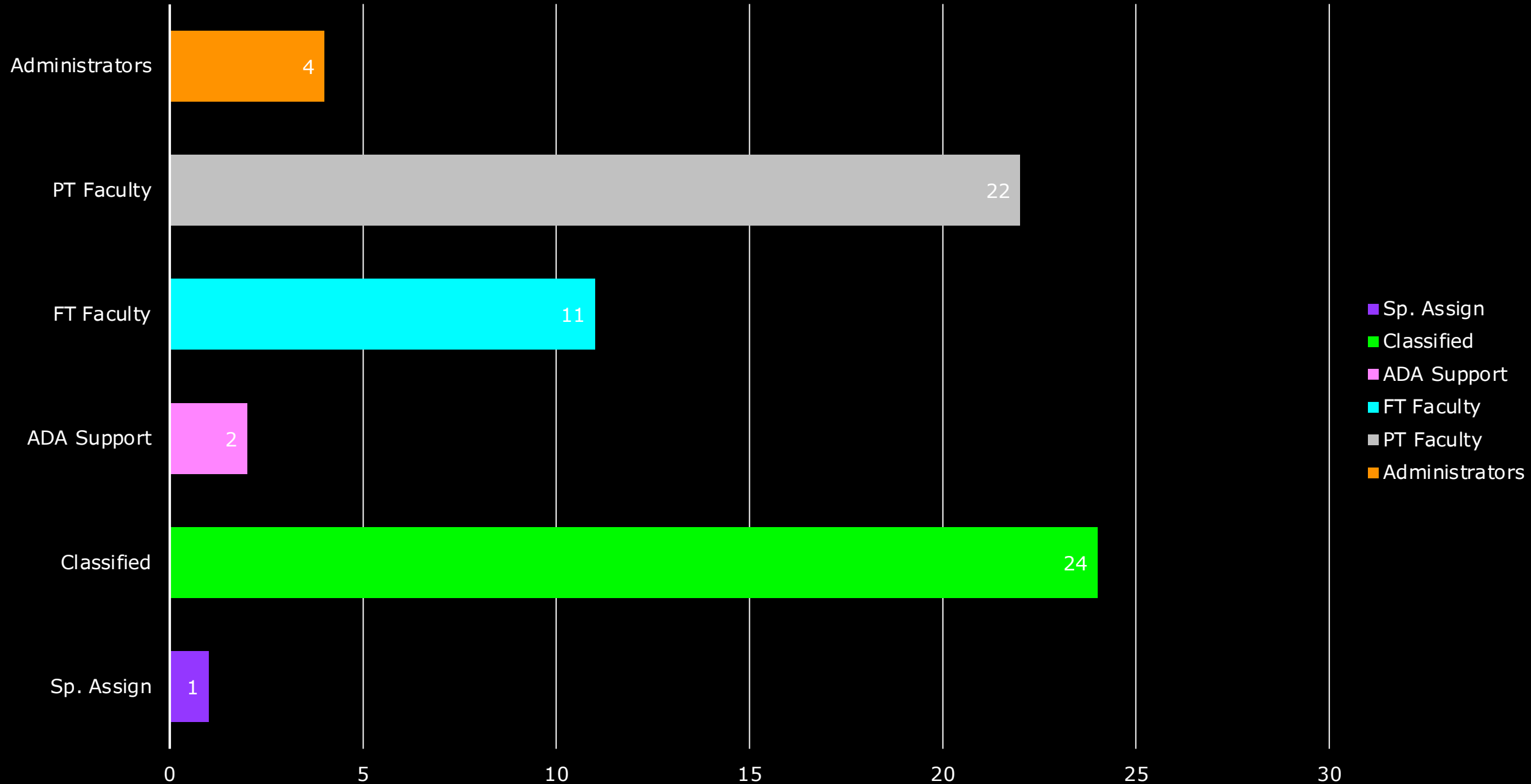
Any thing is possible!

