

Student Services Program Review 2019/20 UPDATE

Second Year Experience/ADVOC8

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General Information (Student Services Program Review 2019/20 UPDATE)

2019/20 Student Services Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

Name of Lead Writer: Adam Erlenbusch

Liaison: Bridget Herrin

Department Chair: Leroy Johnson

Name of Manager/ Aervice Area Supervisor: Ailene Crakes

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Student Services Program Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018/2019 Goals for Second Year Experience/ADVOC8

Attendance of two campus events with tracking from completed

Students will need to attend two relevant SD Mesa campus events .

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.2, Strategic Goal 4.1, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.3,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

Completion of twelve units for fall and Spring with a GPA of 2.0 or higher

Students will need to complete 12 units during the Fall and Spring semesters with a minimum GPA of 2.0 or higher.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 2.1, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 6.2, Strategic Goal 6.3,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Information Literacy, Professional & Ethical Behavior

Completion or update of comprehensive educational plan

Students will need to update or complete and educational plan with a counselor in the Fall or Spring semester.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 6.2, Strategic Goal 6.3,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Information Literacy, Professional & Ethical Behavior

ACTION PLANS FOR GOALS (REQUIRED)

Actions

2018/2019 Goals for Second Year Experience/ADVOC8

Goal

Goal: Attendance of two campus events with tracking from completed

Students will need to attend two relevant SD Mesa campus events and provide a supervisors signature of completion on their tracking forms.

Action: Attendance of two relevant campus events

Describe the actions needed to achieve this objective:	Attendance and tracking by Supervisor at event acknowledging attendance.
Who will be responsible for overseeing the completion of this objective:	Supervisor or leader of event will sign off on tracking. Tracking from submitted to Adam Erlenbusch, program Coordinator
Provide a timeline for the actions:	Fall requirement
Describe the assessment plan you will use to know if the objective was achieved and effective:	Hard Copy tracking form.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Tracking from and approvable event that is relatable to students pathway.

Goal: Schedule and conduct either one informational interview, job shadowing or internship hours

During the Spring students will need to complete one of the following and have a supervisor's signature of completion on their tracking form:

1. Informational Interview
2. Job shadowing (no specified hours)
3. Internship

Action: Career directed requirement

Describe the actions needed to achieve this objective:	Student will meet with one person in their career pathway, or complete job shadowing or internship hours. Track progress and submit to Program Coordinator.
Who will be responsible for overseeing the completion of this objective:	Adam Erlenbusch, Program Coordinator
Provide a timeline for the actions:	Spring requirement
Describe the assessment plan you will use to know if the objective was achieved and effective:	Tracking form for completed interview or hours in relatable career pathway.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Internship options, Informational Interview Questions, Workshop to help facilitate aspects of these.

Goal: Completion of twelve units for fall and Spring with a GPA of 2.0 or higher

Students will need to complete 12 units during the Fall and Spring semesters with a minimum GPA of 2.0 or higher.

Action: Full-Time attendance

Describe the actions needed to achieve this objective:	Student needs to maintain full-time status throughout duration of program.
Who will be responsible for overseeing the completion of this objective:	Adam Erlenbusch, Program Coordinator Roxann Martinez, Staff
Provide a timeline for the actions:	One Academic year.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Tracking within the middle and end of the year to ensure student is maintaining full-time status.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Excel spreadsheets, access to ISIS screens to track students unit totals after each semester.

Goal: Completion or update of comprehensive educational plan

Students will need to update or complete and educational plan with a counselor in the Fall or Spring semester.

Action: Comprehensive Educational Plan

Describe the actions needed to achieve this objective: Scheduled appointment to complete long range ed plan.

Who will be responsible for overseeing the completion of this objective: Adam Erlenbusch, Program Coordinator
 Roxann Martinez, ADVOC8 Staff

Provide a timeline for the actions: Full Academic Year

Describe the assessment plan you will use to know if the objective was achieved and effective: At the onset of the program, check to see which students have completed a comprehensive ed plan. Those who have not will be scheduled appts or can meet during ADVOC8 time to complete this requirement. ADVOC* Fridays were offered this year to help support students in completion of this requirement.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Computer access to ISIS. Tracking on excel spreadsheets. Email use for notifications to students.

GOAL STATUS REPORT (REQUIRED)

Action Statuses

2018/2019 Goals for Second Year Experience/ADVOC8

Goal

Goal: Attendance of two campus events with tracking from completed

Students will need to attend two relevant SD Mesa campus events and provide a supervisors signature of completion on their tracking forms.

Action: Attendance of two relevant campus events

Describe the actions needed to achieve this objective:	Attendance and tracking by Supervisor at event acknowledging attendance.
Who will be responsible for overseeing the completion of this objective:	Supervisor or leader of event will sign off on tracking. Tracking form submitted to Adam Erlenbusch, program Coordinator
Provide a timeline for the actions:	Fall requirement
Describe the assessment plan you will use to know if the objective was achieved and effective:	Hard Copy tracking form.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Tracking form and approvable event that is relatable to students pathway.

Status for Attendance of two relevant campus events

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Goal: Schedule and conduct either one informational interview, job shadowing or internship hours

During the Spring students will need to complete one of the following and have a supervisors signature of completion on their tracking form:

1. Informational Interview
2. Job shadowing (no specified hours)
3. Internship

Action: Career directed requirement

Describe the actions needed to achieve this objective:	Student will meet with one person in their career pathway, or complete job shadowing or internship hours. Track progress and submit to Program Coordinator.
Who will be responsible for overseeing the completion of this objective:	Adam Erlenbusch, Program Coordinator
Provide a timeline for the actions:	Spring requirement
Describe the assessment plan you will use to know if the objective was achieved and effective:	Tracking from for completed interview or hours in relatable career pathway.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Internship options, Informational Interview Questions, Workshop to help facilitate aspects of these.

