

# Student Services

**DVC**  
DIABLO VALLEY COLLEGE

## Newsletter

January 2009

SLOs, accomplishments, activities



### **CalWORKs**

**Liz Cabiles, Program Coordinator,  
Interim**

#### **Student Learning Outcome:**

Students will be able to acquire information on how to effectively navigate both county and college enrollment procedures.

#### **Program service accomplishments:**

1. CalWORKs assisted approximately 70 new and continuing students at the start of the fall 2008 term. We also referred new students to other campus programs such as Financial Aid, EOPS/CARE, and Counseling.
2. CalWORKs currently employs 25 of our students in on-campus and off-campus Work Study assignments. 11 students started as Work Study students in the fall 2008 semester.
3. The CalWORKs program currently supports childcare for 16 CalWORKs students with a total of 18 children.

#### **Present student development activities/ events:**

1. During fall 2008, CalWORKs continued a weekly student support group with the EOPS/CARE Program.
2. In October, the CalWORKs program, in collaboration with the EOPS/CARE program, sponsored a workshop with Jodie Berger, an expert on legal aspects of CalWORKs, for students to be informed about their CalWORKs rights.

#### **Available support for faculty in their work with students (CalWORKs):**

Provide program information to faculty by phone, email or walk-in. Available to consult with faculty who have questions and concerns related to CalWORKs students. CalWORKs Coordinator: ext. 2722.

### **Career and Employment Services**

**Nicola Place, Sr. Academic/Student  
Services Manager**

#### **Student Learning Outcome:**

1. Students will access and use career information.
2. Students will utilize online job posting systems.
3. Students will develop resumes.

#### **Program service accomplishments:**

1. In the summer of 2008, Career and Employment Services implemented a new online job posting system, replacing MonsterTrak. The new system is available free of charge 24/7 to job-seekers and organizations wishing to post jobs.
2. We have expanded our resume writing and review services by working collaboratively with CalWORKs and WorkAbility III.
3. Our Off-Campus Volunteer Program links students seeking off-campus volunteering opportunities with organizations seeking volunteers. Over 200 organizations are partnered with DVC in this program.
4. Our Off-Campus Tutor Referral Service links community members who are seeking off-campus tutoring to potential tutors.

### **Present student development activities/events:**

1. through a variety of programmatic channels, students who visit our service center will be informed of the importance of “employability” (or “soft”) skills in obtaining and retaining employment. Students will also be provided with a resource list to get them started on developing or enhancing these skills.
2. resumé training and support;
3. training and access to online job systems.

### **Available support for faculty in their work with students (Carewr and Employment Services):**

Faculty can expect to utilize Career and Employment Services staff for classroom visits and presentations and to arrange visits to C&ES center where staff will introduce faculty and students to the resources available. Support is available in person, by phone and via e-mail for assistance, consultation and presentations. Give us a call soon to book your visit! Call ext. 2435, 2369 or 2370

## **Cooperative Work Experience**

**Nicola Place, Sr. Academic/Student Services Manager**

### **Student Learning Outcome:**

Students using our services/programs will acquire supervised employment planning information.

### **Program service accomplishments:**

1. COOP enrollments for fall increased.
2. COOP course descriptions were updated this fall to reflect new and less restrictive concurrent enrollment requirements from the State. Students can now take a COOP course without taking an additional course.
3. COOP SLOs have been developed and will be evaluated in spring 2009.

### **Present student development activities/events:**

1. COOP affiliated staff are improving the COOP orientation preparation and process to improve the flow and effectiveness of the orientations.
2. COOP faculty and staff are creating a procedure to allow returning successful COOP students who apply on time to bypass the COOP orientation requirement.

### **Available support for faculty in their work with students (COOP):**

COOP affiliated faculty and staff are available in person, by phone, and by email for assistance and consultation on any COOP program matter. Call ext. 2435, 2369 and 2370.

## **Disability Support Services**

**Stacey Shears, Academic/Student Services Manager**

### **Student Learning Outcome:**

Students will be able to access DVC buildings programs and courses.

### **Program Service Accomplishments**

1. DSS welcomed two new counselors to our ranks in August, Kellie Conde and Tedmund Muñoz.
2. DSS has significantly digitized note taking services so students are able to get notes quicker using scanning technology on the DVC copier, which allows all master files to be stored on the computer, rather than maintaining a hard copy file of all the notes submitted.
3. DSS worked with the Math Department, Puente Counselors and Student Services administrators to hold a memorial for Catalina Torres.
4. DSS served 1186 students last year and are currently serving 1303 students this year.