AGENDA

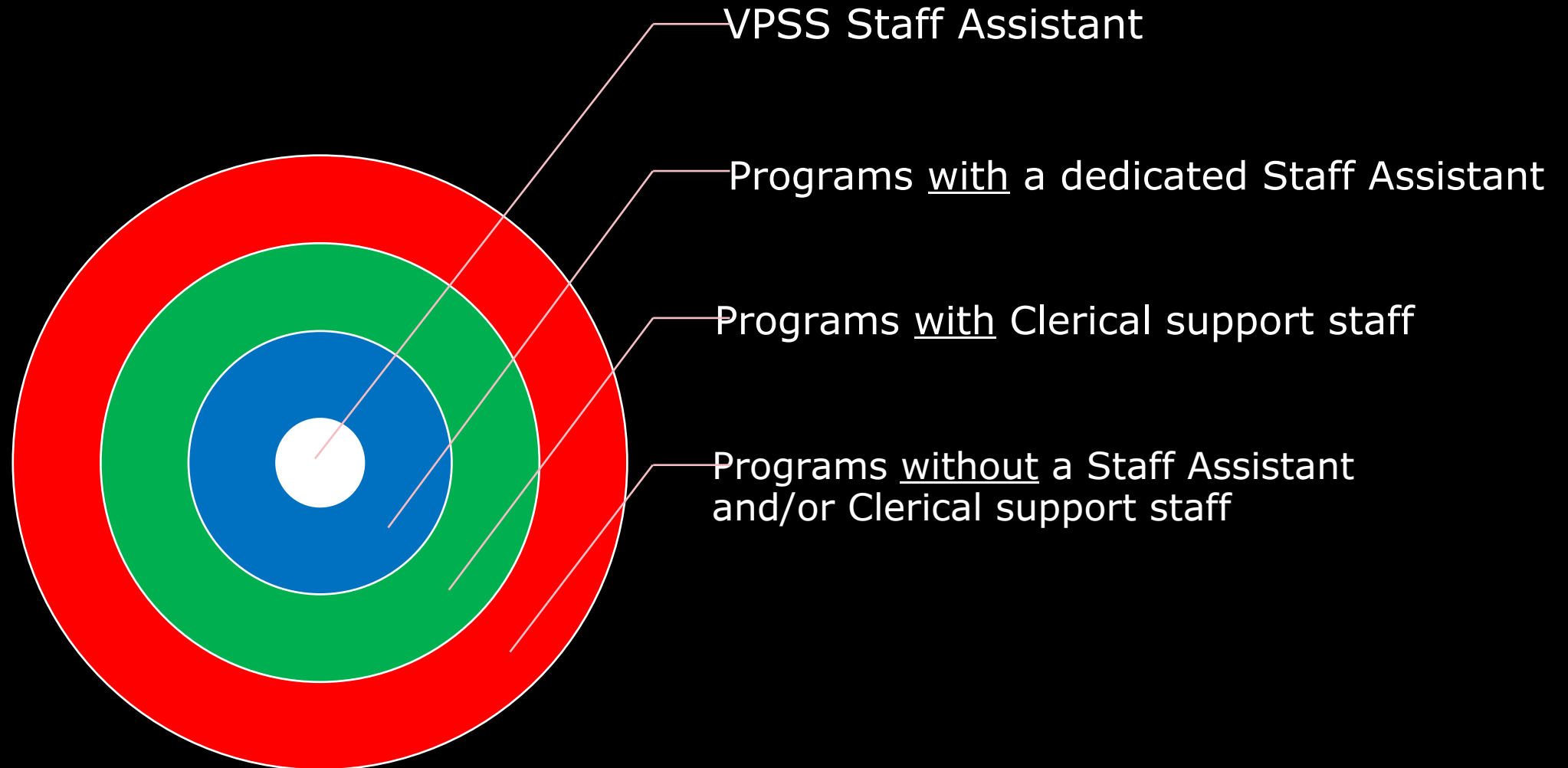
A top-down view of a diverse group of people's hands stacked in a circle on a light-colored floor. The hands are of various skin tones and are wearing different colored sleeves and cuffs, including blue and white checkered, yellow, orange, red, and grey. The text "WHO IS ON OUR TEAM?" is overlaid in the center in a bold, white, sans-serif font.

**WHO
IS ON OUR TEAM?**

STUDENT SERVICES STAFF



Support Staff



Programs & Services

Admissions & Records	Centro Latino	Health Services	Sankofa/Umoja
Adelante	Counseling	Next Up	SAS
Athletics	EOPS	Outreach	Student Activities
CalWORKs	Financial Aid	Orientation	Transfer Center
CARE	Fruitvale	Phi Theta Kappa	Veterans
Career Center	FYE	Puente	Welcome Center

