Dr. Victoria Hindes  
Vice President of Student Services

It has been my pleasure to serve as Vice President of Student Services at West Valley College for 9 years. In that time, we experienced changing demographics at WVC. We have seen an influx of first-generation college students, career changers who needed to return to school to support themselves and their families, veterans who have found their home at WVC, a large number of concurrently enrolled high school students, and new or recent high school graduates who wanted to have a quality but affordable education before transferring to a four-year institution. The Student Services team comprised of counselors, faculty coordinators, classified professionals, supervisors and administrators worked very hard to meet the needs of all students. While in the past I published a full report in book form, numerous competing priorities resulted in a 2-3 year gap between reports. This report serves as a brief account of our accomplishments in 2017-2018 while in the midst of numerous challenges and priorities. Student Services is the heart & soul of the college. It runs across all areas of the campus and includes instructional and services programs. I am extremely proud of our Student Services team. I hope you will take some time to read this report and join me in congratulating our team for a job well done. Thank you all very much for your support and collaboration through the years.

### ASSESSMENT SERVICES

West Valley College (WVC) provides placement testing and prerequisite clearance services through the Assessment Office. With the passage of AB 705 the office will have many other roles in the future.

- Cleared 3,236 prerequisite requests
- Gave assessment to 2,857 students
- Visited 14 high schools

### COUNSELING DEPARTMENT

Counseling provides a variety of services including academic advising, educational planning, personal counseling, career exploration and development, college orientations and follow-up services to assist students who may need additional support and encouragement. Additionally, many types of Counseling courses are offered at WVC.

Shown below are the Summer and Fall 2017 services provided by Counseling, but Spring 2018 data is not yet available.

With the support of the Title III grant, online counseling services were expanded to include options for students to complete both educational plans and orientation online. Now that online counseling appointments are being routed through SARS Anywhere, the department is receiving state funding for these services.
EXTENDED OPPORTUNITIES PROGRAMS & SERVICES

EOPS is the longest standing state-funded program, established in 1969 in support of educationally and economically disadvantaged students. WVC is proud of their accomplishments.

Students Served
- Fall 292
- Spring 314
- Unduplicated served 374

Student Goal Completion
- Degrees 33
- Transfers 25
- Certificates 5

EOPS Student Funding

DISABILITY & EDUCATIONAL SUPPORT PROGRAM

WVC is proud of its DESP program for their commitment to students with disabilities. DESP provides support services to students with disabilities. These services include academic accommodations, specialized counseling, learning disability services, computer lab and alternate media, and adapted physical education.

- 818 active students in program
- 2,108 requests to take tests in DESP Test Center
- 2,863 attended counseling or learning disability advising meetings
- Provided 5 On-to-College Orientations for Students with Disabilities

FINANCIAL AID OFFICE

The Financial Aid (FA) Office at WVC supports and implements the U.S. Department of Education’s Financial Aid purpose: “to provide monetary assistance to students who can benefit from higher education.” The FA Office administers numerous state and federal financial aid programs and provides critical consumer information to educate students regarding financial aid, scholarships, and veterans’ benefits. They offer this information online and in-person via workshops and presentations.

- Expanded the off campus After-school/Pre-school Federal Work Study program from 2 schools to 11 schools
- Provided Cash for College Training to 35 local HS Counselors/CCC Financial Aid Outreach/Cal-SOAP reps

Financial Aid Awarded

<table>
<thead>
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<th>Funding Source</th>
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OUTREACH PROGRAM

Outreach services are expansive and include Middle College as well as the College Promise grant. The Outreach office works with potential and new students to assist them with a successful transition to WVC. The Outreach office provides a variety of services including college tours, boot camp and Early Admissions orientations.

- Awarded Community grant to 395 students in the grant’s inaugural year
- Hosted the Silicon Valley WACAC College Fair that attracted over 1,500 students/parents, career techs and counselors who visited over 160 college representative
- 62 parents participated in Boot Camp Orientation
- 183 students participated in Early Admissions Orientations in 2018 – compared to 144 the prior year
- Increase of 7% in students and parents visiting campus
- Hired and trained a program specialist and a part time Outreach Counselor

INTERNATIONAL STUDENT PROGRAM

WVC has a small, but exceptional International Student Program that is supported by both a part-time advisor/program specialist and an academic counselor. The program assists students from all over the globe with university transfer, associate degrees and certificates, and helps students achieve their personal and skill development goals.

WVC F1 visa students:

- 67 International Students enrolled in Spring 18
- Enrollment included 18 student athletes for Spring 18
- Students represented 29 countries and 5 continents
- 62% of International Students earned a cumulative GPA of 3.0 or higher at the end of Fall 2017
- 16% of the International Students enrolled for Spring 2018 earned an AA/AS/ADT at the end of the term
- 2 International Students completed certificates in May 2018

INTERNATIONAL STUDENT PROGRAM

The Puente Program provides students with a supportive learning community while encouraging them to complete their transfer goals. Puente students enroll in an English and a Counseling course as part of the learning community.

