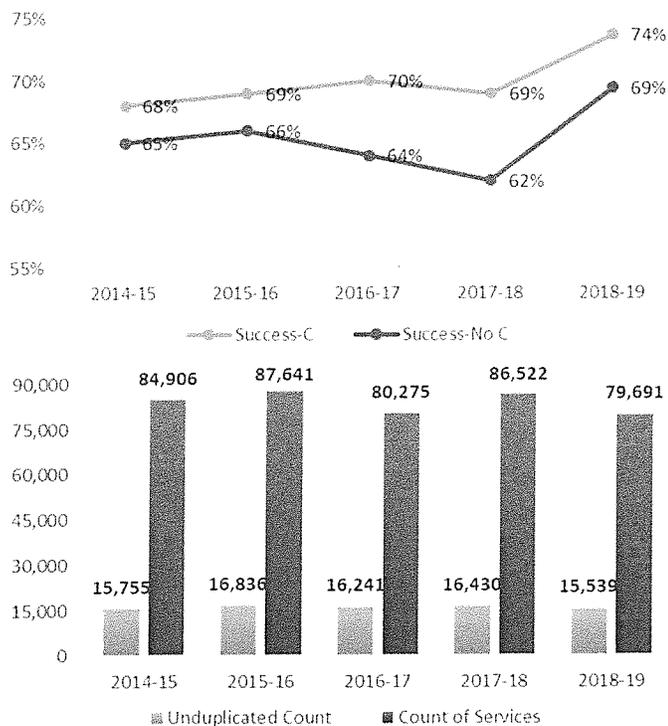


Description:

The Counseling Department is committed to providing high quality counseling services which promote the development and empowerment of a diverse community of learners. The Counseling Department is committed to promoting student success by encompassing counseling services in four core areas: (1) academic, (2) career, (3) transfer, and (4) personal. Within these realms counselors assist prospective, new, continuing, and returning students in their overall college success. To do this, we collaborate to provide access and quality to comprehensive services. Counseling services are delivered via individual, group, and online formats for all students including those in special populations, such as veterans, international, athletes, Puente learning community, among others.

Starting fall semester of the 2019-2020 academic year AB 705 was implemented at SBVC, which requires California Community Colleges to maximize the probability that a student will enter and complete transfer-level coursework in English and math within a one year timeframe. Structures were put in place that ensure that students can engage a curriculum that supports completion of transfer-level English and mathematics/quantitative reasoning in two semesters. New placement policies will place a majority of students directly into transfer-level courses, but any students who are not must have access to curriculum that allows them to complete transfer level in two semesters. The Counseling Department has collaborated with the Matriculation Officer, English, Math and Reading Department to ensure a smooth transition for all of our students.

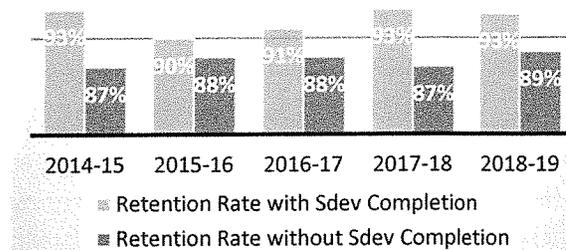
Success Rate - Counseling* vs No Counseling



Counseling Visit Demographics

Ethnicity %	2015-16	2016-17	2017-18	2018-19
African American	12.30%	16.97%	15.58%	12.68%
American Native	0.30%	0.72%	0.57%	0.38%
Asian	4.40%	6.03%	5.85%	5.31%
Hispanic	63.20%	61.80%	64.17%	71.64%
Pacific Islander	0.30%	0.34%	0.44%	0.24%
White	12.80%	13.17%	12.50%	8.60%
Unknown	2.90%	4.30%	0.89%	1.14%

Retention based on SDev Course Completion



Assessment:

