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INCOMPLETE

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Page 1: I. Service Area Overview and Update

Q1 Department(s) Reviewed:

High School and Community Relations (Outreach) Department

Q2 Lead Author and Collaborators:

Jessica Murguia, Kevin Brown, Nicole Jones

Q3 Dean/Manager:

Nicole Jones

Page 2: II. Service Area Reflection and Description

Q4 Provide your service area's mission statement:

To facilitate equitable access, inclusion and student success by providing students and community members with useful information regarding college pathways. As well as informing and connecting them to programs and services while encouraging, guiding, and empowering students to pursue higher education.

Q5 Describe how your service area supports the College's mission:

This mission of the college is to serve a diverse community of students who seek to benefit from the college's wide range of educational programs and services. Outreach supports this mission by informing the community of higher education opportunities, specifically at Cuyamaca College and within GCCCD. Services provided by the department include distribution of information about the college and its programs, visits to schools for college and career nights, peer advising, presentations, and enrollment workshops at local high schools. Tours of the college are also provided.

Q6 Is the service area description in the current college catalog up to date and accurate? **Yes**

Page 3: III. Curriculum Review, Assessment, and Student Success

Q7 Does your service area offer any credit courses? **No**

Page 4: III. Curriculum Review, Assessment, and Student Success

Q8 Access the Five Year Curriculum Review Cycle. Have all of your active course outlines been reviewed within the last five years? **Respondent skipped this question**

Page 5: III. Course Curriculum, Assessment, and Student Success

Q9 Do you have a course Student Learning Outcomes (SLO) assessment plan on file with Student Learning Outcomes & Assessment Committee (SLOAC)? If you have not already done so, you can submit your program's assessment plan to SLO Coordinator, Tania Jabour, at tania.jabour@gccd.edu. **Respondent skipped this question**

Q10 OPTIONAL: You may upload a copy of your SLO assessment plan for SLOAC here. If you have an Excel sheet, please convert to one of the supported files listed below before submission. **Respondent skipped this question**

Q11 Please provide an analysis of your SLO findings and what changes, if any, were made as a result. **Respondent skipped this question**

Q12 What student learning-related successes and challenges have SLO results revealed for your department? Note: If SLO data are not offering useful feedback regarding student learning, and are not currently informing program improvements, please instead discuss the specific steps you plan to take to make learning outcomes and assessments more meaningful. **Respondent skipped this question**

Page 6: III. Course Curriculum, Assessment, and Student Success

Q13 How has the department or discipline's success rate across all courses changed over the past 5 years? **Respondent skipped this question**

Q14 The College has set a 2024 goal of reaching a 77% course success rate (students passing with a grade of A, B, C, or P out of those enrolled at census) for the College as a whole. Consider how your department or discipline will help the College reach its long-term goal of increasing the course success rate to 77%. What is your department or discipline's one year (2020-21) goal for success rate across all courses in the department or discipline?

Respondent skipped this question

Q15 Please describe any equity gaps, in which specific groups (e.g., by gender and ethnicity) have success rates lower than that of the department or discipline overall?

Respondent skipped this question

Q16 What department/discipline (or institutional) factors may be contributing to these lower rates of success for these groups of students?

Respondent skipped this question

Q17 What specific steps will the department or discipline take to address these equity gaps in the 2020/21 academic year?

Respondent skipped this question

Q18 How do these steps inform the long-term department or discipline goals that you are setting in this comprehensive program review?

Respondent skipped this question

Page 7: III. Course Curriculum, Assessment, and Student Success

Q19 Does your service area/program have distance education (online) courses?

Respondent skipped this question

Page 8: III. Course Curriculum, Assessment, and Student Success

Q20 Are there differences in success rates for distance education (online) versus in-person sections?

Respondent skipped this question

Page 9: III. Course Curriculum, Assessment, and Student Success

Q21 If there are differences in success rates for distance education (online) versus in-person classes, what will the program do to address these disparities?

Respondent skipped this question

Q22 What mechanisms are in place to ensure regular and effective contact within online courses across the discipline or department?