Students

- Increased student participation from 21 to 28 (33% increase) while maintaining 90% retention rate for Fall semester
- 60% of the 2017-2018 cohort won WVC scholarships
- 13 students transferred and/or graduated

Mentors

- Increased number of mentors from 17 to 22, representing a 30% increase
- 7 new mentors are former WVC Puente students, who graduated and returned as mentors
- Mentors spanned diverse fields from last year: law, healthcare, high tech, academia, sciences, business, education, and social services
- New fields represented this year included architecture, social services, engineering, education, and various healthcare fields

Events

- 2 mentor-student dinners hosted by Puente averaged 70 guests at each event
- Noche de Familia (Family Night) hosted at WVC in November attracted about 80 guests
STUDENT DEVELOPMENT

The Office of Student Development focuses on engaging students by providing a variety of opportunities in support of student retention, such as getting them involved in student government, clubs, and hosting a variety of activities in partnership with other departments such as Global Citizenship, the Office of Student Equity, Umoja, Puente, EOPS, TRiO and others. Highlights include:

- Hosted 2,195 events this year and supported all the events provided by the Office of Student Equity.
- Business and non-profits events
- College Open House
- Convocation
- Global Citizenship Conference
- African American Student Conference
- Speaker Series sponsored by the Office of Student Equity
- Facilities rentals from FY 2017 – FY 2018 increased 300%

ADMISSIONS DEPARTMENT

The Admissions Department is the gateway to the college. They serve new students, continuing students, former/returning students, transfer students, international students, nonresident students, and the community. This is a significant point of service as many students view their experience at WVC by the quality of service they receive at Admissions. Admissions also provides essential information about the college and serves as a valuable resource to students.

- Successful implementation with new Enterprise Resource Planning System (Banner)
- Successful integration with Credentials for student parking passes and electronic transcript processing

RECORDS OFFICE

The WVC Records Office serves a critical role and maintains all the college’s academic records. Their many tasks include evaluating academic records, processing transcript requests, validating, certifying, and processing all degrees and certificates. They also work closely with Counseling and all instructional departments to ensure information in our college catalog is correct.

Graduating Class of 2018:
- 61% of our graduates are receiving 3.0 or above GPA
- 29 of our students have a 4.0 GPA
STUDENT HEALTH SERVICES

Student Health Services provides a variety of health education, mental health/wellness services, and clinical services to West Valley College students. All currently enrolled students are eligible to access a wide array of services. Health Services is primarily operated through student health fees ($20). The mission of the West Valley College Student Health Services is to strengthen student learning, retention and success by supporting the physical and emotional well-being of students.

1094 mental health counseling encounters
1401 clinical encounters

Trainings and Presentations
- 224 attended Question, Persuade, Refer (QPR) trainings
- 263 attended One Love Escalation workshops
- 780 attended classroom presentations – Relationship Check-Up, “Call Me Crazy”, Assisting the Distressed Student, Health Services Overview

STUDENT EQUITY

The Office of Student Equity provides essential support services and learning opportunities for current and prospective students from this region. The college’s efforts to minimize the achievement gap among disproportionately impacted students includes professional development for faculty focusing on culturally sensitive pedagogy addressing the diversity of student learning. The overall intended outcome is that the strategies and practices will result in mitigating many of the challenges facing those who need better access to higher education programs and services in order to accomplish their educational goal.

- Hiring of a faculty member (Leigh Burrill) to act as Faculty Lead for Student Equity, working with Sean Pepin, Director of Student Development
- Support and promotion of Associated Students' Hijab day
- Five African-American History month "community classroom" screenings of I Am Not Your Negro
- Conceptualization and support of, and participation in, Student government’s Women’s History Month panel talk on women’s lives and experiences (speakers included Lenore Harris, Nichola Gutierrez, Leslie Saito-Liu, and Sylvia Ortega)
- Held community classroom screening of Dolores: The Dolores Huerta Story as part of Women’s History Month
- Gave scholarships to five college faculty and staff to attend the American Association of Colleges & Universities "Diversity, Equity, and Inclusive Democracy” conference in San Diego in March, which will in turn help some of those faculty to build diversity training projects in the coming year

TITLE III PROGRAM

The Title III Strengthening Institutions Program is a federal grant funded by the U.S. Department of Education. There are 3 main components: increase access to student services; strengthen Distance Education (DE); and improve infrastructure in support of data-informed decision making. WVC was awarded the grant in 2015 and receives $450,000 each year for 5 years.

- Hosted professional development trainings attended by over 65 faculty and staff
- Produced student services focused videos that received 12,668 views during the academic year
- Established a virtual classroom with professional grade equipment for creating state-of-the-art digital course content
- Provided free Camtasia and Snagit software to all faculty
VETERANS RESOURCE CENTER

The Daniel Furtado Veterans Resource Center was first established at the Silver LEED certified Campus Center in 2012. The WVC’s VRC serves not only veterans but also their dependents who attend West Valley.

- Approximately 90 Student Veterans are currently enrolled with 3+ units
- Over 60 students have checked into the VRC at least once during the spring 2018 semester
- 7 WVC Veterans graduated/transferred at the end of spring 2018
- 4 vets/dependents received scholarships and participated in the WVC Scholarship Ceremony
- VRC received $18,500 in funding from the State Chancellor’s office

TRIO PROGRAM

The Student Support Services-TRiO Program is a federal program funded by the U.S. Department of Education. WVC was first awarded a TRiO grant in 2010. The program provides numerous support services to students to help them accomplish their graduation and transfer goals.

- Served 140 active students of which about 105 were heavily engaged (100% attendance to counseling and events)
- Hosted 3 college campus visits that served a total of 35 TRiO students
  - 20 TRiO students received an Associate’s degree
  - 24 TRiO students transferred
  - 15 TRiO students received scholarships
  - 2 TRiO students obtained certificates

UMOJA PROGRAM

The WVC Umoja Community SUCCESS Program is a community of educators and learners committed to the academic success, personal growth, and self-actualization of African Americans and other underrepresented students who face extra challenges on the road to higher education.

- Hosted West Valley College’s 2nd annual African American Student Conference attended by over 100 students from 5 local high schools
- Took 6 students on east coast tour of Historical Black Colleges and Universities
- 9 students graduated with 1 receiving a certificate and 8 transferring to other universities