Welcome Center - Division Counseling, Student Success & Equity - Welcome Center

Main

Overview
Academic Year 2024 - 2025
Originator Castro, Michele
Division Division Counseling, Student Success & Equity
Department Welcome Center
Programs

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

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Annual Update

1. **Academic Year** 2023 - 2024
   Previous Goals Establish, Maintain, and Moniter Welcome Center Operating Budget.
   Proposed Activity to Achieve Goal:
   Work with dean to establish line item budget of supplies with projected costs of replacing uniforms and name badges.
   Responsible Party:
   Student Life Coordinator and Dean of Enrollment Services
   Total Three Year Resource Allocation Request:
   3000
   Timeline to Completion Month / Year:
   Budget established and approved by 7/1/2021 -- Budget summary provided to dean by end of each semester and year end.
   How Will You Evaluate Whether You Achieved Your Goal:
   Budget is established, funds are approved and used as needed. Peer Mentor and student satisfaction survey administered each semester
   End of Year Goal Status In Progress
   Please describe your status (No more than 200 words)
   Currently, we are at midyear and on budget. We are supplementing the WC payroll budget with the addition of 1 (3 total) FWS PM, 2 CalWorks students, and 9 CAP PMs paid 50 % of the Title V budget. This supplemental payroll budget helps buffer the automatic $1 pay rate increase.

Although the hourly wage increase is unexpected, the team should meet the yearly budget.

Did you request the same resources the previous year? If so, what was the result? Has there a been a significant change since your request?)

We need to request additional payroll funds to cover the expansion of the Hollister site and a team of 6-8 PMs. These additional SWs were not originally calculated in the fiscal budget and therefore, the budget needs to be readjusted to compensate for this additional service.

In addition, the Hollister site needs additional funding for technology and operating supplies. Further assessment of needs is ongoing, as the site has been open for 1 month.

The continuance of the Title V grant is in jeopardy due to the possible Federal funding changes that Gavilan College may incur. Since this grant pays for a significant amount of payroll and expenditures, this discontinuance of this funding will have a detrimental impact and the project may be paused.

Planning
See above for notes.

Additional Comments

2. **Academic Year** 2023 - 2024
   Previous Goals Peer Mentors will work in a guided pathways framework to increase the number of new to college students who complete onboarding steps by 10%
   Proposed Activity to Achieve Goal:
   #1 Achievement and #4 Equity: Mentors will provide just in time support to new to college students through text, email, and 1-1 interactions. #2 Efficiency: Through just in time support, the mentors will inform students of the importance of completing financial aid, orientation and an education plan.
   Responsible Party:
   Student Life/Peer Mentor Coordinator
   Total Three Year Resource Allocation Request:
   765000
   Timeline to Completion Month / Year:
   6/2022
   How Will You Evaluate Whether You Achieved Your Goal:
   The G# of students receiving just in time support will be collected and evaluated for pace of completion and persistence.
   End of Year Goal Status In Progress
   Please describe your status (No more than 200 words)
   The CAPs PM team initiated last semester (Fall 2024) with 9 mentors, which included 2 bilingual mentors who assist the Outreach team with their events. Each PM coordinates with a CAPs success team to collaborate on a cohort specific event for first year students, as well as support a CAPs event.

   During this first semester, one CAP did not have a PM assigned to their cohort. Due to staffing and training issues, 8 out of the 9 CAPs had dedicated PMs within the CAP Success Team. Now, all 8 CAPs have a CAP PM embedded in their team. This realignment means that an additional PM needed to be moved into this project and be paid by the grant.

   Seven out of the eight scheduled cohort events were successfully executed. All event planning

and communication planning was created, discussed, and executed by all cohorts during the semester. A minimum of 4 messages went out to all the cohorts with reminders about dates and deadlines (AR, FA, registration), upcoming events, and general student services information.

Data supporting student completion of first year students completing their online orientation: 1,395 completed orientation/1,670 started orientation (84% completion rate).

