

Student Services Program Review Link

Department	"Past" SAO(s)	<p align="center">"Revamped" SAO</p> <p><i>Step 1: What are the main services your area provides or what is its mission or purpose?</i></p> <p><i>Step 2: Who is the focus of the services? The end-user?</i></p> <p><i>Step 3: How will they benefit from the service provided?</i></p> <p align="center">(A goal is increase/expand. SAOs are OUTCOMES, which means every student you touch will be able to do X. ALSO satisfaction or process)</p>
Admissions & Records	-SAO 1: Students are satisfied with the services provided by Admissions and Records (2022) -SAO 2: Veteran students who start the certification process at Cañada College are certified to receive the VA Education Benefits by Admissions and Records within 30 days of their applications (NEW) -SAO 3: PSC, Degree Audit staff will provide guidance to grad petitioners on the evaluation process, from the "Approved Pending" to the "Final Evaluation" process (NEW)	-SAO 1:
CalWORKS	CalWORKs Program Survey (SAO) to evaluate current services and identify areas for improvements.	
Career Services	Expand events to include focused fairs such as STEM, ECE job fairs and Hospitality Job Fairs.	
COLTS U Transfer Center		<p><i>Space (both physical and virtual): resources related to transferring and support</i></p> <p><i>SAO#: XX of students know where to go to find transfer and university related resources and support.</i></p> <p><i>Service: Counseling and peer mentoring</i></p> <p><i>SAO #2 XX of students will receive either transfer counseling and/or peer mentoring from the Colts-U Transfer Center.</i></p> <p><i>Programs: Transfer workshops and activities</i></p> <p><i>SAO #3: XX of students will participate in a transfer workshop and/or transfer-related activities.</i></p> <p><i>Partnership: University programs</i></p> <p><i>SAO #4: XX of students will know about the formal university partnership programs available to them.</i></p>
Counseling	The primary goal of the counseling services SAO is to measure students' satisfaction with academic information, support and educational planning through the counseling appointment. To obtain this data, students are surveyed after their counseling appointment, via a survey distributed by the Welcome Center. The purpose of the survey is to assess student satisfaction with their counseling appointment.	<i>At least 90% of students will report satisfaction with academic information, support and educational planning through their counseling appointment. Students who opted for in-person appointments were asked to do a paper/pencil survey, and virtual student appointments were given a link to do the survey online. The Welcome Center managed both survey modalities. The purpose of the survey was to assess student satisfaction with their counseling appointment.</i>
Disability Resource Center	<p><i>Service Area Outcome (2017): DRC students will be able to identify their disability(ies), the</i></p> <p><i>During every intake appointment, students and disability counselors discuss:</i></p> <ul style="list-style-type: none"> <i>· their disabilities and gain a deeper understanding of their disabilities</i> <i>· interactively discuss how their disabilities limit them in their studies</i> <i>· and then collaboratively draft reasonable accommodations that will support students learn</i> <p><i>These goals were assessed by contact notes in each student's file.</i></p>	<ul style="list-style-type: none"> • Reduce wait time to make an appointment: <ul style="list-style-type: none"> o Implement Clockworks by summer so that students can make and manage their own appointments with the DRC team • Reduce wait time to receive accommodation memos: <ul style="list-style-type: none"> o Students will be able to retrieve their own memos 24/7 through the Clockworks platform • Offer disability counseling and Learning Disability testing in Spanish: <ul style="list-style-type: none"> o Hire at least one Spanish speaking disability counselor o Hire a Spanish speaking Learning Disability Specialist • Registered DRC students will become knowledgeable about the technologies that the DRC offers to students: <ul style="list-style-type: none"> o The DRC will host one in-person assistive tech workshop every month
Dream Center	1. Prospective undocumented students will learn about the admissions process at Cañada College after attending a DREAM Center presentation. 2. Students, staff and faculty will be knowledgeable about the Undocumented student and mixed status family experience. 3. Dream Center visitors will report that they are satisfied with Dream Center services.	1. Prospective undocumented students will learn about the admissions process at Cañada College after attending a DREAM Center presentation. 2. Students, staff and faculty will be knowledgeable about the Undocumented student and mixed status family experience. 3. Dream Center visitors will report that they are satisfied with Dream Center services.

