

Student Services Annual Plan

SS Program Title

Orientation, Assessment and Registration

Date Submitted

Contact Person

Stalker, Jeanne T.

Executive Summary

Orientation

Orientation is the introduction of Cañada College Student Success Support Programs, enabling students to begin fulfilling their responsibilities of identifying an academic and career goal.

The Welcome Center New Student Orientation presentation directs students to campus Student Support Services and online resources by demonstrating WebSMART online registration, my.smccd.edu email, WebSCHEDULE the online class information tool and using WebACCESS the online class participation tool. At the end of the orientation session, students are taken around campus to the key locations of Student Services Support Programs and campus resources, providing another form of student engagement. The Welcome Center supports the utilization of services by being a daily in-person and phone resource for students.

Assessment

Cañada College offers COMPASS assessments in Math, English, Reading and ESL. Prior to the start of each assessment session a briefing is given to students with an overview of the Math, English, Reading and ESL sections. Each student is told they will receive an explanation of their placement upon the completion of their assessment. Individual placement is in relation to the overall college Math, English and ESL class sequence using a course sequence guide sheet. Students placing into basic skills level Math and/or English courses are encouraged to register for the college's award winning Math and Word Jams, week long workshops to build their skills in these areas. At the end of these workshops students are given the opportunity to re-take the assessments with the goal of improving their level of placement. Following their assessment session, students are directed to sign up for a thirty minute academic counseling appointment for a more in depth explanation of their assessment results and course selection.

Program Mission and Vision

ORIENTATION MISSION STATEMENT:

To empower new students to achieve their education and career goals by using Cañada College Student Support Services programs, staying engaged on campus and using online resources.

ASSESSMENT MISSION STATEMENT:

To empower new students to achieve their education goals by understanding their Math, English, and/or English Second Language assessment test results and the classes to take on their Student Education Plan to meet their education and career goals.

Relationship of Program to College Mission: *Indicate how the program aligns with the college's mission by checking the appropriate boxes. Check all that apply:*

Basic Skills

Transfer

Relationship of Program to College Vision: *Indicate how the program aligns with the college's vision by checking the areas that you address in your program.*

Quality of Academic Life

Diverse Culture

Personal Support and Development of Students

Student Success Programs

Program Data Measures List: *List the program or department data measures in this box that were used in this past cycle.*

Student Surveys and Satisfaction Data summer 2013 to fall 2013 (April 2013 to October 2013)

Reflection on Data: *Provide a reflection on what the data means*

PERCENTAGES ARE BASED ON INDIVIDUAL COURSE ENROLLMENTS

TERMS	REGISTRATION ON-LINE	REGISTRATION IN-PERSON
Spring 2012	93%	7%
Summer 2012	92%	8%
Fall 2012	94%	6%
Spring 2013	93%	7%
Summer 2013	93%	7%
Fall 2013	93%	7%

ORIENTATION AND ASSESSMENT

Because the Welcome Center presents Orientation, Assessment, and sets up Counseling Appointments, students begin to form familiarity and experience Student Engagement with college personnel and support that continues throughout their college experience. In our Orientation, Assessment, and Counseling model, students have a central place on campus where they can obtain help with the many details of college attendance. Students are supported by in-person and telephone support daily during college business hours, and they are also instructed on how to obtain after hours support for the college online resources by submitting a Help Ticket to resolve problems with using the WebSMART, my.smccd.ed, and the WebACCESS. Cañada College students and parents continually compliment the Welcome Center on its personal service and friendliness.

Accomplishments: *List any program major accomplishments*

1. Added a campus tour to the new student orientation
2. Added additional links to Assessment Preparation on A-Z menu on college website
3. Enhanced online college resource training from PowerPoint presentation to live hands on computer use of WebSMART, WebSCHEDULE, WebACCESS, and my.smccd.edu training experience.

Changes in your program this year: *What changes has you seen in your program, and why do you think these changes have occurred?*

Adding campus tour and providing additional college services resource information handouts in response to student satisfaction survey comments.

Changes for Next Year: *What changes, if any, do you want to make in your program for next year?*

1. Adding of Student Services referral ticket
2. Providing possible questions for students' first counseling appointment to support their achieving their educational goal
3. Improving pre survey with questions on student educational goals
4. Presenting DegreeWorks capabilities to streamline their completion of student educational goals

Student Learning Outcomes:

Describe your student learning outcome and the results you have from last year as follows:

Student Learning Outcome

Assessment Results

Evidence/Analysis

Use of Results

SLO for Next Year

Given the results of your SLO this year, do you plan to keep the same SLO or develop a new one?

