Office of VP Student Services - Hollister Campus

I. Main

Overview
Academic Year 2024 - 2025
Originator Rodriguez, Judy
Division Office of VP Student Services
Department Hollister Campus
Programs

II. Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Contributor

- Craig-Marius, Renee

III. Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

1. Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).

Gavilan College, Hollister supports and engages students by providing programs and student services that are needed to enrich student success. Student services provided are the Admissions/Records, Financial Aid, Academic Counseling, Mental Health Counseling, Non-Credit Counseling, Student ID's, a Library & Learning Resource Center where students can get tutoring help, AEC Counseling & Support, EOPS/CalWorks Counseling, Higher Aspirations, EL Centro services to assist with Basic Needs as well as a Food Pantry to provide students with food in partnership with the San Benito County Food bank, Student Life & Engagement, Transfer Career Center and the Welcome Center. Although services are limited, the Hollister site strives to provide a one-stop shop to assist them in the onboarding process as well as supporting students through their educational journey empowering them along the way with resources to help them succeed. Hollister staff was a part of the planning process of building the new Hollister Campus these last couple of years, diligently working towards making sure that the needs of the students and the San Benito County community are met to create an inviting and welcoming learning environment for years to

come with a focus on DEI. The opening of the 35,000 square feet facility marks a new chapter for Gavilan and opened on January 6, 2025 with the previously mentioned services plus additional services such as a Café, Library Resource Center and Science labs.

2. On the PIPR website (http://www.gavilan.edu/staff/program_planning/index.php), locate and review your previous program plan and subsequent annual updates. After reviewing, enter your previous goals below and comment on the progress/accomplishments of each goal.

Enter each goal separately by clicking Add Item

1. **Hollister community members will have increased awareness of the college's role in the community**

2. **The course needs of the Hollister students will be improved by the site director's input and attendance in various efforts on campus i.e. Enrollment Management Meetings**

3.

3. Have the services or courses of your program changed over the past three years? Please explain (300 words or less).

Yes, they have; after coming back from Covid it was a challenge to get students back to attending courses in person. Course offerings were minimal, and we slowly began to add more courses and student services with increased with enrollment. An enrollment management work group was formed to identify what courses should be offered in preparation for the upcoming new campus in Hollister. The work group consist of a VP, Deans, Counselors, Faculty and the Site Director to analyze what courses to offer that will best meet the needs of our San Benito Community students. As a result of opening the new campus and forming the work group, we have increased our course offerings, providing Science courses for the first time with the addition of the Science labs. Our enrollment has doubled from Spring '24 to Spring '25 because of a larger state of the art facility, more course offerings and student services. The site director created a planning document for student services to also prepare for providing student services at the new campus. The site director met with student services program directors specifically El Centro, Mental Health, Counseling, Non-Credit and AEC to establish a presence at the Hollister Site, Briggs Building. Student Support services have increased and now offer more services than in the past; Admissions/Records, Financial Aid, Academic Counseling, Mental Health Counseling, Non-Credit Counseling, Student ID's, a Library & Learning Resource Center where students can get tutoring help, AEC Counseling & Support, EOPS/CalWorks Counseling, Higher Aspirations, EL Centro services to assist with Basic Needs. We also now have a Learning Resource Center, a Café and a food pantry.

IV. Student and Program Outcomes

College Goal for Student Achievement
The following questions refer to data regarding student achievement. To access program review data, go to the Institution Data Dashboard. (https://www.gavilan.edu/about/research/program_review.php)
1. (For Instructional Programs Only) Find your program's course success information. Consider your program success rate trends over the last three years. Compare your overall success to the college average. Are these rates what you expected after comparing with the college average? Are there any large gaps? Is there anything surprising about the data? What trends are suggested by the data?

For the Hollister Campus, course success rate for the 2023-2024 academic year was 52%. This is in comparison to the college wide average of a 72% success rate in the same academic year. Notably, this is before the opening of the new campus in Spring 2025. The significant gap between the

Hollister success rates and the overall campus rates may be attributed to the fact that Hollister students had less access to student services at the Briggs Building. At the new campus site, student services are greatly expanded – including Tutoring, Basic Needs, and AEC support. It is anticipated that this will have a positive impact on closing the gap in success rates between the Hollister campus and the campus average.

2. (For Instructional Programs Only) Now find your program persistence information. Consider your retention rate trends over the last three years. Compare your overall retention to the college average.