Status for Career directed requirement

Current Status:	Not Implemented
If the Current Status was marked Completed, what was the impact of the completed objective on your program:	
If the Current Status was not marked Completed, what are the implications and next steps:	

Goal: Completion of twelve units for fall and Spring with a GPA of 2.0 or higher

Students will need to complete 12 units during the Fall and Spring semesters with a minimum GPA of 2.0 or higher.

Action: Full-Time attendance

Describe the actions needed to achieve this objective:	Student needs to maintain full-time status throughout duration of program.
Who will be responsible for	Adam Erlenbusch, Program Coordinator

overseeing the completion of this objective:	Roxann Martinez, Staff
Provide a timeline for the actions:	One Academic year.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Tracking within the middle and end of the year to ensure student is maintaining full-time status.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Excel spreadsheets, access to ISIS screens to track students unit totals after each semester.

Status for Full-Time attendance

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Goal: Completion or update of comprehensive educational plan

Students will need to update or complete and educational plan with a counselor in the Fall or Spring semester.

Action: Comprehensive Educational Plan

Describe the actions needed to achieve this objective:	Scheduled appointment to complete long range ed plan.
Who will be responsible for overseeing the completion of this objective:	Adam Erlenbusch, Program Coordinator Roxann Martinez, ADVOC8 Staff
Provide a timeline for the actions:	Full Academic Year
Describe the assessment plan you will use to know if	At the onset of the program, check to see which students have completed a comprehensive ed plan. Those who have not will be scheduled appts or can meet

the objective was achieved and effective:

during ADVOC8 time to complete this requirement. ADVOC* Fridays were offered this year to help support students in completion of this requirement.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Computer access to ISIS. Tracking on excel spreadsheets. Email use for notifications to students.

Status for Comprehensive Educational Plan

Current Status:

Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

Students are required to have an active comprehensive educational plan by the end of the first year in Promise.

If the Current Status was not marked Completed, what are the implications and next steps:

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

Form: Student Services Program Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Student Services Program Manager's Review 2019/20 UPDATE

Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Student Services Program Analysis Section** (Form)
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Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: Second Year Experience/ADVOC8

(REQUIRED) Program name

Promise II / ADVOC8

(REQUIRED) Are you on target with your assessment schedule?

SSPO #1: Attendance of one campus events (workshop) in the Fall semester- ON TARGET

SSPO #2: 12 units completed for Fall and Spring with a minimum 2.0 GPA.- ON TARGET

SSPO #3: Completed and or updated comprehensive educational plan.- ON TARGET

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

This will be the first year of implementation for the merger of our second year Promise program and ADVOC8. The Promise is a district initiative and will be looking at outcomes on a district level. I do not know if those will be disaggregated by college. We have found that post workshops students feedback through questionnaires have been very positive. It will be interesting after the first year of implementation, how second year Promise students fared.

(REQUIRED) Based on your assessments, what resource needs have you identified?

Students thus far have responded well to the MBTI, Building Rapport, and Student Success workshops. We have received a good amount of feedback requesting more Career support. We have made it a point to implement a Career Conference in collaboration with Work Based Learning. Student also need continued support with the amount of units they are carrying each semester. The Promise program has implemented an appeal and "success worksheet" to help students identify some of the barriers they are having, work on strategies of resolution and possibly reduce the number of units students are completing (Case by case basis). The goal here is to not create another "at risk" population.

Please provide any other comments.

No answer specified

Form: "2019/20 Program Review Student Services Program Analysis Section"

Created with : Taskstream

Participating Area: Second Year Experience/ADVOC8

Program Name

(REQUIRED) Type your program/ service area name.

Promise II/ ADVOC8

Part A: In this section, please analyze your program/service area in terms of one metric of student success. Start by disaggregating the available data by race, gender, and any other parameters of interest for the metric and answer the following questions.

(REQUIRED) A1. What patterns do you notice with regard to equity at the program level or specific service level by race/ethnicity?

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

No answer specified

(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?

ADVOC8 program (two years this program ran alone) the equity gaps were decreasing.

PROMISE II/ ADVOC8- First year of implementation with merger, so we will begin to look at trends after the 19-20 year.

(REQUIRED) A3. What factors might have influenced these results? What are your most significant findings?

For the ADVOC8 we used an intake/ application form to help support students from disadvantaged backgrounds. We also tried to triage students that were using multiple resources programs. The goal was to target the most "at-risk" and disproportionately impacted students. Throughout the first two years, we noticed a lot of students that sign up for programs are the "resourceful" ones. It made it difficult to access the most "in need" students. We still seemed to meet the needs of students from various backgrounds that were disadvantaged, but we saw they had a lot of other support as well.

The goals with the new PROMISE II/ ADVOC8 program is to access the most at risk population and provide them with opportunity and support towards completion.

(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?

First year of implementation for PROMISE II/ ADOVC8 this question is yet to be determined.

(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution (HSI)?

Promise's first year program is a distirt initiative that serves the HSI population. ADVOC* in it's first two years of implemntation saw a direct and profound success rate for Latin X students. In this first year of implementaion our building rapport workshop was so successful that a Professor from the sTEM program asked if we could provided it for our STEM conexiones program students. I was able to provide part of this workshop and connect with our STEM and HSI Coordinator about future collaborations.

(REQUIRED) A6. Have you identified resource needs?

We have identified need for financial support and possibly more adjuncts. Some of the ideas moving forward will need programming funds to support conferences for students and other resources. We also hope to use adjunct and more planning time to support our collaborative efforts with WBL, STEM, and various others with this sizeable cohort.

(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.

First year of implementation this is to be determined.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

First year of implmentation this is to be determined.