After attending New Student Orientation students demonstrated an improved understanding of online college resources (WebSMART, my.smccd.edu, WebACCESS and WebSCHEDULE, how their assessment test results relate to their Student Education Plan and have the ability to register for classes.

SLO Changes: *If you are changing your SLO(s), please describe why*



Keep same one(s)



Created new one(s)

SLO Relationship to Strategic Directions: *Check each of the college's Strategic Directions that your SLO addresses*



Teaching and Learning



Completion



Community Connections



Global and Sustainable

SLO and Strategic Directions: *Describe how your SLO relates to the strategic directions*

To expand enrollment opportunities and enhance wider community engagement, the Welcome Center provides Tuesday evening, Saturday, and Spanish Orientation/Assessment sessions for the working students and Spanish-speaking community students.

SAO Action Plan:

List your SAO for the upcoming year and describe the Following:

Student Learning Outcome

Activities to Achieve the SLO

Assessment Measures

What do you expect to learn

ORIENTATION

Provide instruction to empower new students to persist to achieve their education and career goals by using Cañada College Student Success and Support programs and online services.

ASSESSMENT

Provide instruction to empower new students to achieve their education goals by understanding their Math, English, and/or English Second Language assessment test results and the classes outlined on their Student Education Plan to register for to meet their education and career goals.

Service Area Objectives:

Summarize the assessment results of your Service Area Objectives, to include the impact on the quality and success of the program.

Students who completed the Orientation and Assessment Pre-Survey and Post-Survey increased their knowledge and ability in using my.smccd.edu email, WebSMART, understanding their assessment test results, and knowing the classes to register for to meet their education and career goal.

Service Area Objectives: Next Year

Describe the Service Area Objectives for next year:

Service Area Objective

Activities to be Conducted

Assessment Measures

Why this was selected

Engage students by calling Priority Enrollment Program students and the general new students who register for Orientation to follow up when a student misses orientation, assessment, or counseling to personally support each student in completing the Student Success Support Program step to increase college enrollment, retention, and persistence.

Relationship to EMP Teaching & Learning: *Check any EMP Teaching and Learning Objective that relates to your Service Area Objective*

- 1.1 Assess SLOs
- 1.2 Flexible course scheduling
- 1.3 Professional development
- 1.4 Student engagement
- 1.5 Facility Planning

Relationship to EMP Completion: Check any EMP Completion Objective that relates to your Service Area Objective

- 2.1 Connections and outreach
- 2.2 Assessment testing
- 2.3 Orientation
- 2.4 Student pathways
- 2.5 100% FAFSA
- 2.6 Intentional counseling
- 2.7 Basic skills effective practices
- 2.8 Mentorships
- 2.9 Degrees and certificates
- 2.10 Career center
- 2.11 Transfer center
- 2.12 Monitor student success

Relationship to EMP Community Connections: Check any EMP Community Connections Objective that relates to your Service Area Objective

- 3.1 Community outreach advisory group
- 3.2 Community advisory group
- 3.3 Service learning
- 3.4 Contract education

Relationship to EMP Global and Sustainable: Check any EMP Global and Sustainable Objective that relates to your Service Area Objective

- 4.1 Sustainability and Social Justice groups
- 4.2 International and University Centers
- 4.3 Sustainability in the curriculum
- 4.4 Sustainability awareness

Resources: Faculty and Staff:

Describe your new staff needs:

Position Title

FT/PT (%)

Rationale

Orientation, Assessment, Retention - 100% Welcome Center Staff Member to assist with community engagement, student success support programs offered at the Welcome Center, ESL special testing's, weekend and evening orientation and testing, Math Jam, Word Jam, PEP initiatives.

Resources: Professional Development: *List your area's professional development needs*

CACCRAO Conference

WAVES Conference

Compass ACT Training

CCCCAA- California Community College Assessment Director's Group

Resources: Equipment: *Describe the equipment you need*

N/A

Resources: Technology: *Describe the technology equipment you need*

N/A

Research Requests: *Describe the research requests you have to assist you in planning and program review*

Assistance in running reports to track new student registration

Facilities Requests: *Describe facility requests you have*

N/A

Curricular Offerings: *Attach the following TracDat and CurricUNET data on courses*

N/A