

Program Review Self Study—Administrative Unit

Program (office or unit) title **Office of Student Services**

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Executive Summary

Program Context

1. Mission: How does your program align with the college's mission. If your program has a mission statement, include it here.

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 2014-15 academic year, the focus has been on continuing the development of a cohesive and collaborative team among the student services departments. In addition, there have been increased efforts to improve community relationships – focusing on the Sequoia Union High School District and JobTrain.

3. Community and Labor Needs: Describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.

The office continues to look at community needs to determine how best we can support the instructional area. Through the various special programs, we have worked to expand our engagement efforts.

Looking Back

4. Describe major accomplishments.
 - a. **Establishment of the SparkPoint Center**
 - b. **Development of strong relations with the Sequoia Union High School District**
 - c. **Receipt of a San Francisco Foundation grant to develop an IT Coding intensive course which led to the development of a California Career Pathway Trust grant application with Sequoia Union High School District.**

- d. **Continuation of professional development opportunities for the staff, to include facilitation of the Communities of Practice.**
5. Impact of resource allocations: Describe the impact to-date that each new resource (staff, non-instructional assignment, equipment, facilities, research, funding) has had on your program/unit/office and measures of student success or client satisfaction.

New resources:

Increasing Wendy DeReynaga to full time – assisted the A&R office to be able to have consistent coverage and decreasing dependence on short-term hourly staff

Having equipment funding is VERY beneficial to all of our student services areas

Current State of the Program

6. State of the Program
 - A. Describe the current state of the program (May include strengths and challenges).

Strengths: The student services area has grown over the past three years – in a very positive way. The collaboration among all of the programs was evidenced in the successful COLTS Academy conducted in July 2014 and from that increased joint efforts have occurred. The increase in SSSP funding has been very helpful in that we can increase the staffing to serve our students.

Challenges: We are continuing to work on ways to improve the success of our students. Our hope is that by adding the programming we have over the past year, we will increase success rates.

- B. What changes could be implemented to improve your program?

Continue to improve relationships with the Sequoia Union High School District.

7. Service Area Outcomes (SAO) Assessment:
 - A. Describe your program's SAO assessment plan.
 - B. Summarize the findings of your program's SAO assessments. What are some improvements that have been, or can be, implemented as a result of SAO assessment?

The SAOs and Findings for 2014-15 included:

- a. **Implement the high school recruitment plan to increase the number of students who attend Cañada College: The plan was implemented. Data have been reviewed.**
- b. **Implement the student engagement plan to improve success rates among students. This is a more difficult area to review. We have a number of programs aimed at engagement. One program, the COLTS Academy, did increase engagement with programs, but did not necessarily improve success rates.**

- c. **Improve relations with local feeder high schools.** This activity began in January 2014 with the Menlo-Atherton counselors attending the Focus on Freshmen workshop at Santa Barbara. We were able to improve the connections and then invited several additional individuals from SUHSD to the Los Angeles Focus on Freshmen workshop. This led to improved relationships with the counselors and district staff. We then were able to join the SUHSD on the California Career Pathways Trust grant proposal.
- d. **Develop the Working Families Success Network.** This has been a huge success! We now have a SparkPoint at the college and have begun offering services.

Looking Ahead

8. Strategic goal & action plans: In the table, describe how you will you address identified opportunities for improvement

Action Plan	Timeline	Responsible party	Resources required
1. Continue to work with the high schools on the Focus on Freshmen ideas, to include offering Ten-Year Plan course in the HS freshman year and on Dual Enrollment.	Fall 2015 (pilot) Fall 2016 (all)	VPSS	Counselor Time to work on course Time to work with the HS staff
2. Monitor the success rate of students and review evaluation results of success programs.	On-going	VPSS and Staff	PRIE time for reports
3. Continue to seek funding for SparkPoint through grants.	On-going	VPSS, SparkPoint staff	Time for proposals
4. Expand outreach activities to increase enrollment.	On-going	VPSS, Outreach Staff	Marketing Time Outreach Time
5. Continue to expand the CARES team training for campus.	On-going	VPSS, CARES Team	Staff time Meeting Costs
6. Work with the Communities of Practice to provide Professional Development for staff.	On-going	VPSS	Staff time Meeting Costs

Resource Requests

9. Personnel:

- A. List new or replacement positions you anticipate requesting. Identify the term (fall or spring) and year in which you anticipate submitting the staffing request.
- B. Links to new position requests and applications will be included here

10. Instructional Equipment:

- A. Provide a list of all equipment needed. To be funded, requests must include all the required purchasing information.

Item name	New/Repair /Replacement	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact faculty
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B. Will additional space be needed to accommodate the requested equipment? Will the requested equipment require maintenance agreements and or support personnel? If so what are the projected costs?

11. Information Technology:

A. Provide a list of all software and hardware needed. Include the required purchasing information and/or desired capabilities.

Item name	New/Upgrade	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact faculty

B. Will additional space be needed to accommodate the requested equipment? Will the requested equipment require maintenance agreements and or support personnel? If so what are the projected costs?

12. Facilities: Identify your program’s facility’s needs (custodial services, maintenance, remodeling, or new construction) and provide a brief explanation/justification. Please identify if the needs address ADA, safety, or utility concerns.

13. Professional Development: What professional development is needed to strengthen your program’s offerings? Explain how these activities can contribute to program or college planning success?

14. Research: Identify your program’s specific research needs. Explain how the research will contribute to program or college planning success.

15. Funding: Describe any projects that your program would like to pursue that are currently unfunded or not fully funded. Explain how such a project would contribute to program or college planning success.