- The Success Rate for students meeting with counseling is higher than students not meeting with a counselor. This data indicates that counselors are needed to increase student success of students.
- Moderate decrease in service utilization is evident mirroring the decrease in general population. However, the services that counselors provide, which show an increase to the overall success of students. This academic year the Counseling Department served the general population for fall registration and met with 6,608 students for the months of July and August per the SARS Appointment Attendance Summary Report.
- Per the Washington Post "Hundreds of colleges and universities have capitalized on demographic trends in the new century to establish a burgeoning sector of higher education known as Hispanic-serving institutions. That's what the federal government calls schools where at least a quarter of undergraduates are Hispanic. There were 229 of these schools, or HSIs,



in 2000, according to the Hispanic Association of Colleges and Universities. By fall 2016, the total had more than doubled, to 492. It is projected to grow further.” Student data for SBVC 2018-2019 indicates that our Hispanic population is over 66%. SBVC has received federal designation as Hispanic-Serving Institution (HSI), and in 2015 became the first college in the state to open a Dreamers Resource Center, an extension of the Counseling department that helps Dreamer students navigate the challenges of enrolling and attending college. Since 2015-2016 to 2018-2019 there has been over an 8% increase in counseling visits among Hispanic students due to focused efforts, e.g. online and on campus orientation in Spanish, production of counseling related materials in Spanish; active state-wide PUENTE Project and campus club, counselors’ involvement in Hispanic Association of Colleges and Universities (HACU) activities, including HACU club. The Counseling Department continues to make efforts toward all student success by providing Student Development courses offered online, using Zero Cost textbooks, courses taught at high schools through concurrent enrollment, Online Advising, and Ask a Counselor in various locations across campus.

- Student Development courses are designed for students seeking direction in setting academic, career, and life goals. Major topics include evaluation of personal interests, abilities and values, educational planning, goal setting, and academic success strategies. The retention rate is consistent and strong with a 93% retention rate for students completing Student Development courses.

Progress from Last Year’s Action Plan:

Not applicable as there was no language submitted last year per Office of Instruction.

SACs/SLOs/POs: (Summarize how the attainment of SACs, POs and/or any POs that shows significant effect has influenced your goals. 300 Words Max.)

Departmental/Program Goals:

Consistent with the strategic goals of promoting an increase in access and students success:

- Counseling houses three units: Matriculation, Articulation, and Counseling. Due to the immense amount of work all three units provide for the college and students, each unit will need a Secretary II to provide a variety of general administrative, clerical, and difficult and complex secretarial duties in support of assigned unit area.
- Continue to enhance service delivery practices including considerable use of counseling-related technology and other innovative ways to engage the greatest number of students.
- Matriculation officer will develop a smoother and efficient online Prerequisite Clearance procedure for students that may not have access to the campus.
- Implement Starfish Degree Planner by Spring 2020. Starfish Degree Planner provides counselors with a method for creating and managing students’ degree plans to help monitor their progress toward completion and facilitate more effective counseling meetings.
- Develop an internship program to students that are currently obtaining their master’s degree in Educational Counseling to assist students at SBVC in the Counseling Department: orientation, guiding students through Web Advisor, searching for open classes, resources, general education requirements, major requirements, career exploration and transfer assistance, and probation workshops.

Challenges & Opportunities:

In order to continue to meet the needs of our students, The Counseling Department can benefit more to having additional three-four full time counselors to improve access of students, particularly special populations (e.g., veterans, online counseling, probation/dismissal students, and nursing). While current students on probation/dismissal receive counseling and secondary interventions, those who were reinstated from dismissal status need tertiary interventions and close follow-up to prevent further academic problems. Currently, online services are limited to general counseling information although there is a need to provide equivalent services to off-campus students.

Closing success gaps by providing student support to increase access, retention, degree/certificate completion as well as contribute to formidable performance in the ScoreCard pose a constant challenge to the Counseling Department.

In addition, hiring another secretary at the front desk will also be beneficial to providing more clerical and administrative support in order to optimize workflow procedures in the office.

The campus articulation officer has a vital, professional-level role that requires an extensive academic knowledge base, highly developed communication skills, and the ability to facilitate and coordinate every aspect of the complex and detailed articulation process on the campus (California Articulation Policies and Procedures Handbook). Clerical assistance is highly recommended and needed.

Moreover, the Counseling Department needs more space/offices for our current counselors, as well as for future additional counselors and clerical staff.

Action Plan:

Action Steps:

- Seek general funds for three to four full-time counselors.
- Seek general funds for hiring of an additional full-time secretary position.

Department Goal:

- Increase student access by providing a seamless streaming process for students to take the Guided-Self Placement online.
- Increase student access by providing a seamless streaming process for online students to complete the Matriculation Exemption and Prerequisites Clearance forms online.

Necessary Resources to Complete:

Administrator, faculty, and staff time and coordination

Target Completion Date:

06/30/2020

Counseling and Matriculation Division

Highlights for 2019-2020

Articulation/Curriculum:

- Development of the CSU- GE Breadth and IGETC Certificate of Achievements, effective fall 2019
- Collaborative development of SDEV 001- Orientation to College, effective fall 2019, but will be offered in summer 2021.
- Collaborative development of six new Associate Degrees for Transfer (ADT's), effective fall 2020
 - Chemistry AS-T
 - Computer Science AS-T
 - Economics AA-T
 - Environmental Science AS-T
 - Nutrition and Dietetics AS-T
 - Studio Arts AA-T

Matriculation Program Highlights

- One of the Matriculation Services Program outcomes states, "Students will be able to place into the appropriate level of English, ESL, or Math courses to maximize their success." The Matriculation Department was able to complete the implementation of State Mandate AB705 in collaboration with the English, Math & Reading Departments in redesigning the college course placements for new students. The Assessment Center also had a remarkable year with responding to more than 8,000 student requests with completing the new (Guided Self -Placement) GSP process for English, Math, & Reading placement. We have been able to reduce the amount of time to complete the assessment when implementing the new GSP in addition to making the GSP fully accessible online for all students.
- The coordination between Matriculation and Counseling has been outstanding. Embedded high school counselors visits prior to COVID assisting 750 students with their 1st semester educational plan allowed us to develop a special relationship with the students.
- Next, we hired a team of five short-term workers to assist with transferring student educational plans from WebAdvisor to Starfish/Degree Planner in time for fall 2020 implementation. We spent the last year collaborating with The Office of Admission & Records, Office of Instruction, and district IT in order to design and build Degree Planner to meet the needs of our students.
- Over the course of the last year, we transitioned ALL Matriculation related forms online allowing for electronic submission of ALL request. We created a GSP waiver form for

students who elect to take ENGLISH and/or MATH courses other than those recommended by the GSP.

- Updated the matriculation website to reflect current AB 705, ESL and Guided Self-Placement information as it relates to counseling.
- The Assessment Center also updated its ESL assessment from Accuplacer to CELSA.
- Redesigned and updated the new student online orientation.
- Increased the amount of faculty who interact with Starfish Early Alert.
- Having given students the support they need to enroll, it is clear that we have many resources that will help them succeed and persist. As we continue to have more collaborative workspaces during these times, and the Matriculation faculty, administration and staff working together to support the students, we see future success in the students.

Veteran Resource Center:

- **VRC Kick Back Series** - a year-long (monthly) opportunity for the veteran student ambassadors of the VRC to engage other veterans and traditional students and their families within the campus community. Objective is to make a strong presence at SBVC through free allocation of resources, activities, and services to students. Music, snacks, raffles, games, and prizes (donations) are also a part of the attractiveness of this event. Goal is to educate, promote services, and engage the student population with a positive approach, while creating student engagement and social learning through resource allocation.
- **September 11th Memorial** (09/11/19) – On campus celebration. Display/memorial in recognition of the lives lost on September 11th, 2001. Display took place in front of the Veterans Resource Center (Campus Center lawn)
- **Veterans Day Celebration** (11/12/19) – Annual Veterans Day recognition ceremony discussing/educating the campus community on the reasons we celebrate veterans, history in the United States military, and life post service as a college student enrolled at San Bernardino Valley College (SBVC). Goal was to recognize, educate, and create awareness of our veteran student population at SBVC and their established home base on campus, the Veterans Resource Center (VRC).
- **New Veterans Adjunct Educational Counselor** – Desiree Martin
- **New Veterans Wellness Counselor** – Laura Parra, AMFT (Associate Marriage & Family Therapist). Weekly wellness counseling has continued virtually during COVID-19.
- **Veterans Success Kit/Backpack Giveaway** – allocation of **backpacks** consisting of *various educational supplies* and “VRC SWAG” for veteran/dependent students at SBVC