### **Present student development activities/events:**

1. DSS Transfer Workshops were held for DSS students transferring to four year universities.
2. DSS Priority Registration advising and registration support will be held on two days and one evening.
3. DSS student planners were created and distributed for the first time in the recent history of DSS.

### **Available support for faculty in their work with students (DSS):**

1. Nancy Deason wrote a Basic Skills grant to create a part time faculty position that would assist English faculty with instructional support in basic skills classes.

2. DSS is working with faculty senate to develop a plan to make classroom aisles accessible in response to the on-site civil rights review.
3. DSS note taking, program assistant, alternate media, testing services and mobility staff as well as counselors, department chair and manager regularly work with various DVC faculty, staff and management to support students with disabilities in tandem.

## Educational Talent Search

Jacqueline Jones-Castellano, Academic/  
Student Services Manager

### Student Learning Outcome:

Students using our service will be able to complete college admissions and financial aid applications to assist them with matriculating to college.

### Program service accomplishments:

1. Conducted two (2) UC admissions application assistance workshops with representatives from UC Merced and UC San Diego. Also conducted one (1) CSU admissions application assistance workshop with a representative from CSU East Bay.
2. Provided services to ETS students at all 16 target school sites, reestablishing contact with over 300 students.
3. Conducted a follow-up meeting with ETS 2008 scholarship recipients and disbursed scholarship checks in the amount of \$1,000 to \$2,000.

### Present student development activities

1. In the process of planning and hosting a "On the Spot" Admissions Program with CSU East Bay in January;
2. Revising the ETS Scholarship Application to announce the new 2009 ETS Scholarship and Retention Program;
3. Conducted a "Completing the FAFSA" workshop on December 10th to assist students with completing the FAFSA application and understanding the process of applying for financial aid and the importance of completing their financial aid files at their respective colleges.



## Extended Opportunity Programs Services

Emily Stone, Academic/Student Services  
Manager

### Student Learning Outcome:

Students will learn how to develop an education plan and how to utilize financial resources.

### Program service accomplishments:

1. The EOPS Program implemented the EOPS Progress Report as an official program requirement after piloting the Progress Report for three semesters. Students are now required to see their instructors during office hours or by appointment to get feedback on their progress.
2. The EOPS Program implemented an Alert Status intervention for EOPS students who did not comply with the last semester's program requirements. Targeted alert workshops were offered to students during the month of September.

### Present student development activities/events:

1. EOPS Peer Advisors, students and staff attended the 38th Annual CCCEOPSA Conference at the Westin Hotel in San Francisco.
2. EOPS sponsored a scholarship workshop for EOPS students interested in applying for DVC and external scholarships.
3. The EOPS Program took approximately 30 students on a campus tour to SF State University on November 14. The students visited the EOP program as well as the Study Abroad Program.

### Available support for faculty in their work with students (EOPS):

1. availability of the EOPS Director, Emily Stone at ext. 2090 to discuss any concerns about EOPS students;
2. encourage EOPS students to make contact with their instructors about their academic progress.

### Outreach/Relations with Schools

Tonia Teresh, Program Leader

#### Student Learning Outcome:

Students will understand the benefits of attending a community college, the specific opportunities available at DVC, and the matriculation process.



### Information Center

Pam McDaniel, Program Leader

#### Student Learning Outcome:

Students using our services will be able to register online using WebAdvisor.

#### Program service accomplishments:

1. participation in a district-wide effort to identify enrollment issues and streamline the processes in order to remove barriers students experience while trying to apply and register.
2. preparation and distribution of the "starter kits" new students need for November and December Counseling 105 classes.

#### Present student development activities/events:

Providing WebAdvisor instruction and assistance for students enrolling in spring 2009 courses.

### Available support for faculty in their work with students (Info Center):

Assistance to faculty who have questions on DVC admissions and registration processes, including prerequisite requirements, adding students to their classes, and explaining the benefits of using late add codes.

#### Program service accomplishments:

1. re-established relationships with schools in the local service area that previously did not support a DVC presence at their sites.
2. provided direction and clarification regarding the high school liaison role and responsibilities.

#### Present student development activities/events:

1. visiting local alternative and continuation schools to help fall graduates complete their DVC applications.
2. providing campus tours for school groups to help students learn about college.

### Available support for faculty in their work with students (Outreach/Relations with Schools):

1. compiles and maintains DVC's outreach calendar, which can be viewed at U:\Outreach Events and Info\2008-09 outreach calendars\2008-09 outreach events & Student Ambassadors - monthly calendar style.pub
2. provides DVC recruitment materials and other support for faculty who perform outreach in the community.

*The student services newsletter is produced by the Office of the Vice President of Student Services. Please contact Sue Rohlicek for comments or questions.*