Respondent skipped this question

Page 10: IV. Degree and Certificate Programs

Q23 Does your service area offer any degree/certificate programs? **No, and it does not have PLOs**

Page 11: IV. Degree and Certificate Programs

Q24 For each degree and certificate, indicate how many awards were conferred in the past five years? Please upload a summary document. If you have an Excel spreadsheet, please convert to the supported files listed below before submission. **Respondent skipped this question**

Page 12: IV. Degree and Certificate Programs

Q25 Degree/certificate #1: **Respondent skipped this question**

Q26 Degree/certificate #2: **Respondent skipped this question**

Q27 Degree/certificate #3: **Respondent skipped this question**

Q28 Degree/certificate #4: **Respondent skipped this question**

Q29 Do you need to include more degrees and/or certificates? **Respondent skipped this question**

Page 13: IV. Degree and Certificate Programs

Q30 Degree/certificate #5: **Respondent skipped this question**

Q31 Degree/certificate #6: **Respondent skipped this question**

Q32 Degree/certificate #7: **Respondent skipped this question**

Q33 Degree/certificate #8: **Respondent skipped this question**

Q34 Do you need to include more degrees and/or certificates? **Respondent skipped this question**

Page 14: IV. Degree and Certificate Programs

Q35 Degree/certificate #9: Respondent skipped this question

Q36 Degree/certificate #10: Respondent skipped this question

Q37 Degree/certificate #11: Respondent skipped this question

Q38 Degree/certificate #12: Respondent skipped this question

Page 15: IV. Degree and Certificate Programs

Q39 How are these degrees/certificates meeting the needs of students, and/or articulation with four-year institutions? Respondent skipped this question

Q40 Are there any changes planned if the degrees/certificates are not meeting these needs? Respondent skipped this question

Q41 Can students complete the degree/certificate requirements within a two-year period? **requirement of Title 5, California Code of Regulations Respondent skipped this question

Page 16: IV. Degree and Certificate Programs

Q42 How are you currently assessing you PLOs within a 4-year cycle? Respondent skipped this question

Q43 Are the PLOs in the catalog an accurate reflection of the department or discipline's current learning objectives? Respondent skipped this question

Q44 Are the PLOs mapped to the course SLOs? If you require assistance, please contact Madison Harding in the IESE Office at madison.harding@gcccd.edu Respondent skipped this question

Page 17: IV. Degree and Certificate Programs

Q45 Does your service area directly serve students? Yes

Page 18: V. Student Service Area Assessment & Data Analysis

Q46 How does the service area student population differ from the College's overall student population, if at all?

For the majority of the department's activities, we do not have access to this data because we serve the community and prospective students before they apply and before we can retrieve data on them. However, student demographic data was pulled from a survey administered at the beginning of our matriculation workshops (Griffin-Coyote Connection) to get insight on populations represented and served during this activity:

Q47 How does the service area ensure it is addressing the needs of its student population?

Respondent skipped this question

Q48 Service areas are collecting data in many different ways. Please discuss the access, success, and/or other data relevant to your service area.

The Outreach Department provided the following services to the community and campus to help the college progress towards the mission of the college and the four big bets – Acceleration, Guided Student Pathways, Student Validation and Engagement, and Organizational Health:

Overall Event Summary	Students Seen	Applications Received
High School Advising	857	91
Large Scale Campus Tours	715	
Small Scale Campus Tours	20	
HS/Community Presentations	846	
College/ Community Fairs	3223	
On Campus Info Tables	2652	
On Campus Events	65	
Application Workshops	172	172
Counseling Class Tours	15	
Matriculation: App, Orient., Adv.	406	622
Totals	8971	713

Via the Welcome Center (A-104), our department also supported the Arabic speaking and ESL student community with a variety of services, including college applications, financial aid, registration, WebAdvisor/Self-Service support and more. With the department's part-time Community Liaison, Aklas Sheai, the department made a total of 4,553 student contacts (duplicated) in the 2018-19 school year.

In spring 2019, the department hosted its annual matriculation workshops (Griffin-Coyote Connection) out at our feeder high schools (Granite Hills, Monte Vista, Mount Miguel, Steele Canyon, & Valhalla). We had a total of 622 student complete a college application, 499 complete orientation, and 406 complete the Math and English Placement and advising (where they obtained a first-semester education plan). The completion rate for these steps was 65%, which was a decrease from the year prior (77%). There are some reasons why this may have been the case. In 2019, we had significantly less ambassadors on staff than in 2018 (5 versus 8). The ambassadors play a significant role in the completion rate because they are staffed at the high schools and use their scheduled visits as a time to get students caught up on the onboarding process. Additionally, some schools (Valhalla) opted out of hosting all workshops on their site. They wanted to only host the application onsite at Valhalla and then have students come to Cuyamaca College on their own to complete the following steps. This hurt our completion rate for Valhalla – which tends to be one of our larger schools. This was also the first year students were able to complete the Math and English Placement questionnaire via WebAdvisor. In the past, we would collect high school transcripts and provide the placement results during the final workshop, this may have been an incentive to attend all workshops. Lastly, we experienced issues with Cynosure, the online system used for Orientation and Advising and realized the system was not properly collecting accurate completion data. IT was made aware of the issue and we worked through it. Outreach had our own internal data and we believe we were able to retrieve most of it, but we can never know for sure.