- **Graduation Sash/Cord giveaway** – Spring and Summer 2020 graduating veterans who submitted a graduation check were selected to receive their branch specific SBVC sash and honors cord (3.0 GPA+) in a drive-thru pick up in the rear entrance of the VRC
- **VRC Reception Desk Upgrade** – The VRC is undergoing an upgrade process through the securing of California State Grant Funding. The all new reception desk provides an updated ADA compliant access with a new modern feel to the resource center.
- **Secured four Preliminary designs for new VRC (COVID/Social Distancing models included)** – Upgrade plans and designs have been secured and are under review with G/M Furniture/SBVC/VRC staff to redesign the furniture layout of the resource center while considering contemporary designs/questions/concerns.
- **The VRC has gone completely green because of the COVID19 campus closure** – All documents ever requested, submitted, processed, or filed at the Veterans Resource Center (GI Bill, DD214's, fee waivers, etc.) have now been moved to a secured electronic process.
- **VRC Tutor** – The VRC secured a new “STEM tutor” who can teach various levels of: Mathematics and Sciences including: Biology, Physics, and even Spanish. This tutor has been verified and approved by all department area deans
- **Veteran book loan program secured through Follett Bookstore** – Grant funding secured through the State Chancellor's office was used to grow the already in place Veteran book loan program at SBVC. This will grow current inventory by providing a voucher/account-based system at Follett to veterans in need for textbooks. These textbooks will be returned at the end of the term and cataloged through assistance of the SBVC Library/Veterans Work Study staff

Puente Project:

- Puente represented a great amount of graduates this past May (2020) with students from previous cohorts 2017, 2018-2020
- Below are the students' names and universities that they were accepted and will be attending this Fall 2020:
Carmen C. Aguilar (UCR/CSUSB)
Fabiola Munoz (Chico State)
Gabriela Ramirez Lara (CSUSB)
Diana Rojas Serrano (CSUSB)
Fernando Franco-Ramirez (UC Davis/UCSC)
- Our students also obtained A.A/A.S/Certificates:
Rojano Hernandez, Gabriela
Sandra Sanchez

Nancy Vasquez
Bernardo Lemus Equihua
Oghenekevwe G.Onohwakpor

- Puente Co-Coordinator Ms. Alma G. Lopez and Ms. Elizabeth Banuelos were able to deliver Puente Program stoles in May via curbside pickup on campus to our Puente Program student cohort 2019-2020.
- Two of our students were selected to participate in the UCR Puente Leadership Conference now offered virtually.
- Puente is successfully recruiting students for our new cohort 2020-2021 virtually through student e-mails with the support of our program SSSP coordinator Joseph Nguyen and conducting orientations through Cranium Cafe with the help of both Puente Co-Coordinator Ms. Alma G. Lopez and Ms. Elizabeth Banuelos.
- Puente Co-Coordinator are becoming involved in online support courses and trainings currently in order to welcome students virtually this upcoming Fall 2020.
- Planning for Fall 2020 events and coordinating student meetings is ongoing currently.

Umoja-Tumaini Program:

- Leadership Retreat/Pali Retreat and Conference Center -October 2019; 25 students participate in leadership team building retreat for 3 days.
- Family Affair Gathering October 2019 Purpose: Family Affair is for Tumaini to share what the program is about with family members. This activity helps to develop a strong sense of community. This will be an opportunity for parents and family members to understand how they can support their student with academic success in the classroom.
- Umoja Statewide Conference- November 2019; 1 Coordinator and 4 students attended. Purpose: This two-day gathering allows programs like Umoja-Tumaini statewide to celebrate our legacy, strategize new approaches to enhance academic success, and retention. Umoja Community exposes students to historical and cultural aspects of who they are.
- Open Mic Night- November 2019, students were invited to showcase their poetry.
- Kwanza Celebration (Collaborative with community and Black Faculty and Staff) December 2019
- Attended Amend Conference- (March 2020)
- Passed out Kente Sashes to Graduates on Campus- (May 2020)
- In 2020 Umoja-Tumaini had 8 students graduate from SBVC:
 1. Takia Evans
 2. TaQuera Eveans-CSUSB
 3. Fredrick Jones-CSUSB
 4. Travis Love-CSUSB
 5. Andre Stokes-Cal-Baptist
 6. Ione Smith-SBVC Psych Tech program

