Comprehensive Program Review Report

Program Review - Student Success Program

Program Summary

2021-2022

Prepared by: Elise Garcia

What are the strengths of your area?: With operations beginning in 2015, the Student Success Program targets students from Disproportionately Impacted Groups and provides frequent, friendly, and comprehensive support services. Meetings with the Student Success Program counselors and coordinators are conducted one-on-one, in groups, or in workshops. As we enter our sixth year, we have been able to evaluate the effectiveness in various ways. Please note, with the implementation of AB705, the data does not isolate courses with and without support.

-Students who completed the Student Success Program had a higher Math success rate, 88.7% in Fall '20 85.3% in Spring '21, compared to the rest of the District, 75.2% in Fall '20/ 61.2% in Spring '21.

-Students who completed the Student Success Program had a higher English success rate, 81% in Fall '20/ 81.4% in Spring '21, compared to the rest of the District, 74.3% in Fall '20/ 67.1% in Spring '21.

-Students who completed the Student Success Program had a higher overall success rate in Fall '20 (93.8%), compared to the rest of the District (80.7%).

-Students who completed the Student Success Program had a higher overall success rate in Spring '21 (89%) compared to the rest of the District (74.3%).

-The Student Success Program had 638 students in Fall '19 and 627 students in Spring '20.

What improvements are needed?: After the 20-21 academic year and pandemic protocols, the current year provides the opportunity to implement ideas that had to be placed on hold previously. As the college moves from all courses conducted via alternate delivery methods to a 50% online/hybrid and 50% face-to-face format, we can revisit previous program review cycle actions that are incomplete due to impacted workloads. In the 2021-2022 school year, I want to add transparency to the data about the student success program, implement a method of tracking success lab traffic and create a way for our undocumented students to gain professional experience.

Describe any external opportunities or challenges.: As the world recovers from the COVID-19 Global Pandemic and moves toward a racially just society, the Student Success Program, A2MEND program, and Giant Dream Center need to serve students virtually and face to face given the 50%/50% format. This created an environment where sanitation and technology maximum capacity led the conversations within the labs. Additionally, CA Community College District has been tasked with making changes that work toward eliminating systemic racism within our organizations via the Call To Action put forth by Chancellor Oakley.

Overall SAO Achievement: The Student Success Program had 638 students in Fall '20 and 627 in Spring '21 students complete program requirements during the 2020-21 academic year. From Fall '19 to Fall '20, the program enrollment remained constant. However, from Spring '20 to Spring '21, the program experienced a drop. This is attributed to the ongoing COVID-19 pandemic and continued use of alternate methods of delivery. Furthermore, recruiting new students for the 2020-2021 academic year posed new barriers as we continued in a virtual setting. The seven coordinators had 4,384 meetings in Fall '20 and 4,285 meetings in Spring '21. The two counselors had 1,113 student meetings in Fall '20 and 621 meetings in Spring '21. With the addition of the Giant Dream Center under the Student Success Umbrella, the Counselor/Coordinator has been assigned to

support the college's undocumented population. In Fall '20, he met with 359 students, whereas in Spring '21, he met with 100. In the Spring of '21, a personnel change in the Giant Dream Center led to restructuring the program. Based on feedback, students will now meet with the two program counselors and the Success Coordinators. The counselors and coordinators will participate in Undocuallytraining, with the primary hub being the Sycamore Success Lab. In the 2020-2021 academic year, A2MEND suffered, and program enrollment dropped through the pandemic. Although individual activities were completed, such as the virtual HBUC fair where nine students attended, participation in Equity Summits, watch parties hosted by Equity, Diversity, and Action Committee (EDAC), and ongoing talks regarding the Call to Action, consistent and continued efforts waned.

Changes Based on SAO Achievement: The Student Success Program will continue to work with the EDAC to answer the Chancellors Call to Action. However, in the 2021-2022 academic year, we plan to implement new recruitment methods to reach our targeted student populations by returning to in-person classes and services. By working with the Institutional Research Department, we will have the ability to pinpoint the student groups below the achievement gap, on academic or progress probation, or fall within specific categories and assist them with the transition to a face-to-face environment. This will happen while supporting A2MEND, The Giant Dream Center, and answering the appropriate actions in the new 2021-2024 Strategic Plan.