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Dual and Concurrent Enrollment	#1: Supporting high school graduation rates by providing students opportunities to enroll in college prep courses. #2: Improve academic preparedness for high school students participating in early college classes	
EOPS, CARE & FYSI	1. End of the semester survey; 2. Exit Survey; 3. Outcomes Comparison Report	
ESO Adelante	In program review 2021: #1Improve transfer preparedness for entering and current Latinx, first-gen and/or low-income students to disproportionately impacted minoritized student population. #2Improve transfer rates of latinx, first-gen and/or low-income and disproportionately impacted minoritized students to SF State, East Bay & San Jose State University.	sunset by end of spring 2023 semester, best practices will be integrated in the Colts-U Transfer Center.
Financial Aid	Prior to 2022, the previous SAOs were: 1) Three Next Steps After Filing FAFSA Pre-Post FAFSA Tuesday Workshop Survey; 2)FAFSA Completion	<p>1) Increase current students' knowledge of how to maintain Satisfactory Academic Progress (SAP) standards as defined by the Financial Aid Office by means of Financial Aid Workshops.</p> <p>2) Increase the proportion of students who complete and submit financial aid applications by in an academic year by 5 percentage points, by academic year 2026-27.</p> <p>3) Students will be able to report their level of satisfaction with the services they receive from the staff of the financial aid office.</p> <p>4) More perspective students will be more knowledgably about financial aid application and file completion process.</p>
Health Center		
International Students		
Outreach	SAO1:High School Seniors participating in PEP Program will complete orientation and counseling requirements in order to successfully enroll in their first semester at Cañada College. SAO2:Prospective Students who attend an application workshop will successfully complete a Cañada College application and will understand the next steps needed to register for classes. SAO3:High School & Community Partners that attend our annual event will receive the relevant information to better inform students about the community college pathway. Outreach SAO #2: Assess & streamline outreach, application,matriculation and registration processes, in order to ensure more applicants, particularly low-income, first generation, and Black, Indigenous, and People of Color (BIPOC) applicants, enroll in at least one course the year they apply. (aligns with EMP Goal 1.1) Outreach SAO #3: Transform where and how we share what Cañada College has to offer by identifying and reaching new audiences that help strengthen our ties to BIPOC communities (particularly those in North Fair Oaks, Belle Haven, and East Palo Alto). (This aligns with EMP Goal 3.2) (Goal)Outreach SAO #4: Create an Outreach Committee that includes Cañada College staff, faculty and partners. This group will meet regularly, in order to create a flow of incoming and outgoing communication. This group will also encourage staff/faculty in supporting/attending outreach events. (Goal)Outreach SAO #5: Create spaces and opportunities for the Student Campus Ambassador Team to be trained, to discuss and provide feedback to our college on what trends and/or challenges they see that affect our community's ability to have access and enroll in our college.	<p>SAO1:High School Seniors participating in PEP Program will complete orientation and counseling requirements in order to successfully enroll in their first semester at Cañada College.</p> <p>SAO2:Prospective Students who attend an application workshop will successfully complete a Cañada College application and will understand the next steps needed to register for classes.</p> <p>SAO3:High School & Community Partners that attend our annual event will receive relevant information to better inform students about the community college pathway.</p>