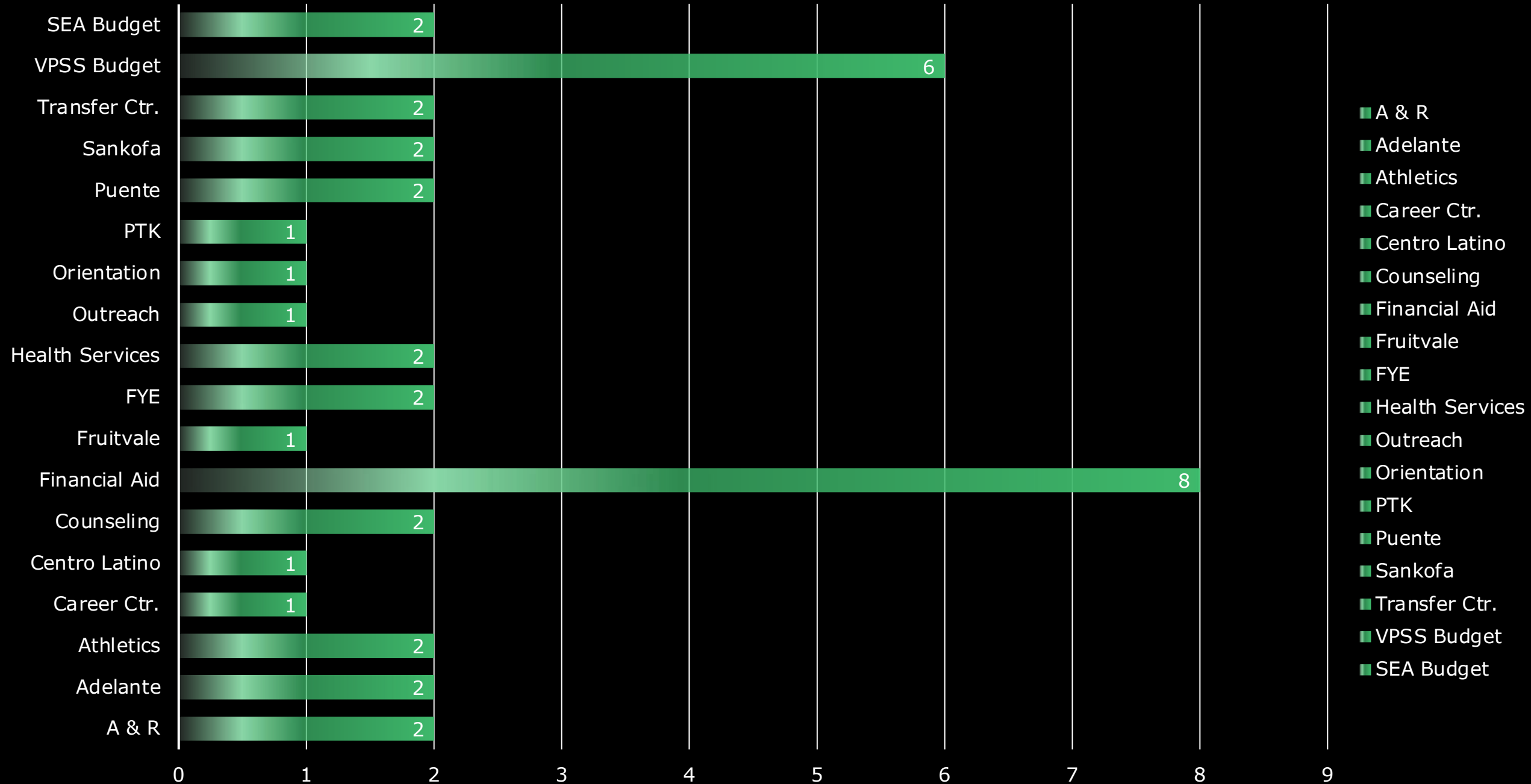
Administrators

Vice President	Dean of Counseling	FA Director	SA & CL Director
?	No Staff Assistant	No Staff Assistant	Staff Assistant