Term to term persistence for the Hollister campus was 71% for Fall 2024. (Meaning, 71% of students returned for Spring 2025). This has been a consistent trend over the past three years. This is in comparison to 62% for the overall college term to term persistence rate in the same time period. A possible contributing factor is that the Hollister campus is smaller and students are able to easily connect with the faculty and classified staff. Convenience may also be a contributing factor, as students prefer to take courses in the same town they live in.

3. Are these rates what you expected after comparing with the college average? Are there any large gaps? Is there anything surprising about the data? What trends are suggested by the data.

The main gap is clearly the overall course success rates at the Hollister campus. It is anticipated with the increase in student services, as well as the enhanced technology in the classroom, that course success rates will improve.

Success
The following questions refer to data regarding student achievement. To access instructional program review data, go to the Institution Data Dashboard.
(https://www.gavilan.edu/about/research/program_review.php)

**4. (For Instructional Programs Only) What are your set goals for course success? Do your individual course and department rates meet this goal?
 Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?**

The main goal for course success is to link more strongly to the student services available at the new site. The Hollister campus now has the Learning Resource Center, which has a faculty coordinator and student tutors. There is a strong push to connect students to these services. The campus also has a course reserve system for the first time, which will allow students to more easily access the resources they need for their classes.

5. How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? (200 words or less)

These are the numbers for the past 3 years. 24/25 is still in progress as we are within the school year and the data will change. We don't, however, have a comparison to those who may have not used our services.

School year/#Students served:

2022/2023: **1387**

2023/2024: **2918**

2024/2025: **1580 still collecting data**

6. Given this information, how has your service or area supported student success and retention over the past three years? (200 words or less)

The Hollister site has supported student success and retention over the past three years by assuring that we have limited yet basic needs support through EL Centro, SBC Community Food Bank food distribution, mental health counseling, academic counseling, Non-Credit Counseling and Testing, CalWorks, AEC and other student services i.e. Admissions & Financial Aid to create a one-stop shop for students living in the San Benito County area. A Welcome Center is staffed by 2 site specialists and student peer mentors to provide triage and onboarding to guide and be a resource to students

7. In your area, what trends do you see and what initiatives need to be developed to support success and retention? (200 words or less)

As we transition over the new Gavilan Hollister Campus, it is important to build a course schedule that meets the needs of the students in our community. Providing a list of courses for not only the new students entering college but also for the ones that have been attending so that they can register for courses in their own city they live in. Creating a template of courses that students can sign up for each semester w/o redundancy to move students forward along their educational path by integrating the guided pathways model. The schedule design will need to be flexible to change from Fall to Spring and Summer with a flowing rhythm of courses to accommodate students as well as provide specialty courses in Accounting, AJ, ART, CD, CSIS, Nursing, RE, and WRTM so that students can progress and meet their goals. This is where the work of the enrollment management work group is key. The work group will meet periodically to ensure the flow of courses accommodates our student population.

V. Equity

Equity
Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

1. Examine your equity data over the last three years. Comment on what your program has done to address any differences or gaps in the past three years. What has worked? What has not worked? (200 words or less)

Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps? How can your area help increase disproportionate student success? (200 words or less)?

In reviewing the data, it is apparent that the gaps are not widening but rather staying consistent with the enrollment numbers for each year. Each year there has been a pattern of increasing the course offerings to provide better accessibility for students. An enrollment work group was formed to survey and plan better for providing this community with courses to help students succeed. Basic needs is being addressed by providing part-time staff as well as a food pantry that is partnered with the San Benito County Food Bank. Mental Health Counseling was also added within the last 3 years to assist students with stressors as they juggle family and education. A contributing factor to the non-success could most likely be the lack of tutoring provided. This has been a challenge as we don't have enough tutors to come to Hollister in the areas that are being requested.

2. (Instruction Only) Find your Distance Education success information. If distance education is offered, consider any gaps in success rates between distance education and face-to-face courses. Do you notice any trends? Do these rates differ? If disparity exists, how do you plan on closing the achievement gaps between distance education and face-to-face courses (300 words or less)?

All of the courses at the Hollister campus are face-to-face or hybrid courses.

3. Our 2023 Equal Employment Opportunity (EEO) Plan States "Gavilan Joint Community College District (District) is dedicated to proactively cultivating and sustaining a welcoming and inclusive work environment. The District aspires to be Diverse, Purposeful, Inclusive, and Equitable, as reflected in the District's Principles of Community. The District values the worth and dignity of every person, the pursuit of truth, the acquisition of knowledge, and the nurture of democratic citizenship. These values provide the foundation for an environment of civility, honesty, cooperation, and professionalism."