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Personal Counseling Center	According to the 2019-2020 Program Review, the goal was that "Students will report a satisfaction rate of at least 80% on all major components of PCC service provision." Program assessed through surveys and informal discussions with clients.	<ol style="list-style-type: none"> 1. Reduce wait time for appointment making: <ol style="list-style-type: none"> a) Implement Clockworks by summer so that students can make and manage their own appointments with the DRC team 2) Reduce wait time to receive accommodation memos to 5 minutes (as opposed to 10 days): <ol style="list-style-type: none"> a) Students will be able to retrieve their own memos 24/7 through the Clockworks platform 3. Offer disability counseling and Learning Disability testing in Spanish at least two days a week <ol style="list-style-type: none"> a) Hire at least one Spanish speaking disability counselor b) Hire a Spanish speaking Learning Disability Specialist 4.. Registered DRC students will become knowledgeable about the technologies that the DRC offers to students: <ol style="list-style-type: none"> a) The DRC will host one in-person assistive tech workshop every month
Promise	Collaboration with Umoja Outreach efforts and recruitment for Umoja blocked courses to increase enrollment of our Black and Black identified students	<p>SAO1:Every first-year full time student will meet with a counselor to create a student education plan and identify a major by their first year in order to establish their educational and transfer goal.</p> <p>SAO2:Counselors will use a caseload management approach to a) Increase year to year persistence by 3% b)Increase degree or transfer completion by 5% each academic year</p> <p>SAO3:Students will be categorized by low, medium, and high support levels based on GPA, unit completion, and transfer status to ensure that students receive the appropriate support from their counselors, the program, and campus resources SAO4) Students will attend workshops for personal growth and academic development</p> <p>a) Every first-year student will attend CRER 401: College Success orientation taught by Promise counselors to successfully navigate their first year in college. This will be measured through a survey after the course is completed.</p> <p>b)Both first-year and continuing students will attend workshops or events every semester on topics including transfer knowledge, career/major development, and identity/self-care to learn new skills, create connections and build community with their campus peers. This will be measured through a survey at the completion of every workshop. SAO5: Students who are graduating/transferring/time out of the program will complete an exit survey to measure student satisfaction with programmatic areas of improvement including workshop topics, socials, events c) Identify the most accessible modality and availability of counseling appointments and workshops offered to increase student attendance</p>
Puente		
Resilience Education Program (Project Change)		
SparkPoint	SAO1: Students will be able to identify personal financial goals by utilizing SparkPoint services and resources. SAO2: 70% of students will demonstrate knowledge around financial literacy. SAO3: 80% of SparkPoint clients will report that they are satisfied with SparkPoint services.	SAO1: Students will be able to identify personal financial goals by utilizing SparkPoint services and resources. SAO2: 70% of students will demonstrate knowledge around financial literacy. SAO3: 80% of SparkPoint clients will report that they are satisfied with SparkPoint services.

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<p align="center">Student Life and Leadership Development</p>	<p>-Increase student visitation to the Center for Student Life and Leadership Development</p> <p>-Increase awareness of Student Life resources</p>	<p>Cañada students will be able to name 50% of Student Life's services (do we have the bandwidth for this?!)</p> <p>80% of students who visit Student Life will report that they are satisfied with Student Life's services</p> <p>All Student Senate members and Student Life staff members will be trained in culturally responsive practices.</p> <p>70% of students who visit Student Life will report they feel represented in the visual displays of the center</p>
<p align="center">Transfer Center</p>	<p>SAO1: Centralize transfer information to increase the visibility of the Transfer Center and help students differentiate between available transfer resources SAO2: To ensure that students receive support related to their transfer phase as well as providing more specific information related to their needs SAO3: By gathering accurate data, we plan to make the transfer process more equitable for all students, including underserved and underrepresented students.</p>	
<p align="center">TRIO Student Support Services</p>	<p>SAO 1: TRIO counseling appointments help decide majors SAO 2: TRIO provides comprehensive services that help students gain successful tools and tips SAO 3: TRIO will increase the number of updated SEPs</p>	<p>TRIO-SSS students will persist from the Fall to Spring semesters after meeting with an academic counselor. TRIO-SSS students will gain tools to counter systems of oppression in the educational system through workshops and events.</p>
<p align="center">University Center</p>	<p>In Program Review 2022: #1: Develop and coordinate University Partnerships #2: Support students in transferring to a 4-year University</p>	<p>University Center partnerships centralized in the Colts-U Transfer Center</p>
<p align="center">Veterans</p>	<p>SAO1: Veteran students will be able to access the GI bill benefits SAO2: Veteran students will be able to complete VA certification</p>	<p>SAO1: Veteran students will be able to access the GI bill benefits SAO2: 100% of student veterans will be able to complete VA certification</p>
<p align="center">Welcome Center</p>	<p>Welcome Center Program Survey (SAO) to evaluate current services and identify areas for improvement,</p>	<p>SAO1: 80% of the Students will be able to report a acceptable level of satisfaction with the services they receive from the staff at the welcome center SAO2: 80% of the students will recomend the New Student Orentation</p>