



Counseling Center

Terry Armstrong, Dean of Counseling and Student Support Services

Student Learning Outcome:

Students who complete Counseling 105 (Orientation to College) will be able to log on to WebAdvisor and understand the online registration process at DVC.

Result: 96% of students were able to create their log-in account
93% were able to log in to their accounts
93% indicated that they were aware of how to use WebAdvisor to register for their classes.

Program Service Accomplishments:

In the 2008-09 academic year, the smoke you may have seen rising above the Counseling Center was the result of counselors seeing a record number of students (25,973 appointments, a 16% increase over the previous year). In addition, the unfilled appointment rate measured in at an all time low 7.2%. The Center continues to work on improving efficiency and maximizing opportunities for students to see counselors.

During August, the Counseling Center assisted 435 drop-in students during open registration, 824 students during the first week of school and scheduled 885 appointments for the month of August.

Beginning this fall, students are able to schedule their counseling appointment online through the counseling website, in addition to the traditional means of making appointments via the telephone or in person.

Present student development activities/ events:

- CSU/UC Application and Personal Statement and Computer Lab workshops with the on-line application will be held in October and November.
- The course number for the orientation and advising course, part of the matriculation process, has changed from Counseling 105 to Counseling 95, effective this semester for new students. Sections for new students are available in November and December.

Available support for faculty in their work with students:

- To immediately assist students who are in crisis (faculty, staff and managers may refer or walk a student to the Counseling Center).
- To provide a counselor and student perspective to instructional faculty members on issues of general education issues and viability of new programs.

Financial Aid

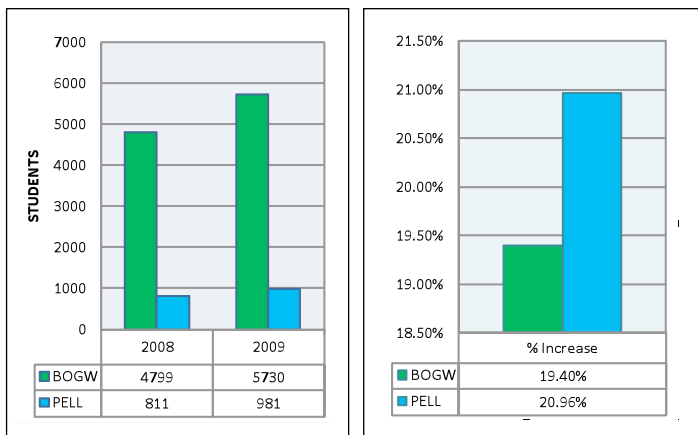
Brenda Jerez, Director of Financial Aid

Student Learning Outcome:

Students using our services can expect to acquire knowledge about how to complete financial aid documents so they can succeed in college.

Program Service Accomplishments:

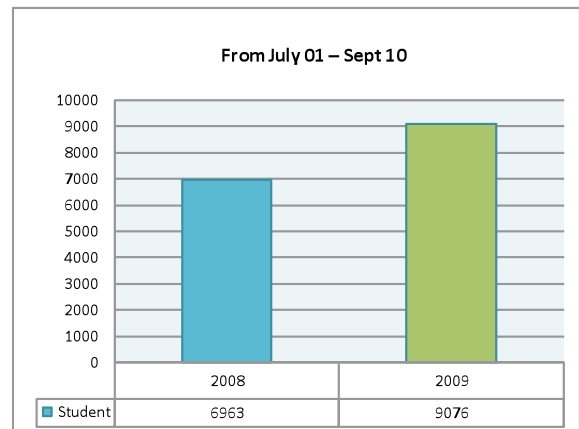
- Increasing Numbers** – The Financial Aid Office has seen a tremendous increase in the amount of students served and awarded funds for the 2009-2010 academic year. Between July 1 and September 9, 2009, there was an average increase of 20% both in the Board of Governors Fee Waiver Program and the Pell Grant, as compared to the numbers reported for the same period in 2008.



This also resulted in a 30.85% increase in the amount of students that were tracked by SARS between those dates as well. In response, the Financial Aid Office continues to reevaluate its processes with goals of streamlining and better serving students.

- San Ramon Campus Presence** – Financial Aid presence on the San Ramon Campus continues to grow with the leadership of Yvonne Canada and Brenda Jerez. Starting spring 2009, the Financial Aid Office dedicated 2 visits a month to the San Ramon Campus to offer drop-in appointments for students. Averaging about 4 students per visit in the spring

and about 10-12 students per visit starting in the summer, students came in to receive information about financial aid, submit documentation, and follow-up with their financial aid files. Other activities that the Financial Aid Office participated in include Paying for College workshop



and the SRVC High School Registration Day. We continue to expand our services at SRVC, which includes a Brown Bag presentation in October.

Present student development activities/ events:

- Technology Based Solutions and Communications** – To respond appropriately to the budget cuts, the Financial Aid Office continues to seek out ways to inform students about financial aid opportunities that are more cost effective. Currently, our Communication Management process is initiated by mail which yields costs in postage, paper, toner, and staff time. The Financial Aid Office has volunteered to pilot the use of Datatel's CM module via the new Portal, which will allow for access to interactive communication and financial aid forms that are available 24 hours, 7 days a week. In the meantime, we are also piloting financial aid communication via email (email addresses are gathered from the enrollment application) that will include links to documents that can be printed from WebAdvisor. Also in response to budget con-

straints and the increasing number of students accessing online social networking sites, the Financial Aid Office has created a Twitter account (twitter.com/dvcfinaid) and a DVC Financial Aid blog (dvcfinaid.wordpress.com) in addition to our MySpace and Facebook accounts. These online venues allow the Financial Aid Office to distribute pertinent general financial aid information to our students that includes deadlines, event reminders, and financial aid tips and news. We have seen tremendous increases (7.6% to 274.7%) in the amount of “friends” in all of our social networking sites.