Did you request the same resources the previous year? If so, what was the result? Has there a been a significant change since your request?)
We increased our budget request: payroll (due to the additional PM), swag (t-shirts for events), funding for events ($450 for each event, instead of $450 total per semester), and training (meeting hours, guest speakers, and food).

Planning
This semester, the teams are planning 2 cohort specific events with a $450 budget per event. One event is a meet and greet/ resource event and the other is an interactive cohort event. With the team supporting 8 separate cohorts, this means they are hosting 16 events during Spring 2025. To meet the goals and deadlines, the team began planning during the Winter 2024 to ensure a well-thought-out plan.

Additional Comments
Managing the addition of 16 events and the extra duties required for the CAP PM team requires additional time and attention from the Sr. Program Services Specialist.

Below is a summary of each of the 8 Title V Peer Mentors and their respective cohort, the number of students in the cohort, the date of the Title V event, and attendance of the event:

Peer Mentor Name: Valerie Williams
Cohort Name: Allied Health and Kinesiology
Number of students in cohort: 314
Date of Title V Event: 12/4/24
Attendance of Title V event: 40

Peer Mentor Name: Williams Fajardo
Cohort Name: Skilled Trades & Industry
Number of students in cohort: 125
Date of Title V Event: cancelled
Attendance of Title V event: 0

Peer Mentor Name: MJ Trujillo and Gisselle Quevedo
Cohort Name: Business & Accounting
Number of students in cohort: 183
Date of Title V Event: 12/3/24
Attendance of Title V event: 12

Peer Mentor Name: Maria Russo
Cohort Name: STEM
Number of students in cohort: 167
Date of Title V Event: 11/22/24
Attendance of Title V event: 21

Peer Mentor Name: Abby Gamboa
Cohort Name: Health Sciences & Wellness
Number of students in cohort: 262
Date of Title V 1st Event: 12/3/24
Attendance of Title V 1st event: 285
Date of Title V 2nd Event: 12/10/24
Attendance of Title V 2nd event: 24

Peer Mentor Name: Alicia Orosco
Cohort Name: Exploration
Number of students in cohort: 165
Date of Title V Event: 12/5/24
Attendance of Title V event: 16

Peer Mentor Name: Brandi Kramer
Cohort Name: Arts & Media
Number of students in cohort: 69
Date of Title V Event: 11/20/24
Attendance of Title V event: 24

3. **Academic Year** 2023 - 2024
   Previous Goals Increase quantity and quality of trained Peer Mentors supporting the Welcome Center, outreach, and new to college students from 8 to 12 mentors
   Proposed Activity to Achieve Goal:
   #3 Employment: Mentors will learn and improve leadership and soft skills through ongoing training and involvement in campus activities and campus advisory committees
   Responsible Party:
   Student Life Coordinator
   Total Three Year Resource Allocation Request:
   765000
   Timeline to Completion Month / Year:
   6/2021
   How Will You Evaluate Whether You Achieved Your Goal:
   The mentors complete self-evaluations each semester to track skills and goal setting activities, meet 1-1 with the student life coordinator to evaluate their performance, and update their resume each year.
   End of Year Goal Status In Progress
   Please describe your status (No more than 200 words)
   The mentor team expanded from 8 to 23 PMs in the last 2 years. Currently, the team accommodates 9 CAP PMs, 4 WC PMs for Hollister, and 10 primary Gilroy WC PMs. We are expanding the team to accommodate the growth in Hollister due to the new campus and expanded classes. Additionally, we are expanding the 5 WC PM team to 10 due to several mentors requesting to reduce their hours to manage their class schedules.

   The mentors submit their self-evaluations and schedule a 1:1 meeting to discuss the goals, objectives, and outcomes of the previous semester/ year. During the semester, the PMs meet daily/ weekly as needed to provide updates about their projects and individual/ team concerns. This office time allows the PM to be supported holistically (academically, behaviorally/ socially, personally, professionally).