- 7. LaToya Collins-Cal-Baptist
- 8. Summer Thomas-HBCU

- Power Talks with Edison (May 2020): Manifest success through mentorship, live learning, and words of affirmation! Join Umoja-Tumaini’s Power Talk with Southern California Edison Professionals and engage in conversations that matter.
- New Course; Spring 2020 Umoja-Imani partnered with Puente to offer Introduction to Sociology.
- Reported MIS:

TERM	UMOJA #s
Spring 2020	134
Fall 2019	26

- SARS Report

Reason Codes	Number of Visits	Time at 60 Min Hour	
		Hours	Minutes
Umoja-Tumaini Activities	233	154	18
Club	52	51	9
Workshops	19	11	50
Study Group	741	650	43
SARS Report 2019-20	1045	866	120
SARS Unduplicated Students	189		

- Article for the Board Report

Umoja-Tumaini Program Launches Virtual Study Tools for Student Success

SBVC's Umoja-Tumaini program recently launched its Virtual Study Corner, which reaches out to students who need extra help with their classes and provides discussion and encouragement during stressful times. "They do not necessarily need to be a Tumaini member, but our focus is on our community and student success," said Tumaini club president, Frederick Jones. Adding Zoom and a podcast to Tumaini's outreach efforts has been a great tool to lift students' spirits and provide tutoring. Beyond the academics, he said they decided to step up their Zoom club access because students also need social affirmation and to visually see each other. "We can come and talk and learn from each other. It was more important than just talking over the phone. We need to see each other smile, and that we're okay," he said.



CalWORKs & Workforce Development Department:

Employment Services

- CalWORKs work-study program placements: 68 students on and off campus.
- The total amount of funds spent for CalWORKs work-study placements on and off campus equal \$264,298.00: On campus \$188,232.00 and off campus \$76,066.00.
- Salaries ranged from \$13.00 per hour to \$20.00 per hour.
- At the start of the COVID-19 campus closure, the program continued providing CalWORKs work-study to eligible CalWORKs students until May 21, 2020.
- Precision Material Management (community employer) with the collaboration of the CalWORKs & Workforce Development Department has hired 124 employees (students & community members) since February 21, 2020 to set up, track, dismantle and transport material for voting polls in San Bernardino County. The rate of pay ranges from \$16.00 to \$18.00 per hour based on the position.
- The department is approved for a 3-year contract with College Central Network (CCN) to provide the entire student body with access to employment opportunities. College Central Network is a site where students can obtain current workforce trends, create and upload resumes and employment search, etc. Employers will have the ability to post employment opportunities and connect with students. For safety and integrity of students and employers, engagement on the system is monitored by assigned department staff and the CCN support team. The site can be accessed at the following link: <https://www.collegecentral.com/valleycollege/>
- The SBVC CalWORKs & Workforce Development Department held its annual employment fair on Wednesday, February 19, 2020 from 9am to 12pm in B-100. There were 27 employers in attendance seeking candidates to fill positions within their organizations. There were 255 attendees that visited the Employment Fair. Of the 255 attendees, 78 were identified as community members, 167 were identified as a student and 10 were identified as student and community member. Surveys were completed by employers and attendees to capture feedback so that the department can continue to enhance the employment fairs and data to capture attendees (see charts attached).

Below is the response from survey. Please share how we could improve future employment fairs.

1. Have onsite interpreters for deaf candidates.
2. Better communication about parking.
3. Have more of them.
4. I thought you all did a great job. Would very much like to participate again. Thank you.
5. Great fair. Well organized. Staff was well prepared. Thank you for having us.
6. Doing survey after food since it is asked prior in survey.
7. I think the job fair was very well organized and we received quality candidates.
8. Great event!
9. A little crowded and loud but good event.

Partnership/Collaboration

- The SBVC CalWORKs & Workforce Development Department hosted a Poverty Awareness Fair in collaboration with the San Bernardino County Department of Child Support Services on 1/30/20 in the Business Building Room 100 from 9am to Noon. There 29 vendors who provide students, community members and employees with resources and services extending from housing insecurities, food insecurities and employment insecurities. We were able to capture data that reflected 99 attendees. Listed below are several success stories shared by San Bernardino County Department of Child Support Services.

1/30/2020- SBVC College success Story:

Shared by Jannette Zito from Children's Network.