Outcome cycle evaluation: As we move into year one of a new Strategic Plan, we have evaluated actions that are associated with our program and outcomes. We will align our internal goals to meet the needs of the college and Goals #2 and #3.

Action: 2020-2021 & 2021-2022, Student Success Banner Reporting

In the 2020-2021 academic year, I will work with individuals from programming to create a system that allows program staff to track disproportionately impacted groups (DIGS) in the Student Success Program accurately.

Leave Blank:
Implementation Timeline: 2020 - 2021, 2021 - 2022
Leave Blank:
Leave Blank:
Identify related course/program outcomes: District Objective 4.1: Increase the use of data for decision-making at the District and department/unit level.

District Objective 4.2: Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents.

Person(s) Responsible (Name and Position): Elise Garcia, Charlene Woods, and the IT Programming department
Rationale (With supporting data): The Student Success Coordinators met with 13,200 scheduled meetings in the Fall of 2019 and 14,606 in Spring 2020. 715 students in the Fall fulfilled these appointments and 758 in the Spring. Currently, program staff monitors participation by self-reporting via an Excel spreadsheet. Implementing a reporting system will allow participating students to be tracked and identified via systemic programs. Reporting in this manner also will enable other on-campus programs and resources to identify participating individuals with ease. In having the ability to see participating vs. non-participating students, the program will identify those who have not sought out services and further our efforts in closing equity gaps for our DIGS, which make up approximately 86% of the district population. Banner reporting will provide more accurate data sets that can feed into more robust district data sets. I will work with programming and computer services to implement a Banner tracking system that meets our program's needs.

District Objective 4.1: Increase the use of data for decision-making at the District and department/unit level.

District Objective 4.2: Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents.
Priority: High
Safety Issue: No
External Mandate: No
Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022	09/21/2021

Program Review - Student Success Program

Status: Continue Action Next Year
Action is continued as we plan to rollout Banner Reporting in this academic year. In the 2020-2021 year we worked with IT and programming on the internal structure for this to come to life.

Impact on District Objectives/Unit Outcomes (Not Required):

Action: 2020-2021, Provide Equitable Access for Students in a Remote Environment

As instruction continues with alternate delivery methods, the Student Success Program staff and Giant Dream Center will better meet student needs through access during and after the Covid-19 pandemic. With the college population comprised of more than 17,000 unique students in the 2019-2020 academic year, the student success program recognizes that roughly 86% of this population falls within the Disproportionately Impacted Groups. With that, the Student Success Program will take the initiative to reach students in another manner conducive to the external environment.

Leave Blank:
Implementation Timeline: 2020 - 2021
Leave Blank:
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Identify related course/program outcomes:
District Objective 4.1: Increase the use of data for decision-making at the District and department/unit level.

District Objective 4.2: Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents.

Person(s) Responsible (Name and Position): Elise Garcia and 7 Student Success Coordinators
Rationale (With supporting data):
We will adapt to meet students' needs based on feedback from coordinators and the Institutional Research Department's surveys. In Fall 19 and Spring 20, a traditional face to face setting, the five Student Success Labs experienced a traffic flow of 32,942 duplicated students. In the COVID-19 environment, we will make efforts to reach students and appropriately assist them. Through virtual platforms, the Student Success Program will provide a place for our Disproportionately Impacted Groups and the student population who seek assistance with various questions, college processes, referrals, and technical questions. In the 2019-2020 academic year, the Virtual Lab will be an open entry open exit Zoom room with a Success Coordinator readily available to assist students with their specific needs. This also includes but is not limited to assistance with FAFSA, registration, appeals, and navigating canvas.

District Objective 4.1: Increase the use of data for decision-making at the District and department/unit level.

District Objective 4.2: Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents.
Priority: High
Safety Issue: No
External Mandate: No
Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2020 - 2021   09/21/2021
Status: Action Completed
Complete
Impact on District Objectives/Unit Outcomes (Not Required):

Program Review - Student Success Program

Action: 2020-2021, Support for AB540 Population During Health Crisis

As CARES act funds rolled out to assist the traditional Financial Aid recipient population, there were no plans on helping the colleges AB540, undocumented students. Based on data provided by the Institutional Research department, transportation was an added barrier students expressed hindered their success. The Student Success Program and Giant Dream Center will work collaboratively to assist these students in a meaningful way.

