

#4

COMPLETE

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First Name: Amaliya
Last Name: Blyumin
Email: Amaliya.Blyumin@gcccd.edu
Custom Data: Transfer Center
IP Address: 23.126.152.141

Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Transfer Center (TC)

Q2

1.2 Lead Author:

Amaliya Blyumin, Transfer Center Coordinator

Q3

I.3 Collaborator(s):

Michelle Montano, TC part-time faculty

Q4

Dean/Manager(s):

Nicole Jones, Dean of Counseling Services

Q5

I.4. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the Spring 2021 program reviews on the program review webpage.

TC Coordinator has continued to connect with various departments to strengthen the partnership between Transfer Center and Instructional Faculty during staff development weeks. To address equity gaps the Transfer Center Equity Council was created. Members include Karla Gutierrez- World Languages Department Chair/Spanish faculty ILAT Co-chair; Marissa Salazar - Arts, Humanities, and Social Sciences faculty
Miriam Simpson - Student Success & Equity Coordinator; Brianna Hays - Senior Dean, Institutional Effectiveness, Success, and Equity; Jesus Miranda - Dean of Student Success & Equity, and Transfer Center Coordinator.

The TC offered all of the services virtually and because of that, TC has got its own location on SARS. It became easier to track students served by TC and to plan ahead. Also, it is easier for students to schedule appointments/ask quick questions using TC email or TC e-advising.

GCCCD moved to the new website and TC Coordinator has been constantly updating it to keep the information current. The TC website was revamped and more useful links were added, especially University Visits link that allows students to meet with various university reps virtually. The communication between TC and students have been more mainstreamed.

Annual fall and spring Transfer Fairs and the Annual Transfer Achievement Celebration were offered virtually.

Due to services offered remotely, there was one student hourly supporting students/staff during 2020-2021 academic year. Furthermore, CSU and UC systems extended their application deadlines allowing more students to apply.

There are new partnerships with National University, that offers Bachelor of Public Administration – Waterworks Management Pathway, which caters to students from Center for Water Studies. Also, National University have has partnered with Cuyamaca College and the Health Sciences High and Middle College to develop a teacher pathway. This pathway is open to all Cuyamaca students. PLNU added one more emphasis to their completion programs at Cuyamaca College, Business Admiration, this gives more transfer opportunity to our students.

The Transfer Center continued working with the SLO coordinator and with the Institutional Effectiveness, Success, and Equity office to reflect on the new path that the Transfer Center Department is embarking on that includes services focusing on guided student pathways with an equity lens.

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. Please include information on the implications for practice (e.g., on how your service area used the data for improvement).

Using SARS, the following data was compiled and shows that the following groups are slightly under-represented.

- Male students (39% of students who received TC counseling in 2020-2021 were male, while 41% of our student population that year was male)
- Black students (3% of students who received TC counseling were Black, compared to 6% of our student population)
- Latino students (30% of students who received TC counseling were Latino, compared to 35% of our student population)
- Students under 20 years old (8% of students who received TC counseling were <20 years old, compared to 22% of our student population)
- Students 25+ years old (34% of students who received TC counseling were 25+ years old, compared to 43% of our student population)
- Veteran students (1% of students who received TC counseling were veterans, compared to 3% of our student population)

Also, TC used a new survey called Transfer Center Needs Assessment survey to assess one of the TC Goals: Identify the barriers to transfer for students of color. This survey was emailed to students in the following programs: UMOJA, DSPS, EOPS, and Pathways. Ninety four students participated, please see the attachment to view the results.

Q7

II.2. What did your service area learn from the transition to remote operations over the past year? How can this be used to improve the student experience in the future?

TC was able to provide counseling services during various times in a week due to remote operations. There was more flexibility for students to get help from a Transfer Counselor. More students were served.

Q8

II.3. 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 goal is to continue to work with TCEC and create innovative ways on how to improve the equity gaps.

Q9

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

Transfer Center Counseling Student Demographics - 2020-2021.pdf (84KB)

Q10

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

TransferCenterSurvey2021.pdf (117.4KB)

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

Q11

Yes

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

Q12

Yes

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

Q13

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?

SAOs are:

1. Increase the number of students served by TC Counselor by 2% each year.

In 2019-2020 TC served 1244 students and in 2020-2021 TC served 1560, this is an increase of 25%, this does not include over 2000 email contacts made and over 100 phone calls. This major increase might be to the fact that students were served 100% virtually and TC Counselors were offering more flexibility when it comes to the appointments and workshops.

2. Create a new partnership and maintain it with one department/discipline outside of student services division each year.

TC made a new partnership with a STEM grant. Trained STEM Counselors on CSU and UC Workshops, worked with STEM Program Specialist to pass along information to STEM students from various universities.

SLO is

1. Students who will attend CSU or UC Application Reviews will acquire knowledge regarding SDSU Supplemental Application or UC Transfer Academic Update (TAU).

Based on the survey, most students were clear on the next steps, however, since it was a new survey, some students use it as a space to ask questions. TC will do a better job next year to make sure that students understand clearly the intention of the survey,

Page 4: III. Previous Goals: Update

Q14

1. Previous Goal 1:

Implement smooth and efficient day-to-day operations by streamlining Transfer Center operations in order to increase the number of students receiving transfer-related services.

Q15

Organizational Health

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

Q16

In Progress - will carry this goal forward into next year

3. Goal Status

Page 5: III. Previous Goals: Update continued

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q19

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).

1. Hire a 1.0 Student Services Specialist assigned to the Transfer Center
 2. Work with administration to allocate sufficient funds to the Center on permanent basis.
 3. Increase the number of students served by TC Counselor by 5%.
 4. Work with administration to allocate additional funds from other sources to cover the costs of the annual events like Transfer Fairs, Transfer Achievement Celebration, Transfer Center Advisory Board meetings.
-

Q20

Yes

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q21

1. Previous Goal 2:

Create partnerships with instructional areas, local high schools, and transfer institutions to improve students' transfer experience.

Q22

Guided Student Pathways

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

Q23

In Progress - will carry this goal forward into next year

3. Goal Status

Page 8: III. Previous Goals: Update continued

Q24

Respondent skipped this question

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

Q25

Respondent skipped this question

Do you have another goal to update?

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).

1. Create a new partnership and maintain it with one department/discipline outside of student services division each year.
 2. Invite high school counselors from local high schools to the Transfer Advisory Board meeting to build new partnerships.
 3. Advocate to build new partnerships with private universities for degree completion programs at Cuyamaca College.
-

Q27

Yes

Do you have another goal to update?

Page 10: III. Previous Goals: Update continued

Q28

1. Previous Goal 3:

Identify the barriers to transfer for students of color.

Q29

Student Validation and Engagement

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

Q30

In Progress-will carry this goal forward into next year

3. Goal Status

Page 11: III. Previous Goals: Update continued

Q31

Respondent skipped this question

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

Q32

Respondent skipped this question

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q33

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).

1. Work with the Institutional Effectiveness and Student Equity Office to pilot student survey with special programs such as Pathways Academy and UMOJA to learn about student's experience about transfer.
 2. Based on the finding of the survey, formulate recommendations.
-

Q34

No

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q35

Respondent skipped this question

1. Previous Goal 4:

Q36

Respondent skipped this question

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

Q37

Respondent skipped this question

3. Goal Status

Page 14: III. Previous Goals: Update continued

Q38

Respondent skipped this question

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

Page 15: III. Previous Goals: Update continued

Q39

Respondent skipped this question

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).

Page 16: IV. New Goals

Q40

No

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

Page 17: IV. New Goals continued

Q41

Respondent skipped this question

1. New Goal 1:

Q42

Respondent skipped this question

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

Q43

Respondent skipped this question

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

Q44

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q45

Respondent skipped this question

5. 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).

Q46

Respondent skipped this question

6. How will this goal be evaluated?

Q47

Respondent skipped this question

Do you have another new goal?

Page 18: IV. New Goals continued

Q48

Respondent skipped this question

1. New Goal 2:

Q49

Respondent skipped this question

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

Q50

Respondent skipped this question

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

Q51

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q52

Respondent skipped this question

5. 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).

Q53

Respondent skipped this question

6. How will this goal be evaluated?

Q54

Respondent skipped this question

Do you have another new goal?

Page 19: IV. New Goals continued

Q55

Respondent skipped this question

1. New Goal 3:

Q56

Respondent skipped this question

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

Q57

Respondent skipped this question

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

Q58

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q59

Respondent skipped this question

5. 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).

Q60

Respondent skipped this question

6. How will this goal be evaluated?

Q61

Respondent skipped this question

Do you have another new goal?

Page 20: IV. New Goals continued

Q62

Respondent skipped this question

1. New Goal 4:

Q63

Respondent skipped this question

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

Q64

Respondent skipped this question

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

Q65

Respondent skipped this question

4. Please indicate how this goal was informed by SLO assessment results, PLO assessment results, student achievement data, or other data:

Q66

Respondent skipped this question

5. 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).

Q67

Respondent skipped this question

6. How will this goal be evaluated?

Page 21: Resources Needed to Achieve Goal(s)

Q68

**Classified Resource Needs,
Technology Resource Needs**

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

Page 23: Final Check

Q69

I am ready to submit my program review

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