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How are you creating/ ensuring diversity in your department or in the classroom? (300 words or less)
(Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.)

The Gavilan Hollister Site strives to support district efforts to be inclusive by partnering with departments on the Gilroy Campus and live stream any events that are being held in Gilroy so that student attending Hollister courses can partake of the events. Other ways of supporting are by have departments from Gavilan in Gilroy come to the Hollister site and host events i.e. Voting services, Movie Family nights (Higher Aspirations), Undocumented Student Action Week USAW Mixer, Non-Credit Registration Assistance event, Registration workshops, and Welcome week at the start of Fall & Spring semesters. Also providing support services in all areas such as Financial Aid, Admissions, Academic Counseling, Mental Health Counseling, AEC, Basic Needs, Tutoring, EOPS/CalWorks, Higher Aspirations, Puente & STEM Counseling and El Centro. Building those relationships are important to be inclusive of our Hollister population. Barriers we are seeing is Bookstore services as they only come to Hollister the first week of each semester and Bus transportation as there are no routes incorporated to transport student to our campus. The hope is that San Benito County Transit will see the need to help in our efforts to transport students to our campus and create an addendum to their bus routes.

4. How do you plan on addressing issues of student and employee equity? In other words, how do you plan on creating opportunities for success of students who have historically been underserved? How do you plan to address EEO outcomes in your employee hires?

We address issues of student and employee equity by prioritizing DEI at the forefront of the population we serve. Creating a diverse workforce by representing staff that looks like our students. We strive to be welcoming and create a sense of belonging for students. As a result of a student forum, the Hollister site created a student study quiet space by eliminating classroom furniture from a classroom and putting in comfortable furniture i.e. couches, lounge chairs where students can have a serene experience to do homework and work with each other. We ensure that marketing materials and informational brochures are translated, cultural events are livestreamed for our Hollister students to partake in activities that are provided at the Gilroy Campus. As we transition to the new campus a mural is displayed that represents the efforts to include all voices. Staff attends trainings when possible, to address and prioritize equity.

VI. Learning and Area Outcome

Have you reviewed all your Learning and Area Outcomes to ensure that they remain relevant for evaluating the performance of your area?
Report

1. Are your SLOs, PLOs, SAOs, and ILOs mapped in CurriQunet?

No

2. Are your SLOs, PLOs or SAOs up-to-date in CurriQunet?
No

3. Have all of your SLOs, PLOs or SAOs been assessed in the last five years?
Yes

4. Have you reviewed all of your SLOs/SAOs to ensure that they remain relevant for evaluating the performance of your program?
Yes

5. If you answered no to any of the above questions, what is your plan to bring SLOs/PLOs/SAOs into compliance?
A copy of SAOs can be uploaded to put onto CurriQunet so that it can be mapped. Once mapped they can be updated.

VII. Outcome Assessments

Review Outcomes data located in CurriQunet Assessment Area. After you have examined your results, what do your findings suggest?

Student Learning Outcomes (SLO) or Service Area Outcomes (SAO)

1. Review the SLOs or SAOs assessment data located in CurriQunet. What improvement do you plan to implement based on your assessment data and when will you implement these changes and how will you know they are successful?

> With the hiring of an additional Outreach person in 2024, Outreach efforts for San Benito County will increase so that our community can be aware of the opening of our new campus and what services and courses are being offered. Continued outreach efforts will provide site visits to local high schools, participation in trade shows, career fairs, parades and community presentations. Due to an established enrollment management work group, conversations will continue in the areas of course management, and guided pathways. The Food Pantry, the VM Cafe and the Learning Resource Center are new additions that are providing student support to help in a student's overall learning experience. A survey distribution in the Fall '25 will measure the success of the college's efforts to improve in these areas.

Institutional Learning Outcomes (ILO)

2. How do your SLOs/SAOs support the college ILOs or how do your PLOs support the college ILOs? Be specific.

> The SAO's support the ILO's through thinking critically & creatively by the process of administering a survey to students to measure and evaluate our SAOs. Results will help us formulate ideas and processes to better serve our students. In student services, an example is to develop the one-stop model so that students won't have to drive to Gilroy for a specific service. Courses can be offered based on the need of our student population. Effective communication will be used to help us understand the needs of our student population and communicate services we provide. Using data, marketing and community events we can build rapport with students to help them succeed along their educational journey. We will continue to practice social responsibility through outreach and community involvement, by getting involved in our diverse community to provide college awareness and belonging. The Outreach department provides workshops, presentations and attends trade shows, resource fairs to onboard students and build those relationships with partnering

organizations. We will continue to cultivate well-being through our course offerings to demonstrate growth in retention and new enrollments. Data will be used to show if courses offered are well enrolled and students remain to complete entire courses.