Q49 What steps is your service area taking to advance the college's student success and equity goals? **Respondent skipped this question**

Q50 OPTIONAL Upload 1: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Q51 OPTIONAL Upload 2: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Q52 OPTIONAL Upload 3: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Q53 OPTIONAL Upload 4: Please upload any supporting documentation related to this section. Note that you can combine multiple documents into one PDF. **Respondent skipped this question**

Page 19: V. Student Service Area Assessment & Data Analysis

Q54 Does your service area have a SLO/SSO* assessment plan on file with SLOAC?*Student Learning Outcome/Student Services Outcome **Respondent skipped this question**

Page 20: VI. Service Area Assessment and Institutional Effectiveness

Q55 In what way does your service area work across the college to advance the college's student success & equity goals? Please contact the Institutional Effectiveness & Student Equity Office (brianna.hays@gcccd.edu or 619-660-4060) for assistance in collecting data to inform your program review. **Respondent skipped this question**

Q56 Please review any research data and/or reports for your service area and summarize the findings and implications for practice. Please use the "choose file" button below to upload any supporting documentation for this question. **Respondent skipped this question**

Page 21: VI. Service Area Assessment and Institutional Effectiveness

Q57 Please describe your service area strengths. **Respondent skipped this question**

Q58 Please describe your service area challenges. Respondent skipped this question

Q59 Please describe external influences that affect your service area (both positively and negatively). Respondent skipped this question

Q60 Given these factors, what opportunities exist for the service area to advance student success and institutional effectiveness in the next 4 years? Respondent skipped this question

Page 22: VII. Previous Goals: Update (If Applicable)

Q61 Would you like to provide an update for your previous program review goal(s)? Respondent skipped this question

Page 23: VII. Previous Goals: Update (If Applicable)

Q62 Previous Goal 1: Respondent skipped this question

Q63 Which College Strategic Goal does your service area most directly support? Respondent skipped this question

Q64 Please describe how this goal advances the college strategic goal identified above. Respondent skipped this question

Q65 Goal status: Respondent skipped this question

Page 24: VII. Previous Goals: Update (If Applicable)

Q66 Please describe the results or explain the reason for the deletion/completion of the goal: Respondent skipped this question

Q67 Do you have another goal to update? Respondent skipped this question

Page 25: VII. Previous Goals: Update (If Applicable)

Q68 Please describe action steps for the year: Respondent skipped this question

Q69 How will this goal be evaluated? Respondent skipped this question

Q70 Do you have another goal to update? Respondent skipped this question

Page 26: VII. Previous Goals: Update (If Applicable)

Q71 Previous Goal 2: Respondent skipped this question

Q72 Which College Strategic Goal does your service area most directly support? Respondent skipped this question

Q73 Please describe how this goal advances the college strategic goal identified above. Respondent skipped this question

Q74 Goal status: Respondent skipped this question

Page 27: VII. Previous Goals: Update (If Applicable)

Q75 Please describe the results or explain the reason for the deletion/completion of the goal: Respondent skipped this question

Q76 Do you have another goal to update? Respondent skipped this question

Page 28: VII. Previous Goals: Update (If Applicable)

Q77 Please describe action steps for the year: Respondent skipped this question

Q78 How will this goal be evaluated? Respondent skipped this question

Q79 Do you have another goal to update? Respondent skipped this question

Page 29: VII. Previous Goals: Update (If Applicable)

Q80 Previous Goal 3: Respondent skipped this question

Q81 Which College Strategic Goal does your service area most directly support? Respondent skipped this question

Q82 Please describe how this goal advances the college strategic goal identified above. Respondent skipped this question

Q83 Goal status: Respondent skipped this question

Page 30: VII. Previous Goals: Update (If Applicable)

Q84 Please describe the results or explain the reason for the deletion/completion of the goal: Respondent skipped this question

Q85 Do you have another goal to update? Respondent skipped this question

Page 31: VII. Previous Goals: Update (If Applicable)