As soon as the resource fair began, I spotted an old client of mine from Inland Regional Center, who I have known since 2007. Jess is a delightful, independent, 30 something young woman. She attends San Bernardino Valley College and is dedicated to attending her classes. When I greeted her, she immediately told me that she heard about our resource fair because her professor offered extra credit if students attended and wrote an essay. She arrived 2 hours before her class and I noticed she was there collecting resources all the way until 15 minutes before class started. On her way to class, she caught me outside, as I was "sign twirling" or encouraging students out in the quad to join us for free resources. Excitedly, she told me that someone inside the fair gave her some pastries. Jess was talking about the pastries we had set aside for the vendors. I told her, ok you go girl! Then she showed me her nutritional drink and told me, it is a good thing because this is all I have. I asked her what she meant and she told me she did not know when she was going to get food again. She then told me that her family that she lives with had run out of food, and she did not know when she would get more. She knew about the SBVC food pantry but it was closed on Thursdays.

I took Jess back inside the resource fair to find some food resources. We visited the Cal Fresh booth, which was so helpful. They let her know that because she is on SSI she can now qualify for her own food assistance and independently from her family because of her age. Next, they directed us to the Children and Family Services (CFS) booth because they knew that they were providing food bank lists. CFS gave her the lists and additionally a vendor from SAC Health Clinic told her if she could go to their clinic today, she could give her some food. Unfortunately, she had class and did not think she could make it to the clinic. At this point, she was back in tears. Soon it was time to get to class, but I told her to find me after and we could see what else we could figure out. I went back out to sign twirling with a feeling like this was unfinished. While sign twirling, nearby a group of High School students taking a tour of a campus, was eating their brown bag lunches provided by the school. Their chaperone was trying to get the students to take more. There was so much left over. Then he came over to me and told me he just wanted to give one to me. I told him I did not need it, but I knew a student that did.

After class, Jess came back to the fair and we were able to give her the brown bag lunch with a PB&J sandwich, carrots, banana, cookies and juice. Additionally, at the resource fair we gave her more pastries to take home to her family and water. While gathering pastries, I chatted with the SBVC staff from their Workforce Office. I told her we were helping a student. The SBVC staff gave me her card and told me to send her to see her. Later, I introduced her to the student and they arranged to connect the next day. The SBVC staff agreed to sit down with her and help her fill out the Cal Fresh application and see what other resources she could find.

Collaboration is one of my biggest passions. I am proud to be a part of San Bernardino County who is so good at it! It is so wonderful to see how all of us can come together and help!

01/30/2020-San Bernardino Valley College success story:

Shared by Yvonne Baylis from Child Support Services

Today's event was very personal to me because when I was in college I did not have the opportunity to meet with many vendors who took the time to explain or provide me with free resources. Most of the college students I engaged with at this resource fair were excited that I had a variety of employment opportunities from warehouse work to office help with flexible hours. Several of the students discussed with me their struggles with obtaining employment. I was excited DCSS was able to be a part of this event and provide not only students but also vendors with the resources that can take with them to share with their customers/clients.

- The San Bernardino County Department of Child Support Services donated more than 500 pieces of professional attire to the CalWORKs & Workforce Development Department. Items will be available to all students who have a need for professional attire for interviews as well as clothing to wear to work on a daily basis.
- From 2/19/20 to 3/11/20 students throughout the campus began to take advantage of obtaining professional apparel from the department. Fifty-one (unduplicated) students were able to pick up clothing prior to the campus closure due to COVID-19.
- The San Bernardino County Transitional Assistance Department Volunteer Income Tax Assistance (VITA) Team provided free tax services for students, community members and employees that qualify at the SBVC site. The dates of service were 2/11/20, 2/13/20 and 2/26/20 from 1:30pm to 8pm in the Business Building Room 100.
- The San Bernardino County Transitional Assistance Department Volunteer Income Tax Assistance (VITA) Team in conjunction with Golden State Opportunity provided tax services and served tacos. This took place on 3/7/20 in the grassy area near the Business Building and Library from 9am to 3:30pm. The service and food were free to all participants!
- Inland Empire Job Corps Work-Based Learning Program (WBL) – MOU San Bernardino Valley College has partnered with the Inland Empire Job Corps as a Work-Based Learning site since 2009. SBVC is one of the many work-based learning sites that the Inland

Empire Job Corps utilizes to allow Job Corps WBL interns the opportunity to receive hands on work experience and transferrable workplace skills. Interns work 40 hours per week for 6 weeks. This work-based learning program is no cost to the District or college and Job Corps assumes all liability for the interns; workers compensation and livescan expenses.