3. Are you meeting your SLO/SAO success outcomes? What patterns stand out in your results? If your SLO/SAO results are lower than expected, what are your plans to improve them?

Currently our enrollment has doubled from Spring'24 to Spring'25, this is a result of providing more course offerings per previous survey requests as well as opening the new campus. The enrollment management work group will continue to meet periodically and study data information from surveys and enrollment trends to expand our course offerings.

VIII. Curriculum and Course Offerings Analysis

1. (Instruction Only) Are there plans for new courses or educational awards (degrees/certificates) in this program? If so, please describe the new course(s) or award(s) you intend to propose (200 words or less).

The instructional programming has expanded at the new campus – most notably, science labs and art courses. The goal is to offer several course options in each CSU / UC General Education Area. The science labs and art courses were previously not available for Hollister students.

2. (Instruction Only) Provide your plans to either inactivate or teach each course not taught in the last three years (200 words or less).

Not applicable.

3. (Instruction Only) Consider and analyze your location, time, and delivery method trends. Are classes offered in the appropriate sequence/ available so students can earn their degree or certificate within two years? Are courses offered face-to-face as well as have distance education offerings? Are they offered on the main campus as well as the off-site areas? Different times of day? (300 words or less).

There is a Hollister Instructional Workgroup that analyses the delivery of Hollister courses – including the time, modality, and frequency. The goal of the workgroup is to establish 2 year scheduling patterns to rotate the course offerings throughout each GE area.

IX. Program and Resource Analysis

1. Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Click Add Item to enter information for each year

1. **Full Time Faculty**

   Part Time Faculty

   Full Time Classified Professional

   Part Time Classified Professional or Student Worker

   Full Time Manager, Confidential or Administrator

   Part Time Manager, Confidential or Administrator

2. **Full Time Faculty**

   Part Time Faculty

Full Time Classified Professional

Part Time Classified Professional or Student Worker

Full Time Manager, Confidential or Administrator

Part Time Manager, Confidential or Administrator

3. **Full Time Faculty**

Part Time Faculty

Full Time Classified Professional

Part Time Classified Professional or Student Worker

Full Time Manager, Confidential or Administrator

Part Time Manager, Confidential or Administrator

2. How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

Although there has not been much of an impact within the past 3 years, as we transition to the new campus, we foresee a need to increase resources to plan for more staff/faculty. We increased staff by adding a FT custodian and a FT Counselor and will add more staff as we see the need i.e. custodial and mental health bilingual counselor. We are currently in the planning process of hiring an additional site specialist and program specialist for the Learning Resource Center

3. Additional Comments

As we occupy the new Hollister Campus, we are learning what resources we need to create the one-stop service model.

X. Evaluation of Resource Allocations and Program Efficiency

Resource Allocation

- 2022 - 2023
  Number of Students Served. How many students did your area serve in this year (if you don't have the exact count, please provide an estimate)?
  1387
  Total Allocation (Irrespective of Funding Source) 253,500
  Funding Source
  At least 1 item needs to be checked.

  - Unrestricted General Fund

  Total Spent (Irrespective of Funding Source) 184,617
- 2023 - 2024
  Number of Students Served. How many students did your area serve in this year (if you don't have the exact count, please provide an estimate)?
  2918
  Total Allocation (Irrespective of Funding Source) 231,500
  Funding Source

At least 1 item needs to be checked.

- Unrestricted General Fund

Total Spent (Irrespective of Funding Source) 180,757

- 2024 - 2025
Number of Students Served. How many students did your area serve in this year (if you don't have the exact count, please provide an estimate)?
1580
Total Allocation (Irrespective of Funding Source) 62,322
Funding Source
At least 1 item needs to be checked.

- Unrestricted General Fund

Total Spent (Irrespective of Funding Source) 126,927

2. Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? (200 words or less)

Completion and success rates are a key component and providing limited student services to help students achieve success along with guided pathways is a goal of the Hollister campus. The numbers are a collection of data regarding students signing in and seeking assistance in the areas of admissions, financial aid counseling, study time and basic needs. Although there is no concrete data on whether using these services has proved to help in student success, we do know that the number of students increased year after year. With the opening of the new campus, student support services have increased as well as the number of courses offered. A survey will be used to measure the effectiveness of the resources for our program in the Fall of 2025.

