

2020 Annual Program Review

Program Name: Welcome Center

Program Review Author: Dolores Raveling

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

The goal of the Welcome Center is to offer a comprehensive set of programs and services to assist first year students with their transition into college and to provide on-going support for continuing students who have less than 30 units completed. The Welcome Center has been the focal point of SMC's efforts to increase the number of first year Hispanic non-traditional, and low income students attending and succeeding academically in college. The center has been instrumental in transitioning and retaining first year students. The Welcome Center has also assisted the college with helping meet enrollment targets. In 2014, the Welcome Center started to implement mandated services as prescribed in the Student Success and Support program. Lastly, the Welcome Center supports students with the Santa Monica College Promise Program. Promise Program students are invited to participate in supplemental onboarding activities in supporting their transition to their first year in college over the summer prior to the start of the fall semester.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Welcome Center provide services to give new students the information needed to successfully navigate the college environment. After learning how to navigate the college environment, students will become more self-confident and self-disciplined to be able to pursue and achieve their educational goals. Welcome Center provides the mandated core services of the Student Success and Support Program which include Orientation, Counseling, follow up services and abbreviated and long term educational plans.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	This is continuous work as we focus on serving students under 30 units, both new and continuing student. Services will no focus only new students as they onboard to the campus. Counseling services of new students and students under 30 units have now been merged with General Counseling. General Counseling will now services ALL students and the Welcome Center will focus on onboarding and Outreach and Recruitment.
Embedded counseling services in specific math courses in supporting students to ensure proper math enrollment for major.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Direct partnership with math professors in supporting retention and persistence of underserved students directly in the classroom. Counselors would arrange time with professors to allow for classroom presentations on support

		services on campus. Professors would reach out directly with counselors when there were concerns about particular students. Counselors would follow up directly with students in the classroom in providing support and connecting student to appropriate services. This model will not continue as now you have Starfish as the main tool to connect students with support services.
In person group orientation services for new students as they matriculated to Santa Monica College.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	Has been put on hold due to COVID-19, during this time updates will be made to the process to reflect Redesign efforts and streamline new student services as they onboard to SMC.
College Hacks Summer 2019, a summer bridge transition program for new incoming SMC Promise students for fall 2019.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Week long activities introducing students the many different resources and services provided by the Counselors in the Welcome Center in supporting student success. Workshops varied from time management to career exposure, financial aid and services and programs on campus that would support students educational goals. See report attached.
Counseling Services to New Students and Continuing students under 30 units	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Counseling services will no longer be offered through the Welcome Center, all counseling services have been moved to General Counseling. Prior to the move, the Welcome Center successfully accomplished the following Student contacts totaled 14,299 in 2019-20 at the Welcome Center prior to the Student Services reorganization and are delineated as follows: Summer 2019 = 3726; Fall 2019 = 6368; Winter 2020 = 1932; Spring 2020 =*2273.

III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

Click or tap here to enter text; the box will expand when you enter text.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

Click or tap here to enter text; the box will expand when you enter text.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Click or tap here to enter text.	Click or tap here to enter text.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	Click or tap here to enter text.	Click or tap here to enter text.
Equipment, Technology, Supplies (<i>tech inputted here will be given to Technology Planning Committee</i>)	Click or tap here to enter text.	Click or tap here to enter text.
Professional Development	Click or tap here to enter text.	Click or tap here to enter text.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

The major challenges faced in the area were that all services provided prior to COVID-19 were all in person, since having to shut the center down, services had to move online in order to fulfill our mission. As a result the following was created to support onboarding new students:

- Slack – an online chat platform utilized by classified staff and students to connect and respond to inquiries. Services were then moved to Hubspot as this services offered a direct link on our webpage as a more robust webservice.
- HubSpot – online chat platform provided the ability to interface directly on the home page to address immediate concerns, student workers were trained to support college inquiries and if needed, inquires would be handed off to classified staff for support.
- Microsoft Teams – moved all of our paper resources to an online teams folder where all staff can access materials used for new students. This was also a platform that was used for staff to communicate via a chat feature to connect with other staff members
- Email Services – since we were not able to answer telephone calls, all inquiries were directed to email services where staff are continuously checking and responding email inquiries.
- Jabber – a computer program that allows an individual’s phone extension to be placed on their laptop and or cell phone to be able to take phone calls from their extension off campus.
- Video Counseling Sessions – ALL counselors were trained and enabled to offer telephone or video counseling sessions to new and continuing students.
- Short “How to Videos” – were created to help support students on how to navigate the student portal, Corsair Connect, logging in, enrolling in classes, accessing financial awards, etc.
- People Grove – online platform used by Future Alumni Network that allowed the Welcome Center to expand online services over spring break for our perspective students. Every Spring Break, the Welcome Center and Outreach services remain open to provide assistance to students and families outside of the area (usually out of state) that are visiting SMC during their spring break.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement • Other 	Optional: Additional information about partnership or collaboration
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CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!