*****VPSS Staff Assistant is serving the Division not the VPSS**

Coming Soon: Dean of Enrollment | Staff Assistant in Training

STUDENT SERVICES BUDGETS





**WHAT
are our
Challenges?**

OUR DIVISION CULTURE



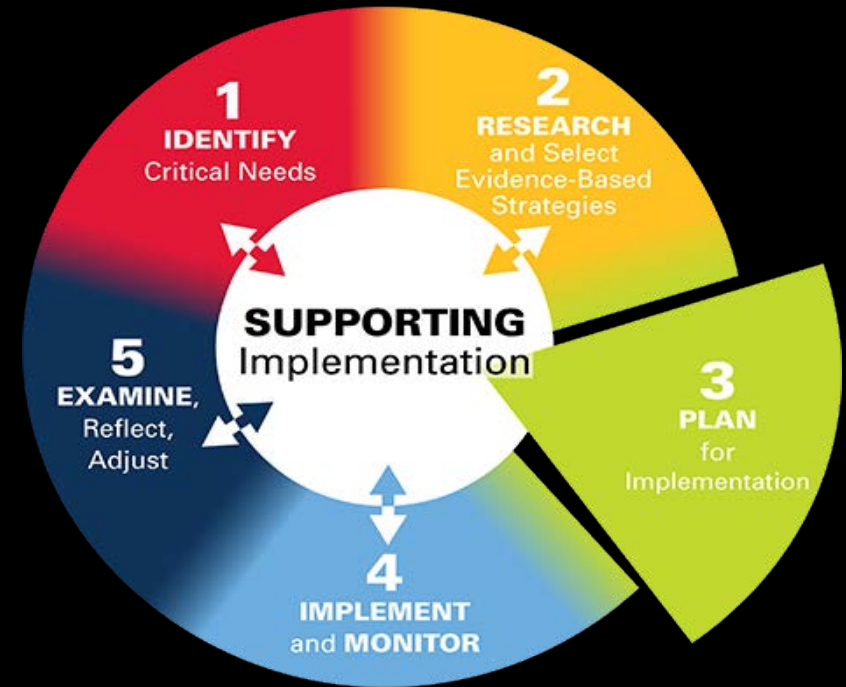


PARTICIPATORY GOVERNANCE

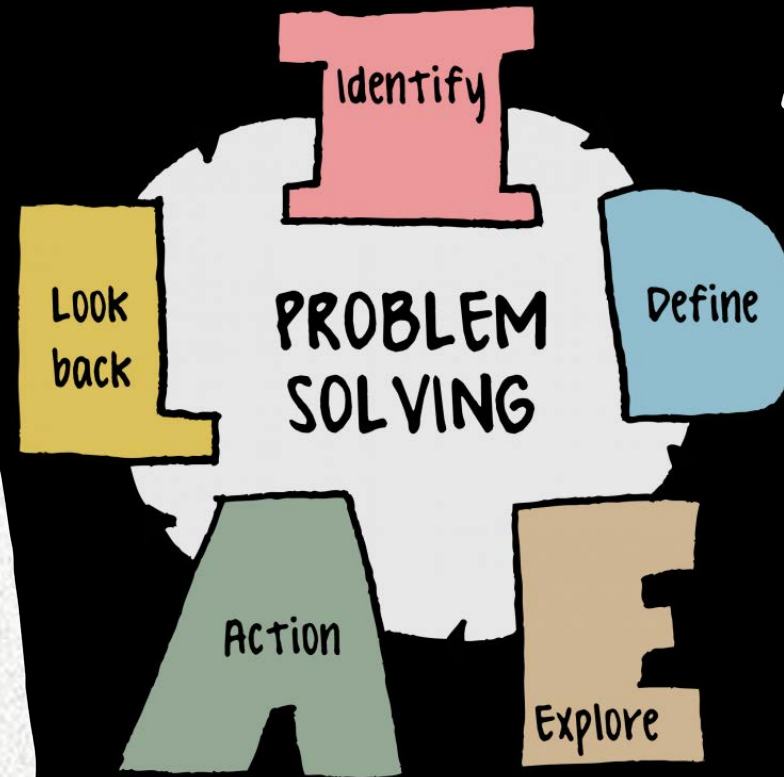
IMPACTS



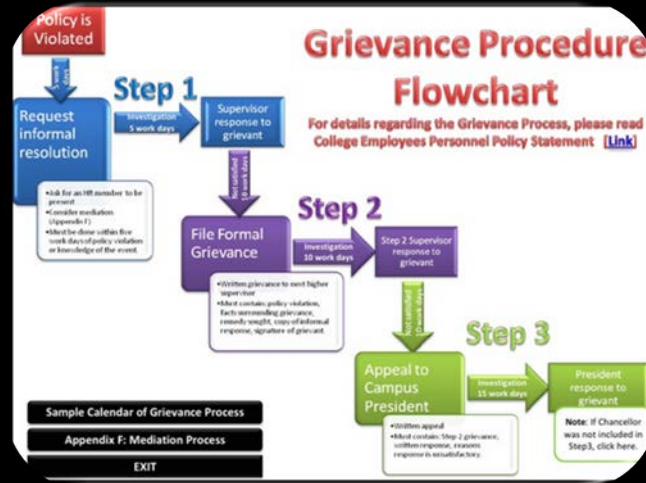
NEW INITIATIVES



TEAM PROBLEM SOLVING



Collegewide



Student Complaints



WHY is this IMPORTANT?