3. Evaluate your program costs. Are your costs in alignment with your budget? If not, what improvements can be made? Please explain any trends in spending, inconsistencies and unexpected results. (200 words or less)

With the opening of the new Hollister Campus, we are finding that we will need to hire more staff in the areas of IT and media operations, add another Site Specialist and a program specialist for the Library & Learning Resource Center. A collaboration between Deans and the Site Director will help in providing this support staff to enhance our services for students. Also, as we navigate the new Hollister Campus, it is highly likely that additional staff will need to be addressed as we grow. Therefore, with these additions, our budget expenses will need to be revisited and aligned appropriately in order to make these improvements. Trends and unexpected results will be based on our student population and their needs. Currently, the budget doesn't align due to the transition that we moved from The Briggs Building site to the new Hollister Campus. At Briggs, a lease was paid, and now we own our own building. We are experiencing some expenses from the old site to finish off our lease. For example, utilities expense.

XI. Integrated Planning and Initiatives

1. What other areas is your program partnering with (i.e. guided pathways, grant collaboration, etc.) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years? (200 words or less)

Creating a one-stop shop for our students is at the top of our priority. Therefore, the site director serves as a liaison to create partnerships with student support services i.e. Basic Needs, Library & Learning Resource Center, Counseling, Financial Aid to name a few, as well as in San Benito County. With the hire of an

additional Site Specialist, there can be more involvement with student services as well as outside partnerships. Partnerships within our community are important to include in our one-stop shop efforts i.e. the partnership between Gavilan and SBC Community Food Bank was started in 2018, just a few months after Gavilan College in Gilroy started their food distribution to students. The site director met with SBC Community Food bank to begin offering food distribution for our Hollister students on a smaller scale, at the Briggs Building. Now that we've moved to the new campus, it has grown into a beautiful food pantry and a partnership with Basic Needs providing food not only to students but open to our community as well. Community corner is another example of how we'd engage our community with our students. This is where outside organizations are welcome to come and showcase their business or organization at our Hollister Campus, so that students become aware of what opportunities they have in San Benito County. Since our move, we are re-visiting this idea by providing more interaction with the organizations/businesses with regard to them actually being present for the showcase. To engage and empower our students is a huge success for them.

XII. Other Opportunities and Challenges

1. Review for opportunities or challenges to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Education Plan/Strategic Plan, changes in matriculation or articulation, student population, community and/ or labor market changes, etc. Helpful Question: What are the departmental plans for the next three years? (200 words or less)

> One of the plans would be to set a pattern of courses that can rotate from semester to semester so that students can take the courses in a timely manner for them to graduate. In reference to Gavilan's mission; actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential. We want to create a cohesive relationship amongst student services to work together with limited office space and achieve the common objective of providing students with a one-stop shop experience of taking courses and getting student support here at the new campus.

2. What are you discovering about instruction and/or services in a remote environment that you would want to maintain post-pandemic? (300 words or less)

> With regards to instruction, we are finding that many of our instructors are lacking in training of using the newer equipment. It's important to provide proper trainings or workshops so that our instructors feel confident to teach for example Hyflex courses. Post-pandemic courses were taught online or in face to face, however with new technology courses are moving towards a Hyflex model. Lack of wall space for dry erase boards is another change that poses a challenge for our instructors that use dry erase boards for part of their course instruction.

3. What kinds of issues are exacerbated or emerging that are likely to remain, unless addressed? (300 words or less)

> Transportation is a key to student success. Students getting to our new locationis a barrier for some of our students, we are finding. The San Benito County transit system has not added a new route. This can affect our student enrollment.

