

Search Standards By User

Source: APR

Cycle: Administrative Program Review 2016-17

User Name: King, Phillip

Response Types: All Responses Types

1 Executive Summary

0 Executive Summary

Summarize your program's strengths, opportunities, challenges, and action plans.

Response Detail

No Response Information to Display

Narrative

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 student outcomes and to disaggregate this data. In addition, 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.

Suggested Follow Ups

Date	Suggested Follow Up
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No Suggested Follow Ups to Display

2 Program Context

1 Mission

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

Response Detail

No Response Information to Display

Narrative

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.

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2 Program Description

Program description.

Response Detail

No Response Information to Display

Narrative

2. Program Description

During the 2016-17 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/CAI) for all students throughout the District and continuing to develop and strengthen the CARES Team.

Suggested Follow Ups

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No Suggested Follow Ups to Display

3 Community and Labor Needs

Describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.

Response Detail

No Response Information to Display

Narrative

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.

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3 Looking Back

4 Major Accomplishments

Describe major accomplishments.

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No Response Information to Display

Narrative

4. Major Accomplishments

1. Successful establishment of the Puente Program.
2. Continued development of strong relations with the Sequoia Union High School District through the expanded use of high school transcripts for placement into college-level courses and the planning of the new high school in East Palo Alto.
3. Strengthening of the Personal Counseling Center and Disability Resource Center with the hiring of a full-time psychological services counselor and Learning Disability counselor.
4. Strengthened the annual program review feedback process and successfully implemented SPOL.

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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.

Response Detail

No Response Information to Display

Narrative

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 will provide 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.

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4 Current State of the Program

6.A. State of the Program - Observation

Describe the current state of the program (May include strengths and challenges).

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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 (Puente).

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 (Promise Program and Guided Pathways) will be very difficult – we are simply at maximum capacity.

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No Suggested Follow Ups to Display

6.B. State of the Program - Evaluation

What changes could be implemented to improve your program?

Response Detail

No Response Information to Display

Narrative

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 Promise Program and Guided Pathways.

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No Suggested Follow Ups to Display

7.A. SAO Assessment Plan

Describe your program's SAO assessment plan.

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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%

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7.B. SAO Assessment Results and Impact

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?

Response Detail

No Response Information to Display

Narrative

7B. SAO Assessment Results and 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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5 Looking Ahead

8 Program Improvement Initiatives

How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review? What research or training will you need to accomplish these plans? What supplies, equipment, or facilities improvements do you need? Please do not include a written response here. Rather, use the Planning module of SPOL to create your Strategic Action Plans.

Response Detail

No Response Information to Display

Narrative

1. Program Improvement Initiatives

Action Plan **Timeline** **Responsible Party** **Resources Required**

1. Work with CLP, RP Group and sister colleges to expand dual enrollment and implement guided pathways. **Spring 2017**
–Spring 2019 **Executive Team** **Professional Development**
Staff time to work on expansion of dual enrollment and guided pathway options
2. Work with CLP, RP Group and the Counseling Division to ensure the successful implementation of new placement measures
Spring & Fall, 2017 **VPSS** **Funding for assessment instruments, staff time to implement new placement measures**
3. Monitor and provide leadership on the impact of programs on student success and disaggregate the data **On-going** **VPSS**
PRIE reports
4. Continue to strengthen the training and effectiveness of the CARES Team **On-going** **VPSS** **Staff time and costs of training**

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9 Personnel Projections

List the current and near-future new or replacement staff positions that you anticipate requesting. Identify the term or year in which you anticipate submitting the staffing request. If none are anticipated, please write "not applicable". (List only; no justification needed here.)

Response Detail

No Response Information to Display

Narrative

There is no Narrative Entered.

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