- Advanced Career Training Program (ACT) – Contract: Job Corps Advanced Career Training Program provides Job Corps students with the opportunity to continue their education once they have met eligibility requirements with Job Corps. SBVC is one of the ACT Program sites. Students receive concierge services from the ACT Coordinator at Job Corps. This entails the ACT Coordinator making certain all eligible students have completed SBVC’s enrollment process, apply for financial aid, are enrolled in a minimum of 12 units, making satisfactory progress as well as enrolling in student support services programs to receive additional educational support. Below is an example of some of the student’s needs that are met by IE Job Corps:
 - Transportation to and from the college
 - Enrollment fees not covered by the BOG Waiver
 - Meals
 - Books/Supplies
 - Graduation fees
 - Eligible students have up to 2 years to receive ACT services as long as they qualify.

Supportive Services

- Gas card distribution to 862 students (duplicate count) totaling \$42,075.00.
- Meal voucher distribution to 293 students (duplicate count) totaling \$2,930.00.
- More than \$20,000.00 used for students to receive books and/or supplies to assist with success in the classroom.
- During campus closure due to COVID-19, department loaned 20 laptops that were provided to the department by Counseling & Matriculation.

Recognition(s)/Honor(s)

- Fall 2019, Shalita Tillman received recognition and was honored from the Inland Empire Job Corps as Partner of The Year in addition to receiving recognition and being honored from Job Corps at the National Level as Partner of The Year.
- I would like to honor the CalWORKs & Workforce Development Team for the hard work, flexibility, and commitment they continue to provide to students, community members and associates during this challenging time we are experiencing!

Admissions and Records:

- The evaluators evaluated and processed 1448 associate degree application and 549 Certificate applications
- We cleared 1300 Promise students holds, to allow registration
- We processed over 20,000 admission applications
- We also implemented the new online Academic exception submission process

General Counseling Department:

Pre-COVID

- Through SARS Grid reporting system (Reason Code Summary Report) from July 2019-April 2020 counselors have completed 9,530 education plans.
- Offering Organic Teaching/Best Practice meetings for all counselors teaching SDEV courses.
- Held an internship with a student attending CSUSB Counseling Master's program.
- For the first time the Study Abroad program offered Study Abroad from SBVC. Study Abroad has always been coordinated by Citrus College, offering opportunities to London in Fall and Barcelona in Spring, but this year SBVC coordinated to attend Ireland with an SBVC instructor teaching Anthropology. One of our counselors took the lead in promoting workshops and one-on-one counseling to students to attend the Ireland Summer Program.
- Held the High School Counselor and Career Technicians Conference *Embracing Change through Counselor Collaboration to Enhance Student Success* with our feeder high schools.
- Ask a Counselor Project continues answering general questions around the college campus.
- Basic Skills Project: Counselors are going into classrooms and providing valuable information about what SBVC has to offer in the Counseling Department , supporting student success.
- Hired two full time counselors.

During COVID

- Transitioned General Counseling Department to fully Online-Live counseling sessions through Cranium Cafe.
- Since starting Online-Live Counseling sessions through Cranium Cafe in mid-April, the General Counseling Department has seen 4762 students, not counting emails to students.
- Offering Organic Teaching/Best Practice meetings for all counselors teaching SDEV courses.

- Created an Orientation to College course: SDEV 001 (previously LST 001) and is in the 2020-2021 catalog.
- Created and utilizing Canvas shell--Resources for SDEV, for all instructors in counseling teaching SDEV courses.
- Transitioned all face-to-face SDEV courses to fully online via Canvas.
- Held an internship with a student attending CSUSB Counseling Master's program.
- Working with the Welcome Center to get it up and running online utilizing Cranium Cafe.
- Submitted and was accepted DE Emergency Addendum for SDEV 015
- Currently planning an Online via Zoom High School Counseling Conference "Virtually in This Together—Remaining Resilient" for September 25th 2020 with our feeder high schools.
- Transitioning from WebAdvisor education planning to Starfish Degree Planner and will be fully implementing in Fall 2020.

