

Assessment: Unit Plan

CAN Program Review (Administrative) - Office of Student Services (Odd Year)

Program Review Narratives

2019-2020

Administrative Program Review (APR)

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Executive Summary

0. Executive Summary: Overall, the campus community indicates that the Office of the Vice President of Student Services successfully provides leadership and coordination in the delivery of student support services for Cañada College. The strengths include, successful integration of new programs/initiatives, increased staff and faculty collaboration and increases in student enrollment and persistence in some areas. Future opportunities include improving the evaluation of programs to demonstrate their impact on service area outcomes and to disaggregate this data. Furthermore, additional administrative support should be considered to prevent burnout and improve program outcomes. Future action plans include the enhancement of dual enrollment, development of guided pathways and the continued improvement in student placement measures, program evaluation and CARES team training.

Program Context

1. Mission: The mission of the Office of Student Services is to provide overall coordination and support for the student services division. The goals include:

- To facilitate the delivery of student support services on campus.
- To coordinate the annual planning/program review functions of the student services programs.
- To monitor progress on the implementation of the college's educational master plan.
- To effectively collaborate with the instructional area and the two other colleges in the district.

2. Program Description: During the 2018-19 academic year, the focus has been on integrating the various categorical, grant and college student support services and instructional programs (STEP, ESO, SSSP, A2B, TRIO, Counseling, Career, Transfer, Student Equity, Basic Skills, STEM), transitioning to a new placement and assessment process (Multiple Measures and Guided Self Placement) for all students throughout the District and continuing to develop and strengthen the CARES Team.

3. Community & Labor Needs: The Office of the Vice President of Student Services continues to work closely with the Sequoia Union High School District and Job Train to determine how we can best support the needs of our local high school students and community programs.

Looking Back

4. Major Accomplishments: 1. Successful implementation of the Promise Program with over 300 eligible Promise Program Students in 18-19.

2. Development of a strong foundation for the FA19 commencement of the University Center. 6 MOUs with 4-year partners are in progress. 132 A2B students identified.

3. Developing Hispanic-Serving Institutions (DHSI) Grant Award to expand SparkPoint Services.

4. Strengthened the annual Program Review process through the revision of the Program Review timeline as well as PBC prioritization form.

5. Impact of Resource Applications: 1. Hired a new full-time Psychological Services Counselor, which has increased the hours available to students for personal counseling appointments and has increased the support this office can provide to the CARES Team and to the staff and faculty throughout the college.

2. Hired a new full-time LD/DRC counselor, which has provided students with the opportunity to receive an assessment for a potential learning disability free of cost.
3. Hired a Retention Specialist to provide follow-up for students at risk (Probation, Dismissal, undeclared major). This has allowed the counseling department to develop a case management approach with students who are in high need of dropping out and not completing their educational goals.
4. Hired a full-time Office Assistant for the New Student Orientation, Assessment and Placement Office. This has provided the additional support necessary to implement the use of multiple measures (high school transcripts) and new assessment tests (Accuplacer and ALEKS PPL).
5. Hired a full-time Retention Specialist for A2B/Transfer Center to implement the new Students on a Transfer Educational Plan (STEP) Program. This position provided a case management approach for all transfer students.
6. Hired a full-time Program Services Coordinator for the International Program which has assisted the college in increasing the international student enrollment and support services.
7. Hired a part-time international counselor and part-time transfer center counselor. These positions have expanded the counseling services offered to students which ensure students are following a comprehensive educational plan.

Current State of the Program

6A. State of the Program - Observation: Currently, the Division of Student Services has successfully implemented and integrated multiple new programs and services for students at Cañada College. There has been a visible increase in staff and faculty collaboration and in some cases growth in students attending Cañada (International) and persistence (Punte).

This increase in services has also demanded more administrative oversight from the two administrators in the Student Services Division. Although, we have been successful in hiring additional faculty and staff to implement the various new programs, no new managers have been hired in this Division. The negative impact is that some programs receive little guidance and the implementation of new initiatives (University Center, Promise Program and Guided Pathways) will be very difficult – we are simply at maximum capacity.

6B. State of the Program - Evaluation: Hiring additional administrative support or restructuring the Student Services Division should be given serious consideration, especially as we consider the expansion of dual enrollment, the implementation of a 2-year Promise Program, University Center and Guided Pathways.

7A. SAO Assessment Plan: The Office of Student Services sent out a questionnaire in the fall, 2016 asking all employees to evaluate and provide feedback on four goal areas and asked participants to rate how successfully the Office of the Vice President of Student Services met or did not meet the goal area. The table below identifies the percentage of respondents that marked that the goal area was successfully met.

Goal Areas:	Response Number	% Identified as Met Goal
Facilitate the delivery of student support services on campus	56	82%
Coordinate the annual planning and program review functions of the student services programs.	54	88%
Monitor progress on the implementation of the College's educational master plan.	53	82%
Effectively collaborate with the instructional area and the two other colleges in the District.	54	75%

*Note, due to the change in leadership, this survey was not redistributed in 2018. The current Interim VPSS has been in the position 6 weeks (10 weeks by the Program Review Deadline). Once a permanent VPSS is identified, the survey will be redistributed and sections 7A and 7B will be updated (July 2019).

7B. SAO Assessment Results & Impact: As the results above indicate and a few comments supported, more collaboration and communication can and should occur between student services and instruction. Survey respondents suggested the following:

“Increase the communication and collaboration between counselors and teaching faculty”

“Encourage more collaboration with instruction and within student services”

“I think the counseling staff and each instructional division should meet at least 2 to 3 times a semester so that both counseling staff understand the programs within each division and that faculty can have a better concept of some of the difficulties counseling staff encounter with students”

Currently Cañada College, Skyline and CSM are working with the Career Ladders Project and the RP Group to implement multiple measures district-wide, increase dual enrollment and develop guided pathways. The guided pathways work will facilitate college-wide discussions on how we can better align our academic programs and student support services to improve student

completion. This work will provide us with an opportunity to address the need for more communication and collaboration throughout our college.

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Looking Ahead

8. Program Improvement Initiatives: The Office of Student Services is fully engaged in the Guided Pathways initiative which allows us to identify needs for improvement. Currently, the Guided Pathways subgroups (which consists of key personnel from the Student Services area) are gathering student feedback to assist in addressing obstacles to student on-boarding, persistence and exiting. The Business Process Analysis (BPA) Subgroup led by Margie Carrington, Director of Financial Aid, and Ruth Miller, Director of A&R, are actively engaged in identifying specific challenges in completion of CCCApply and FAFSA. Once student data and analysis of processes is received, the Office of Student Services will have a concrete list of program improvement initiatives.

Program Review Narrative Status: Complete

President/VP Program Review Narrative Feedback:

Objective: Title IX & 504/ADA Training for Student Services Personnel

To train Student Services Personnel on issues related to Title IX

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 07/01/2019

Estimated Completion Date: 06/30/2020

Please select the college goals with which this objective aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success

Action Plans

2019-2020 - To offer Title IX training to Student Services Personnel throughout the 19-20 AY (Active)

Who's Responsible for Completing this Action Plan?: Student Services Personnel

Estimated Completion Date: June 30, 2020

Resource Requests

**atIXa Title IX Training/Certification and 504/ADA Certification
T9 Mastered**

Type of Resource: Professional Development

Cost: 5000