XIII. New Goals

The PIPR/RAP committee will rank each goal according to a rubric based on two main criteria: the alignment of the goal with the college's mission statement, strategic plan, and student learning outcomes (SLOs) or service area outcomes (SAOs), and the specificity, measurability, achievability, relevance, and timeliness of

the goal (SMART goal). If resources are requested, complete the Resource Request section. Ranking Rubric (www.google.com)

Click Add Item to Enter a Goal
This is the section to state goals for Information for Strategic Goals
(https://www.gavilan.edu/administration/master_plan/docs/Gav_strategic_plans_2019-2023.pdf)

1. **Optimize course offerings at the Hollister campus to meet students' needs through the efforts of the enrollment management work group.**

   Alignment to Strategic Goal

   Alignment to SLO or SAO
   SAO

   Describe the connection of Goal to Mission Statement, Strategic Plan and SLO/SAO Results Mission Statement
   (https://www.gavilan.edu/administration/master_plan/docs/Gav_strategic_plans_2019-2023.pdf)
   This goal aligns with the Mission Statement by increasing achievement with the addition of courses that students can take in Hollister to help them on their educational journey. Students can graduate and go out into their communities to seek employment. Offering more classes in our community will make it more equitable for our students to learn and educate themselves in the community they live in.

   Proposed Activity to Achieve Goal
   The enrollment management work group will meet periodically to enhance the course offerings at the Hollister Site. Administer a student survey to gather data.

   Responsible Party
   Enrollment work group

   Timeline to Completion: Semester/Year
   Ongoing throughout the school year

   How Will You Evaluate Whether You Achieved Your Goal
   The survey administered should provide data to make improvements based on students' needs.

2. **To increase awareness of the new Hollister Campus within our San Benito Community**

   Alignment to Strategic Goal

   Alignment to SLO or SAO
   SAO

   Describe the connection of Goal to Mission Statement, Strategic Plan and SLO/SAO Results Mission Statement
   (https://www.gavilan.edu/administration/master_plan/docs/Gav_strategic_plans_2019-2023.pdf)
   Creating awareness within the San Benito County areas will increase achievement, improve efficiency, and improve equity among students and increase enrollment.

   Proposed Activity to Achieve Goal
   Through outreach, the community can be reached and informed of the new Hollister Campus and the students support services that are offered including the Food Pantry, Cafe and Library & Learning Resource Center.

   Responsible Party
   Outreach and Welcome Center Staff

Timeline to Completion: Semester/Year
Ongoing throughout the year

How Will You Evaluate Whether You Achieved Your Goal
Using data collected through the Welcome Center as well as the Outreach activities with our community

XIV. Resource Requests

Click Add Item to Enter a Resource Request

XV. Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?
Information to follow, waiting on Moaty Fayek

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.
Information to follow, waiting on Moaty Fayek

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?
Information to follow, waiting on Moaty Fayek

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?
The opening of our Food Pantry, Cafe, Library Resource Center and state-of-the-art Science Labs are new opportunities to help our students succeed.

5. Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.
It has been a challenge to have others participate in contributing information. Especially at this time of year when everyone is so busy, perhaps looking at slower times of the year, for example, October or March for deadlines would allow for others to have time to input.

XVI. Executive Summary

1. Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the Program Review Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

With the transition of moving into the new Hollister Campus, we look forward to creating awareness for San Benito County of our new location and optimizing our course offerings through the work of the enrollment management work group. By optimizing our course offerings, students can achieve their educational journey at the Hollister Campus to reach their educational career path through equitable measures. We also want to create a one-stop shop model where students can receive student support in the areas of Admissions, Financial Aid, Counseling (Academic and Mental Health), Basic Needs, Tutoring, EOPS/CARE, Higher Aspirations, AEC, CalWorks, STEM, Puente, Transfer and Career Center and Non-Credit support. Our new campus is providing our diverse population with academic tools and state-of-the-art classrooms to help students succeed. We can use surveys to learn about student needs and make opportunities available for our students. Effective communication between staff, faculty and support services will create an inviting atmosphere for a positive work environment and support our students' recruitment and retention. Outreach efforts through our local high schools, community organization events (Trade shows, Career Fairs, and Community Wednesdays) will build relationships and give our students equitable accessibility to successful learning and feel included and valued. A current challenge for our students is the lack of transportation by our local San Benito County Transit. Although a barrier, Gavilan College is committed to working on solutions through the Basic Needs program by issuing gas cards and vouchers for UBER. It is unclear at the moment when the San Benito County Transit will extend a route to our Hollister Campus. However, we will continue to advocate for this service to ensure that students can attend courses and not hinder their ability to succeed.

XVII. Attach Files

Attached File
Student Services SP'2025-Hollister Campus.docx (/Form/Module/_DownloadFile/16666/46870?fileId=468)

Program Review Data Sheet Hollister (1).pdf (/Form/Module/_DownloadFile/16666/46870?fileId=469)

Hollister Sign-In Log for student services.xlsx (/Form/Module/_DownloadFile/16666/46870?fileId=470)