Out of all of these highlights the one that stands out to the most would be our faculty coming together to support our students and learning Cranium Cafe in such a short time frame. We are very proud of this department, as well as all counseling departments.

Financial Aid:

The Financial Aid Office worked diligently in the 2019/2020 academic year to meet students' financial assistance needs. The SBVC Financial Aid Office is committed to helping students with limited resources meet their educational expenses, despite global pandemic conditions. During the 2019/2020 academic year, the Financial Aid Office disbursed financial aid as follows:

Academic Year 2019/2020			
Award Type	Amount Awarded	Amount Disbursed	Number of Students
Pell Grant	\$ 27,677,433.74	\$ 18,719,154.50	5,232
Cal Grant B and C	\$ 3,618,097.00	\$ 2,705,583.00	1,389
Federal SEOG	\$ 484,934.43	\$ 382,684.43	667
External Scholarships	\$ 154,395.19	\$ 154,395.19	108
CARES Act Funds	\$ 2,841,900.00	\$ 2,841,900.00	3,330
Comm. College Success Grant	\$ 1,734,437.00	\$ 1,095,414.00	723
Chafee Grant	\$ 154,395.19	\$ 154,395.19	28
CA Comm. Promise Grant B/C	\$ 41,639,608.00	N/A	21,612

The Financial Aid Office continued to utilize its QLess system, student/visitor line management software. The Office supported students by offering in-office consultations (with and without appointments) as follows:

- | | |
|----------------------|-----------------------------------|
| 5. Drew Cason | Texas A&M University, Texarkana |
| 6. Karen Jacobs | Cal State San Bernardino |
| 7. Jacqueline Garcia | University of Louisiana, Monroe |
| 8. Nayelis Sandoval | Cal State Monterey Bay |
| 9. Aaliyah Rubio | Piedmont International University |
- **Men's Soccer**

1. Cristian Urvttia	Cal Poly Pomona
2. Jason Hernandez	Sonoma State University
3. Misael Castaneda	University of La Verne
 - **Football**

1. Riley Chado	Southwest Minnesota State
2. David Pollard	Lake Eric College
3. Jhalen Hayness	Kansas Wesleyan University
4. Ezekial Zaragoza	Oklahoma State University
5. Ben Falck	University of Hawaii
6. Jeremy Maussa	Vanderbilt University
7. Jesse Ybarra	University of Sioux Falls
8. Trey Edward	Missouri southern University
 - **Women's Volleyball**

1. Irne Carter	Livingstone College in North Carolina
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 - **Men's Cross Country**

1. Jeffory Phelps	Humboldt State University
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 - **Women's Cross Country**

1. Kimberly Pena	Sonoma State University
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 - **Baseball**

1. Derck Bogh	Cal State San Bernardino
2. Nathaniel Mendoza	Cal State San Bernardino

3. Jesse McGonigal's Lyn College in Batesville Ark

4. Frank Schoonover Fresno Pacific University

- Since we have been working remotely, we have successfully provided open zoom hours for all incoming freshman with his or her application process and registration. We are now providing zoom orientation for each team regarding NCAA rules and regulation.

Transfer & Career Services:

- **Welcome Letter**- sent out to over 600 transfer students welcoming them back to fall semester and inviting students to stop by the Transfer Center to make a counseling appointment as well as check to see how we could assist them.
- **Fall Transfer Fair** - This year we had the most transfer institutions attend the fair. See attached report for the number of representation and students.
- **Campus fall transfer visits**
San Diego and UC San Diego
November 15, 2019
- **UC Personal Insight Workshop**
UCLA Admissions Representative conducted a personal statement workshop.
November 13, 2019
- **Transfer 101 Workshops**
In September and October three Transfer 101 workshops were facilitated by Transfer faculty. The workshops had a UC day, CSU day and Private school day.
- **Transfer Guide**
Transfer staff worked to develop a guide, which is a great resource for Transfer Students.
- **Transfer Celebration**
The spring Transfer staff created a video to celebrate Transfer students. The link to the video was post on Canvas and Instagram. https://youtu.be/XesPs_ibETg



[2020 SBVC Transfer Students](#)

Congratulations to the transferring class of 2020 at San Bernardino Valley College! We couldn't be more proud of all you've accomplished so far! Continue to ...
youtube