Our scale has tipped over!

What is at the core of these challenges?

Our infrastructure: Data, Technology & Funding



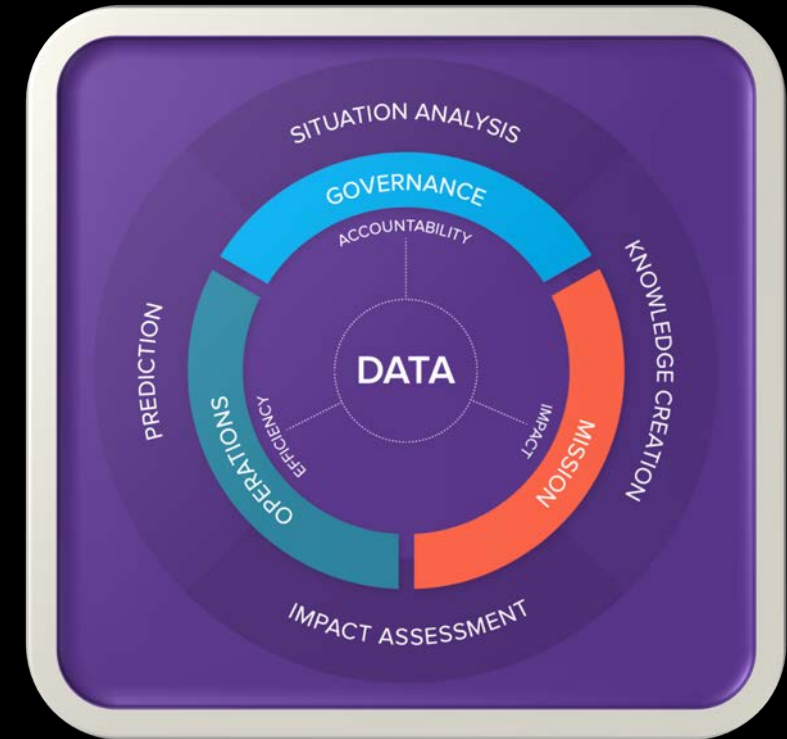
Types of Data Utilized

- Power BI – Office 365
- DataMart – MIS
- Bi Tool – Data Warehouse
- Raw data



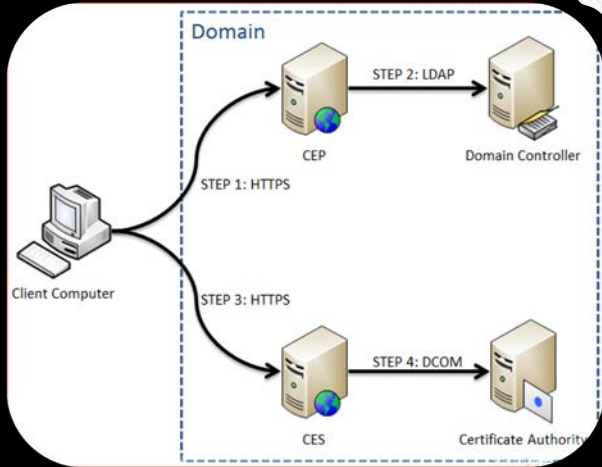
Data is needed to measure our success and to make data informed Decisions that helps us improve the college's effectiveness and efficiencies.

DATA



Technology

Technology connects
Faculty, staff & students to
the world and the global economy



Technology provides
options and new ways
to engage in communication
and learning.

Infrastructure

Connects to
Enrollment Systems



FUNDING

What we spend on tells us what we value?

Do our FTES support our funding? Are we meeting our FON and are our allocations received in a timely manner mirroring the calendar timelines? Are we utilizing our salary savings to support continued resource requests and college priorities. If not, how is this sustainable



ALIGNMENT



GOALS

- 1.
- 2.
- 3.



2021

Strengthened Shared VISION



ALL PARTS COME TOGETHER

TRANSFORMATION



**WE BELIEVE
THAT**