Leave Blank:
Implementation Timeline: 2020 - 2021
Leave Blank:
Leave Blank:
Identify related course/program outcomes:
1.1: The District will increase FTES 1.75% over three years.

4.1: Increase the use of data for decision-making at the District and department/unit level.

Person(s) Responsible (Name and Position): Elise Garcia, Juan Sanchez- Dream Center Coordinator/Counselor, Charlene Woods
Rationale (With supporting data):
We identified that upon the transition to alternative course delivery methods, a large gap in assistance affected our AB 540, undocumented population. Most significant being Federal Finacial Aid recipients are eligible to receive additional monies via the federal CARES act. Our AB 540 students do not qualify for any assistance through federal funding. This posed a question of equity in supporting this population as other Disproportionately Impacted Groups can receive federal grants and funding. With 11% of our CARES eligible students stating that transportation was an additional expense incurred during the campus disruption, we feel that this number would loosely translate to the AB540 population. In an effort not to duplicate the support efforts of other on-campus programs, we will support this population by offering students who enrolled in Summer and or Fall 2020 a $100.00 gas card to assist in this challenging time.

1.1: The District will increase FTES 1.75% over three years.

4.1: Increase the use of data for decision-making at the District and department/unit level.

Priority: High
Safety Issue: No
External Mandate: No
Safety/Mandate Explanation:

Action: 2021-2022 Giant Dream Center Fellowship

After restructuring the Giant Dream Center and receiving the Dreamer Liaison Funds, it was revealed that we needed to create opportunities for our undocumented population to gain on-the-job experience. Often, students tagged as AB540 cannot join the workforce as they do not meet hiring criteria such as having a valid ID or Social Security Number. The Giant Dream Center has done extensive research into the various fellowship programs that other Community Colleges and CSU's have adopted. Upon examination, I plan to adopt similar practices and offer personal and professional growth opportunities to our students. The program will be one academic year in length, and participants will obtain a direct-to-student stipend. Participants will complete the program with an understanding of the workforce and how to contribute in an office setting.

Leave Blank:
Implementation Timeline: 2021 - 2022
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Leave Blank:
Identify related course/program outcomes:
Person(s) Responsible (Name and Position): Elise Garcia, Maria Martin
Rationale (With supporting data):
Priority: High
Safety Issue: No

Program Review - Student Success Program

External Mandate: No
Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025
District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.
District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

Action: 2021-2022 System to Track Lab Usage

As the college moves back to in-person classes and services, the Student Success Program and Giant dream center need to explore tracking and analyzing traffic data utilizing the five success labs. This will allow the programs to study trends and better serve our students regarding staffing, services, and usage times. In conjunction with Educational Support Services and the Dean of CTE, the Student Success Program will implement Accudemia, a cloud-based academic center management system. Accudemia tracks student use of the various centers and will reduce gaps in access to services and create a user-friendly pathway for creating multiple types of reports. As we continue in the COVID-19 pandemic, this may also be a valuable tool in contact tracing should it be needed? With the rollout in the Fall 2021 semester, Spring 2022, I plan to upgrade the hardware that will be utilized to minimize the management system's footprint in each of the labs.

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Implementation Timeline: 2021 - 2022
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Identify related course/program outcomes:
Person(s) Responsible (Name and Position): Elise Garcia, 6 Success Coordinators, Educational Support Services
Rationale (With supporting data):
Priority: High
Safety Issue: No
External Mandate: No
Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025
District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.
District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

Action: 2021-2022 Transparency in Student Success Data

As I move forward with Banner reporting to increase the validity and ease of transcribing data, the next natural step seemed to add a layer of transparency to the Student Success Program. Therefore, in 2021-2022, in conjunction with Institutional Research and Development, I would like to work on a plan to share the program data appropriately with the district and community. After collaborating with Institutional Research and Development to bring transparency and data consistent with other programs, we plan to have the Student Success Program added to the Tableau Program Review Dashboard. We will work together to identify the definition of a Student Success Program completer and various metrics that will assist in the Program Review process and reporting to the SEA program constituents

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Implementation Timeline: 2021 - 2022
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Identify related course/program outcomes:
Person(s) Responsible (Name and Position): Elise Garcia. Ryan Berry-Souza
Rationale (With supporting data):

Program Review - Student Success Program

Priority: Medium
Safety Issue: No
External Mandate: No
Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025
District Objective 3.1 - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.
District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.