- **Financial Aid Orientation** – The Financial Aid Orientation was developed to help decrease the number of students being placed on negative Satisfactory Academic Progress (SAP) status. Taking our cue from the response of the Student PLAN Program (our retention program) and the annual student survey we collected, we created an in-person orientation. Participants in the PLAN program and the student survey indicated that they retained the information more if they were presented the processes and policies in person. Implemented for the 2009-2010 academic year, the in-person 1 hour long orientations started in May. Orientations were held Mondays and Tuesdays with 2 sessions each day. Since its inception, we have conducted 60 in-person orientations with over 900 students in attendance. As the numbers of students decrease in completing their files with school already in session, the in-person orientations have now gone online. Students are able to watch a 30-minute video that goes over the same material covered in the in-person orientation. Students are encouraged to ask questions upon completing the orientation to make sure that they are aware and knowledgeable about the process and requirements of financial aid. They are also mandated to sign contracts that indicate their understanding of the information. This initiative will hopefully reduce the number of student appeals for SAP and ultimately students being placed on Probation or Suspension status. The effectiveness of the in-person and online orientations will be assessed by conduct-

ing a survey of students who completed the orientation and by tracking the success of these students.

Available support for faculty in their work with students:

Financial Aid and Money Management workshops are available upon request.

International Students Admissions and Services

Gloria Zarabozo, Academic/Student Services Manager

Student Learning Outcome:

Students will learn how to successfully stay in status.

Program Service Accomplishments:

The ISAS program has reached a new record for students attending DVC in F-1 status. For the fall 2009 semester we have 1154 students enrolled representing 63 countries and territories. We had 340 new students for fall and 66 who entered for the summer. This is the largest incoming group we have ever had and we were able to get them all through orientation and into classes. This was not an easy feat this year given the early fill rates at DVC.



Our large intake helped us maintain our numbers despite having 268 students successfully transfer to four year colleges for the fall 2009 semester. Most students were admitted to multiple campuses and the following information is where the students chose to attend: of the 77 F-1 students admitted to UC Berkeley for the fall 2009, 73 elected to attend and of the 10 that were deferred to spring 2010, 7 elected to attend. Other California universities and colleges that many DVC F-1 students chose include: UCLA (34), San Francisco State (31), UCSD (28) and USC (17). Some of the popular out of state colleges include: Indiana University, Bloomington (8), University of Illinois, Urbana-Champaign (4) and University of Michigan, Ann Arbor (3).

Present student development activities:

Thanks to the great efforts and technological genius of our Counselor Mark Isham and staff member Ligia Morcillo we will be piloting an online orientation for incoming F-1 students for spring 2010. This will allow the students to gain their orientation to college even before they enter the United States.

Also, this October in conjunction with the International Education Center we will be piloting an October Bridge program. Students in this program will begin with two contract courses from October to December and will begin their full-time studies at DVC for the spring 2010 semester.

Available support for faculty in their work with students:

Gloria Zarabozo and the International Students Admissions and Services office staff are available by phone or e-mail to address any faculty concerns.



Admissions and Records

Ileana Dorn, Director of Admissions and Records

Student Learning Outcome:

Students will acquire knowledge of the online opportunities to conduct business with Admissions and Records.

Program Service Accomplishments:

The Office of Admissions and Records has recently been working on making online forms more readily available and clear to facilitate use by students. We are actively working on eliminating many paper forms and hope to have this a reality in the near future. With online forms available, our goal is to enhance security, help students advance in the use of technology, and in the process, reduce paper usage. In our continued effort to streamline process and make it easier for students enrolling and registering for classes at DVC, the Office of Admissions and Records has recently made it easier for students using the online application to receive their SID (student identification number) and registration date. Previously students would have to wait up to two days before they would be able to sign onto our website and register for classes. Now, when students submit an application online or in person they will receive their SID and registration date in an email and be able to register for classes via WebAdvisor within the hour.

Present student development activities:

The Office of Admissions and Records and our Office of Veteran's Affairs are organizing and collaborating with our colleagues in other Student Services offices in the planning of our Second Annual Veteran's Conference scheduled for Friday November 13, 2009. This Conference promises to be bigger and better than ever and will focus on the new Veteran's Benefit program so as to better inform our current and prospective Veteran students about the many new and increased features of the program. An additional new and important segment will include information from representatives from UC, CSU and local private colleges, on the transfer process and how to plan and pay for their education at four-year schools. Other participants will include local Veteran's Services and support organizations as well as State VA representation. Additionally, there will be a panel of student Veterans who will share their experience as students on the DVC campus with prospective students.

Available support for faculty in their work with students:

Our outline for faculty of Enrollment Management procedures this semester has given faculty clear guidelines for helping students to learn and adhere to the State mandated deadlines for enrollment and registration into DVC classes. With these procedures we hope to assist faculty in the management of their class loads and systems such as their waitlists, add codes and rosters. As partners with our instructional colleagues, Admissions and Records seeks to provide clear assistance to both faculty and students in navigating our complex enrollment process.

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

DVC Mission Statement

Diablo Valley College is passionately committed to student learning through the intellectual, scientific, artistic, psychological, and ethical development of its diverse student body. Diablo Valley College prepares students for transfer to four-year universities; provides career and technical education; supports the economic development of the region; offers pre-collegiate programs; and promotes personal growth and lifelong learning.

