2020 Student Services Program Reviews

CAN Program Review (Student Services) - Promise (Fall 2022)

STEP 1: Annual Updates

2020-2021

1. Major Accomplishments & Challenges (500 Word Limit): The Promise Scholars Program at Cañada College provides financial, academic, and personalized student services including dedicated counseling and transportation assistance for first-time college students who enroll at Cañada College full-time to earn a certificate or degree. The program is based on the ASAP model developed by the City University of New York which has doubled graduation rates. Since the first cohort in 2018, the Promise Scholars Program has been expanded to serve up to 500 students annually. Cañada's Promise Scholars Program (PSP) is proud to be a part of adapting and replicating the CUNY ASAP model. The program is proud to celebrate the following accomplishments:

Program Growth: In 2018, we started with a caseload of 330 students and we have grown our program to serve 500 students per year

Completion Rate: Within two years, 15% of students completed their educational goal of earning an Associate degree, Certificate, or Transfer. Of these students, 8%, specifically, earned an Associate degree which is higher than the historical two-year degree completion rate of 6.2%

Persistence Rate: Students enrolled in the Promise Scholars Program (PSP) have begun to demonstrate early successes in both fall-to-spring fall-to-fall persistence across the program. Cañada College's Promise Scholars Program is exceeding full-time comparison persistence rates at 78.1%.

Staffing: Our program is composed of four full- time staff: Directo, Retention Specialist, Program Services Coordinator, Promise Counselor, and two adjunct counselors. We are in the process of hiring a third adjunct counselor by December 2020.

Streamline the onboarding process for our incoming students. Created a student handbook to support students in transiting from High School to College. Students were also required to attend our Welcome Day event where they got introduce to our Program staff and expectations.

Student Engagement: Workshops lead by our team focus on community building & connection, as well as mental health, and academic support.

Fall 2020 was Cañada's first time offering cohort classes to incoming students. Our classes included: Career 137, Communication 110, and Anthropology 110.

2. Proposed Changes: Changes that could be implemented to improve our program include:

 Refresh promotional flyer and program website

Refine our work around career benchmarks, blocked courses and truly packaging them in alignment with our guided pathways work

 Continue to share (with administration, faculty, staff, and students) the success of our program to raise awareness and garner support to increase our cohort numbers

Hire additional counseling staff to improve our caseload ratio of 1:150

Hire and expand our team and include an additional counselor and have caseloads of no more than 150 students per full-time advisor.

Continue to work on our cohort classes with the goal for students to enroll in three blocked courses in their first year. Finalize and mapped out cohort classes and have a condensed sample schedule for all our students.

Create a career benchmarks module with the support of our Career Center.
3. Impact of Resource Allocations Process: Have not received resources, next year will be the first year the Promise Scholars Program will go through program review.
4. SAOs and SLOs: SAOs: Service Area Outcomes

PSP will continue to collect and analyze data from our enrollment reports, student surveys, and counseling and case management reports to determine if we are meeting CUNY ASAPs benchmarks in increasing our persistence rates.

Improve certificate and degree completion for first-time students within 2-3 years.

Provide cohort classes for first-year Promise students to foster a sense of community.

SLOs: Student Learning Outcomes

Students understand all program requirements and expectations. They will comply with the ASAP program policy.

Students will identify a major to inform an educational plan that aligns with their intended career path.

Students will be able to identify transfer course requirements needed to be eligible for admission to a 4- year institution or career field.
5. SAO/SLO Assessment Results and Impact: Not applicable, Therefore, no previous SAO's and SLO's have been identified.
Annual Update Status: Complete

Goal Description: Improve Student Completion

The programs seek to double (or more) graduation rates for participating students in comparison with other FTFS students at the college. Within two years, 15% of students completed their educational goal of earning an Associate degree Certificate or Transfer. Of these students, 8%, specifically, earned an Associate degree which is higher than the historical two-year degree-completion rate of 6.2%
Goal Status: 1 - New (PR)
Relevant Program Review Cycle: 2020-2021
Estimated Start Date: 08/19/2020
Estimated Completion Date: 07/01/2021
Who's Responsible for this Goal?: Mayra Arellano, Director of PSP, and PSP staff
Please select the college goals with which your program goal 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 college strategic initiatives with which your program goal aligns.: Develop Clear Pathways, Improve Student Completion, Partner with 4-Year Colleges and Universities, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Goal Description: Expand Promise Counseling Team

Counseling is a required program component for all ASAP students and currently, our advisor has a caseload not meeting the CUNY ASAP recommendations. We would like to expand our team and include additional ProgramCounselor and have caseloads of no more than 150 students per full-time counselor.
Goal Status: 1 - New (PR)
Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 01/01/2021
Estimated Completion Date: 07/01/2021
Who's Responsible for this Goal?: Mayra Arellano, Director of PSP
Please select the college goals with which your program goal 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 college strategic initiatives with which your program goal aligns.: Develop Clear Pathways, Improve Student Completion, Expand Cohort Bridge Programs, Connect Students with Internships and Mentorships, Implement Guided Pathways, Implement Guided Pathways, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps