#13

COMPLETE

Collector:	Email Invitation 1 (Email)
Started:	Friday, February 05, 2021 3:46:01 PM
Last Modified:	Monday, February 08, 2021 9:59:44 AM
Time Spent:	Over a day
First Name:	Jessica
Last Name:	Murguia
Email:	jessica.murguia@gcccd.edu
Custom Data:	Outreach
IP Address:	68.111.150.12

Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

High School & Community Relations (Outreach) Department

Q2

1.2 Lead Author:

Jessica Murguia

Q3

I.3 Collaborator(s) - List any person that participated in the preparation of this report:

Kevin Brown, Student Services Specialist

Q4

I.4 Dean/Manager:

Nicole Jones

Q5

I.5. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2020 program reviews on the program review webpage.

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
High School Advising	306
Large Scale Campus Tours	180
Small Scale Campus Tours	101
High School & Community Presentations	1420
College/ Community Fairs	2026
On Campus Info Tables	1976
On Campus Events	25
Back-to-School Nights	242
Application Workshops	50
Counseling Class Campus Tours	74
Griffin-Coyote Connection: App, Orien., Adv.	533
Welcome Center and other Online Activities	1387
Totals	8320

On Monday, August 12, 2019 approximately 150 incoming, first-year students and their families took part in the fourth annual Student Success Day. The event kicked off with a welcome from the Vice Presidents from Student Services and Instruction. Students were then separated into groups based on their assigned Academic and Career Pathway (ACP) and participated in faculty/counselor led orientations. This was an opportunity for students to be introduced to their ACP, specific major, and future career opportunities. While students were in these orientations, parents and families were invited to participate in their very own orientation, to learn more about available resources and supporting their students' transition. Student Services, Athletics and student involvement opportunities were showcased during a tabling activity during the event. This family friendly event included free treats from taco and snow-cone food trucks, and lively music. . Per data gathered through surveys, 96% of student participants indicated that they felt part of the Cuyamaca College community and 100% of parent participants indicated that they have a better understanding of campus resources and support services available to students after participating in Student Success Day.

In spring 2020, the department hosted the Grossmont-Cuyamaca Partnership Symposium (formerly known as the Counselor Breakfast), where our local high school staff and community partners were invited to come learn about special programs for disproportionally impacted students and important college updates. We had approximately 50 attendees. Based on survey results collected from 14 attendees, 100% of respondents indicated they were satisfied with the overall event. We also hosted our annual matriculation workshops (Griffin-Coyote Connection) with our feeder high schools (Granite Hills, Monte Vista, Mount Miguel, Steele Canyon, & Valhalla), mostly via Zoom. We had a total of 533 student complete a college application, 430 complete orientation, and 303 complete the Math and English Placement and advising (where they obtained a first-semester education plan). The completion rate for these steps was 57%, which was a decrease from the year prior. We saw a decrease in most of our spring activities compared to the previous year – such as matriculation, advising, campus tours, college and community fairs, which all occur face-to-face. However, we increased the number of students we presented to during our high school and community presentations, from 846 to 1420 (Presentations are typically a fall activity).

Outreach hosted Cuyamaca College Priority Week, where questions related to onboarding (application, orientation, and advising/ed planning) were answered via drop in sessions on Zoom. This was a collaboration with Counseling and Admissions. This took place May 26-28 (in time for the fall 2020 priority registration deadline, which was June 11). Marketing was sent to GUHSD and emailed out to all CC summer and fall applicants.

Outreach also serves as a Welcome Center. We have continued to "see" and answer student questions via SARS in the virtual environment. (The department's Community Liaison, Aklas Sheai, serves a large ESL population). According to data collected in SARs, our Welcome Center saw a total of 1179 contacts (unduplicated) in person and online, 945 of which were ESL students and met with the Community Liaison.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success, and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area.

Service utilization data from our department and SARS was listed in my summary above.

Previously, our department was assessing SLOs that we realize no longer correspond with our department's activities or focus. For example, we asked questions related to onboarding but as these steps became complex and ever-changing (orientation, assessment/placement, advising, financial aid, etc), we recognize this is a lot for a student to retain after one encounter with us. Thus, we included sense of belonging questions to our tour and presentation surveys. After a campus tour, 83% of students indicated the felt welcomed on campus. After a classroom/community presentation, 73% of students indicated they felt like they can connect with employees at Cuyamaca College.

Q7

II.2. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

The department's goal in the upcoming year is to find new and innovative ways to connect with students in this new virtual environment. I believe this will help to improve equitable access and outcomes for students as this is the new reality and helps to reach students who may have difficulty making it to campus otherwise. Even though we are not able to meet face to face with our students, connection is still so important. Furthermore, my second goal is to work with SLO Coordinator, Tania Jabour to come up with intentional SLOs/SAOs and an assessment plan to be able to see how and if the new events/activities are helping students. Also, a focus is to collect data from our ESL population so that we are engaging and responding to that population in a way that best fits their needs.

Q8

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Q9

OPTIONAL UPLOAD 2: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Q10

OPTIONAL UPLOAD 3: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Q11

OPTIONAL UPLOAD 4: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Respondent skipped this question

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q12

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

No, Please describe the department's plan to update them: I started working with Tania prior to my maternity leave and will continue to do so now that I have returned to update the department's SLOs and SAOs to align with Outreach's major priorities.

Q13

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

No, Please describe your plan: As mentioned above, the department will work with the SLO Coordinator.

Q14

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

Respondent skipped this question

Q15

OPTIONAL: Please use the Upload button below to attach any additional documentation you would like to include.

Respondent skipped this question

Page 4: III. Previous Goals: Update

Q16

Goal 1:

Respondent skipped this question

Q17

Goal Status

Deleted

Page 5: III. Previous Goals: Update continued

Q18

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q19

Do you have another goal to update?

No

Page 6: III. Previous Goals: Update continued

Q20

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q21

Do you have another goal to update?

Respondent skipped this question

Page 7: III. Previous Goals: Update continued

Q22

Goal 2:

Respondent skipped this question

Q23

Goal Status

Respondent skipped this question

Page 8: III. Previous Goals: Update continued

Q24

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q25

Do you have another goal to update?

Respondent skipped this question

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q27

Do you have another goal to update?

Respondent skipped this question

Page 10: III. Previous Goals: Update continued

Q28

Goal 3:

Respondent skipped this question

Q29

Goal Status

Respondent skipped this question

Page 11: III. Previous Goals: Update continued

Q30

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q31

Do you have another goal to update?

Respondent skipped this question

Page 12: III. Previous Goals: Update continued

Q32

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Q33

Do you have another goal to update?

Respondent skipped this question

Page 13: III. Previous Goals: Update continued

Q34

Goal 4:

Respondent skipped this question

Q35

Goal Status

Respondent skipped this question

Page 14: III. Previous Goals: Update continued

Q36

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Page 15: III. Previous Goals: Update continued

Q37

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Page 16: IV. New Goals

Q38

Would you like to propose any new goal(s)?

Yes

Page 17: IV. New Goals continued

Q39

New Goal 1:

Find new and innovative ways to connect with students in this virtual environment.

Q40

Which College Strategic Goal does this department goal most directly support? (Check only one)

Student Validation and Engagement

Q41

Please describe how this goal advances the college strategic goal identified above.

By connecting and engaging with students, we are showing them we care about their success at Cuyamaca College. It is our hope that this will also help with student access and enrollment efforts.

Q42

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

This goal was mostly informed by the pandemic.

Q43

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q44

How will this goal be evaluated?

Respondent skipped this question

Q45

Do you have another new goal?

Yes

Page 18: IV. New Goals continued

Q46

New Goal 2:

Collect data from our ESL population so that we are engaging and responding to that population in a way that best fits their needs.

Q47

Which College Strategic Goal does this department goal most directly support? (Check only one)

Student Validation and Engagement

Q48

Please describe how this goal advances the college strategic goal identified above.

Our ESL population is often a group who is overlooked. It is our department's goal to collect data that best illustrates their perspective, sense of belonging and needs. Data is what influences discussion and change, when needed, so this is a high priority for us.

Q49

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

This goal was informed anecdotally, by observing students as they seek assistance from our department.

Q50

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q51

How will this goal be evaluated?

Respondent skipped this question

Q52

Do you have another new goal?

No

Page 19: IV. New Goals continued

Q53

New Goal 3:

Respondent skipped this question

Q54

Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q55

Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q56

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Respondent skipped this question

Q57

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q58

How will this goal be evaluated?

Respondent skipped this question

Q59

Do you have another new goal?

Respondent skipped this question

Page 20: IV. New Goals continued

Q60

New Goal 4:

Respondent skipped this question

Q61

Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q62

Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q63

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Respondent skipped this question

Q64

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q65

How will this goal be evaluated?

Respondent skipped this question

Page 21: V. Resources Needed to Achieve Goal(s)

Q66

What resources is your program requesting this year to achieve the program's goal(s)?

My program is currently not requesting any resources at this time

---

Page 23: Final Check

Q67

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."

I am ready to submit my program review