Mentors are teamed up to support legacy projects (website development, Year in Review data, Calendly and campus tour support, and CAP PM team) and continue the work for further development. Each semester the team discusses the team's individual interests in legacy projects, as well as creating new projects. We utilize the 'train the trainer' philosophy, meaning we train the trainer (leader of the project) to train the continuing team members to ensure the continuance of these initiatives.

The PM team also attends hiring committees, mental health training sessions, semi-annual team training sessions, as well as other professional development opportunities. Additionally, the team utilizes panel interviews for interviewing prospective candidates. This interviewing training session provides a real world perspective when interviewing with companies. By reinforcing the team's commitment to their team and the continuation of the team, their professional feedback about potential teammates is invaluable.

A resume training session is in progress with the Career and Transfer Specialist, which includes professional headshots and utilizing LinkedIn for professional development. Proposed scheduling dates include the Summer 2025, during our next semi-annual team training. This training supports the goal of the development and review of their CV and resume.

Did you request the same resources the previous year? If so, what was the result? Has there a been a significant change since your request?)

The previous request centers on expanding the mentor team and the payroll budget. The payroll budget request has increased significantly to accommodate the expansion of the Hollister PMs, CAPs PM team, as well as the increase of student enrollment and their needs in the WC.

Payroll revision is needed to maintain the WC PM team for both locations. By Fall 2025, the anticipated growth of the WC team in Hollister is expected to need 8 PMs. The PM staff consists of 9 Title V PMs whose payroll is supported 50% by the grant, 3 FWS, 2 CalWorks students, and PMs paid under the SEAP account.

Additionally, the Hollister site will need to increase the technology budget to purchase laptops and IPads. Further evaluation of non-instructional supplies, the implementation of a digital student identification card and the required supplies, increasing the level of paid subscription services utilized by the team (Calendly, Zoom, HomeBase, Canva) and team uniforms (shirts, vests, name tags/ lanyards) are under review.

Planning

Plans involve the expansion of 5 mentors to stabilize the WC to accommodate the reduction of hours requested by mentors to support their academic needs. By next semester, the Hollister site will need a minimum of 6–8 mentors to accommodate the increased enrollment of students.

A resume training session is being planned in collaboration with the Career and Transfer center. This session includes creating/ updating their professional resume/ CV, along with taking professional headshots, and creating/ updating a LinkedIn profile.

The expansion of the CAP PM team to accommodate 2 PMs to be solely assigned to the Outreach team is in review. These 2 mentors currently work with the Outreach team, support a CAPs cohort, and also work in the WC, all along with attending to their academic responsibilities.

Reevaluation of the Title V grant and the CAP PM team funding will need further discussion, as the budget may be reduced/ eliminated due to federal funding changes.

Additional Comments

Future discussions are requested concerning the work load in managing the CAP PM team and their projects. Ideally, each CAP PM holds 2 events per semester, which equates to 16 events planned and executed for the year. Additionally, the team creates the messaging for GavConnect disbursement and Google texting. Managing 16 additional events, in addition to the roles and responsibilities of the Welcome Center, requires constant juggling of time commitments and multitasking of projects.

The last 2 years, the WC team has grown from 8 PMs to 23 PMs. The increased student enrollment brought 16,705 (LY 7,789 +114.47%) in-person students, 1,344 virtual students (inaccurate number due to user error - low figure), the campus tours (32 totaling 1,681 people) or the (36) on/ off-campus supported events. Managing the core WC team and their projects in conjunction with the CAP PMs team and their projects requires commitment and time to ensure the details are checked, and we deliver polished and professional work. Additionally, the growth potential of the Hollister site necessitates additional recruiting, onboarding, and training of this team. The exponential growth of the 2 separate programs requires dedicated time and attention. The additional workload should be noted, along with the time commitment.