Q86 Please describe action steps for the year: Respondent skipped this question

Q87 How will this goal be evaluated? Respondent skipped this question

Q88 Do you have another goal to update? Respondent skipped this question

Page 32: VII. Previous Goals: Update (If Applicable)

Q89 Previous Goal 4: Respondent skipped this question

Q90 Which College Strategic Goal does your service area most directly support? Respondent skipped this question

Q91 Please describe how this goal advances the college strategic goal identified above. Respondent skipped this question

Q92 Goal status: Respondent skipped this question

Page 33: VII. Previous Goals: Update (If Applicable)

Q93 Please describe the results or explain the reason for the deletion/completion of the goal: Respondent skipped this question

Page 34: VII. Previous Goals: Update (If Applicable)

Q94 Please describe action steps for the year: Respondent skipped this question

Q95 How will this goal be evaluated? Respondent skipped this question

Page 35: VIII. New Goals

Q96 Would you like to propose any new goal(s)? **Respondent skipped this question**

Page 36: VIII. New Goals

Q97 New Goal 1: **Respondent skipped this question**

Q98 Which College Strategic Goal does this service area goal most directly support? **Respondent skipped this question**

Q99 Please describe how this goal advances the college strategic goal identified above: **Respondent skipped this question**

Q100 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: **Respondent skipped this question**

Q101 Action steps for this year: **Respondent skipped this question**

Q102 How will this goal be evaluated? **Respondent skipped this question**

Q103 Do you have another new goal? **Respondent skipped this question**

Page 37: VIII. New Goals

Q104 New Goal 2: **Respondent skipped this question**

Q105 Which College Strategic Goal does this service area goal most directly support? **Respondent skipped this question**

Q106 Please describe how this goal advances the college strategic goal identified above: **Respondent skipped this question**

Q107 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: **Respondent skipped this question**

Q108 Action steps for this year: **Respondent skipped this question**

Q109 How will this goal be evaluated? **Respondent skipped this question**

Q110 Do you have another new goal? Respondent skipped this question

Page 38: VIII. New Goals

Q111 New Goal 3: Respondent skipped this question

Q112 Which College Strategic Goal does this service area goal most directly support? Respondent skipped this question

Q113 Please describe how this goal advances the college strategic goal identified above: Respondent skipped this question

Q114 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: Respondent skipped this question

Q115 Action steps for this year: Respondent skipped this question

Q116 How will this goal be evaluated? Respondent skipped this question

Q117 Do you have another new goal? Respondent skipped this question

Page 39: VIII. New Goals

Q118 New Goal 4: Respondent skipped this question

Q119 Which College Strategic Goal does this service area goal most directly support? Respondent skipped this question

Q120 Please describe how this goal advances the college strategic goal identified above: Respondent skipped this question

Q121 Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data: Respondent skipped this question

Q122 Action steps for this year: Respondent skipped this question

Q123 How will this goal be evaluated? Respondent skipped this question

Page 40: IX. Executive Summary

Q124 One-page summary: Respondent skipped this question

Q125 OPTIONAL: Select the "choose file" button if you wish to upload your one-page summary rather than utilizing the text box above. Respondent skipped this question

Q126 OPTIONAL: Please upload any additional documentation for your program review using the "Choose File" button below. Respondent skipped this question

Page 41: X. Resources Needed to Fully Achieve Goal(s)

Q127 Is the program requesting resources this year to achieve your service area goal(s)? (Faculty Resource Needs, Classified Staff Resource Needs, Technology Resource Needs, Supplies, Equipment & Other Resource Needs, Facilities Resource Needs) Respondent skipped this question

Page 42: XI. Faculty Resource Needs

Q128 Are you requesting one or more faculty positions to achieve this goal(s)? Respondent skipped this question

Page 44: XIII. Classified Staff Resource Needs

Q129 Are you requesting one or more classified positions to achieve your service area's goal(s)? Respondent skipped this question

Page 46: XV. Technology Resource Needs

Q130 Are you requesting technology resources to achieve your service area's goal(s)? Respondent skipped this question

Page 48: XVII. Supplies, Equipment, & Other Resource Needs

Q131 Are you requesting supplies and/or equipment resources to achieve your service area's goal(s)? Respondent skipped this question

Page 50: XIX. Facilities Resource Needs

Q132 Are you requesting facilities resources to achieve your service area's goal(s)?

Respondent skipped this question

Page 52: Final Check

Q133 If you would like to go back and review parts of your program review, select a section and click "Next."

Respondent skipped this question
