

Progress Update (Past Two Years) - Student Services

1. Provide an update on your program or department's progress on your last objectives or action plans:

Enhance Application Process

Progress Update Past Action Plans

What type of program review did you last submit?

- Old annual
- Old six-year
- PU
- CPR

What is the status of your last program review action plan/objective?

- Completed
- In Progress
- No Longer Pursuing

Discuss the progress made on the goals in your action plan(s) (if last program review was a PU or CPR) or annual objective(s) (if last program review was an annual or old six-year).

A new program application in Dynamic Forms was implemented, streamlining the admissions process for new students onboarding. The new automated process also removed unnecessary application barriers, such as the mandatory recommendation form and interview.

New Student Orientation

Progress Update Past Action Plans

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Discuss the progress made on the goals in your action plan(s) (if last program review was a PU or CPR) or annual objective(s) (if last program review was an annual or old six-year).

A revamped new student orientation experience was implemented to help improve unmet outcomes tied to academic performance of students in their first year. New student orientations were offered in-person and online, with the latter being recorded for students who could not realistically attend either. Future enhancements include offering more in-person sessions, to meet the increase in program participants from 50 to 75, and developing a "continuing student" orientation to best capture those that entered during the pandemic and may not have properly received holistic wrap-around services.

Electronic Student Files

Progress Update Past Action Plans

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Discuss the progress made on the goals in your action plan(s) (if last program review was a PU or CPR) or annual objective(s) (if last program review was an annual or old six-year).

The program transitioned to using student electronic files via SMC's webextender software, allowing for flexibility and access in a remote environment. Pico Partnership will continue to maintain physical files for up to 10 years to adhere to Santa Monica city guidelines in accordance with the HSGP grant and city partnership.

End of Progress Update Past Action Plans

2. Considering your program's past plans and the developments over the past two years, what challenges and concerns need to be addressed in the next two-year review period?

Major developments - transitional period with staff turnover, in particular, new interim Project Manager and Dean of Special Programs just this fiscal/academic year. Moreover, the program entered a new Grant cycle for the next 5 years with the city of Santa Monica.

Challenges to be addressed - the program increased in size from 50 to 75 students, but counseling staff & hours did not increase to meet the higher demand. Currently, the program is operating with one 18-hour a week counselor and another 8-hour a week counselor, two total. Ideally, the program would support two 18-hour a week counselors. Coupled with looming budget cuts, this "rubber meeting the road" of lack of proper counseling support may have direct impact on student persistence and success.

Another challenge comes from a positive situation, in that the program now offers direct aid grants to eligible participants. However, the process of determining eligibility has proven cumbersome when working with the Financial Aid office, given their high traffic with various program needs, i.e., consistent communication and collaboration, per individual program. Thus, it would be ideal to streamline the process, not only for Pico Partnership - but all programs under the EOPS umbrella - and create a liaison role within the Financial Aid office for direct dialog with special program direct aid grant needs.

3. Broadly discuss the most critical resources you anticipate needing to effectively implement the goals in your program's action plan in the next review period. If applicable, your answers here should inform the specific line item requests in your future Annual Resource Requests (ARR).

I have, on behalf of the program, navigated making budget modifications and transfer of funds to properly meet program needs as they have arisen for this specific academic/fiscal year. Moving forward, these are the most critical resources necessary, with line item requests included (wish list):

- Increase in Counseling staff funds/hours from 26 to 36 total weekly hours, per term (Line item #1453 + benefits)
- Slight increase for commencement Sashes (#4370) and Meals/catering (#5242)
- Significant increase for Supplies/materials (#4550) and Printing/branding (#5820)
- Possible funds for professional development (conferences, workshops - new line item)

This form is completed and ready for acceptance.