Legacy Projects during this period:
Website development and updates (main page, hiring, and tour page), implementing Calendly
Middle school tour agendas and scavenger hunts
Expansion and updated PM training manual
Requesting and obtaining an Ubi-Duo device
Unhoused student event collaboration with El Centro and ASGC
Higher Aspirations PM training
Puente class visit, tour and recruitment of staff
Discussions about bilingual pay for SWs
Annual Thanksgiving food pantry drive for St. Jopeph
Annual toy drive for Army's Angel Tree

Resource Requests

Click Add Item to Enter a Resource Request

1. **1. Request Name (short title)** Budget Increase
   2. Request amount 100000
   3. Type of Request Personnel
   4. Alignment to Goal(s) Increase quantity and quality of trained Peer Mentors supporting the Welcome Center, outreach, and new to college students from 8 to 12 mentors
   5. Is this a one-time or ongoing expense. Ongoing
   6. Category of Request (Select all that apply).

   - Faculty Special Assignment or Reassigned Time
   - Part-Time Classified Professional or Student Worker

7. The committee will separate goals with resource requests. Requests will be categorized into two groups: those to be ranked and those not ranked. The requests not ranked include Safety, Compliance, Personnel, and Position.
Which of the following best describes your requests?

- Personnel and Position: Requests that involve hiring, staffing, or reclassifying full-time or part-time faculty or staff. These requests are reviewed and approved through a separate process by the Faculty Staffing Committee or the Executive and Leadership Council.

8. Provide a complete description, justification, or rationale for the requested amount. Describe how it aligns to the selected goal(s) and your responses to the above questions. (300 words)

The increase in enrollment at Gavilan College demonstrates the value of WC PMs in assisting new and continuing students. With the addition of the Hollister campus and the services provided, the increase in student enrollment and community interest shows the need for an expanded WC PM team. Our year-in-review data demonstrates that the WC PM team is supporting an increase of students in person, on Zoom, and through the CAPs Title V PM program. The data reports that a total of 16,705 people were served in person, compared to 7,789 with a +114.47% increase; the virtual data reports that 1,344 people were assisted (there is no LY data); 32 campus tours were provided for 1,681 students and chaperones; 36 campus events were supported by the team.

Executive Summary

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 this year. 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).

In summary, in the last 2 years, the mentor team expanded from 8 to 23 PMs. Currently, the team accommodates 9 CAP PMs, 4 WC Hollister PMs, and 10 Gilroy WC PMs. Maintaining consistency and ensuring the team follows the core PM values requires continual training and team-building exercises. In order to grow with the increase in student enrollment, the WC PM team also needs to grow. This growth necessitates an increase in budget to accommodate payroll, training, equipment/ operating supplies, and space. Furthermore, the expansion of the role and responsibilities of the Senior Specialist should be considered for an additional step of compensation and re-title of the job position.

During this annual review period, the WC team assisted in training the Higher Aspiration PMs, training HA PMs and STEM tutors on campus tours, and using the student ID equipment. An additional cross-training session with HA PMs, Counseling PM, Basic Needs PM, and Community Ed PMs is scheduled for February 28, 2025. The ongoing cross-campus training and collaboration is essential in building a unified community of student leaders.

The exponential growth of student enrollment and the opening of the new Hollister site demonstrates the increase in students needing support from the WC. The peer-to-peer support the team provides aligns with the year-in-review-data. The ability to support 16,000 students in person (not including virtual or phone support) shows that the team must expand to serve students. Continual training and team-building exercises aid in developing a professional and polished team of student leaders.

Attach Files

If there is any additional information regarding your program that you will like to have uploaded, please attach it here.

Attached File

12-13_18-19 Welcome Center Historical Data.pdf (/Form/Module/_DownloadFile/508/45138?fileId=416)

18_19 Welcome Center-Peer Support Year End Data.pdf (/Form/Module/_DownloadFile/508/45138?fileId=417)

19_20 Welcome Center-Peer Support Year End Data.pdf (/Form/Module/_DownloadFile/508/45138?fileId=418)

_2023-2024 Year In Review.docx (/Form/Module/_DownloadFile/508/45138?fileId=444)

FALL 2024 Title V Data Table .pdf (/Form/Module/_DownloadFile/508/45138?fileId=446)

Spring 2025 Title V Data Table .pdf (/Form/Module/_DownloadFile/508/45138?fileId=447)