#10

INCOMPLETE

Collector:	Email Invitation 1 (Email)
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Time Spent:	Over a week
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Page 1: I. Service Area Overview and Update

Q1

1. Department(s) Reviewed:

High School & Community Relations (Outreach) Department

Q2

2. Lead Author:

Jessica Murguia

Q3

3. Collaborator(s):

Kevin Brown
Aklas Sheai

Q4

4. Dean/Manager(s):

Agustin Orozco

Q5

5. Initial Collaboration Date with Dean/Manager:

Date your program met with your dean to discuss your vision, goals, and resource needs/requests: MM/DD/YYYY **12/14/2022**

Q6

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

Respondent skipped this question

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

Q7

7. 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. How did your service area use the data to improve?

The Outreach Department provided the following services to the community and campus:

Large Scale Campus Tours = 229
Small Scale Campus Tours = 18
High School & Community Presentations = 1300
College/ Community Fairs = 469
On Campus Info Tables = 286
On Campus Events = 330
Onboarding Workshops/Griffin-Coyote Connection: App, Orien., Adv. = 402
Welcome Center and other Online Activities = 3298
Totals = 6,332 student contacts made

After our staff members conduct Informational Presentations to prospective students and/or community members, we administered a survey via Google. 260 students completed the survey. 92% of students reported that it was either an awesome or great presentation. 77% of respondents shared they feel prepared or pretty prepared about going to college now that they have had a presentation from our department. 73% of respondents reported that they strongly agree or somewhat agree to feeling like they can connect with employees from the college. Some of the comments included: "I loved how interactive they were!" and "They gave good advice."

Via our Welcome Center (A-104), the Outreach Department helps to supports the college's general population as well as the Middle Eastern and ESL student community with a variety of services including college applications, translation, interpretation, registration, WebAdvisor/Self-Service support, Student Services documentation support and more. In 2021-22, the Center made 3,298 student contacts, of which 2,392 contacts were seen by the department's part-time Nance employee, Aklas Sheai. Aklas' role is an interpreter, and she assists our Middle Eastern community with applying, registering and maintaining enrollment in the college.

In spring 2022, the department hosted its annual onboarding workshops (Griffin-Coyote Connection) at our feeder high schools, which include Granite Hills, Monte Vista, Mount Miguel, Steele Canyon and Valhalla). A total of 402 students completed an application, 295 students completed the online orientation, and 240 students completed the entire onboarding process by also completing their English and Math Placement and Advising. This was a 60% completion rate. Although the participation numbers and completion rates are not where they were prepandemic, we did see an increase in students participating in these workshops in 2022 versus 2021. In 2021, we were completely remote, and all workshops were offered online. At that time 229 students attended our application workshop, and 127 students completed the entire virtual onboarding process, for a competition rate of 55%. In 2022, our department was able to offer in-person workshops for the application and orientation (keeping the advising workshop with a Counselor, remote).

Q8

8. What did your service area learn from the transition to remote and then to hybrid (partially online/virtual and partially on campus) operations over the past few years?

In our experience in outreach, student participation and our chance to connect increases when we are present and available in person. The transition to fully remote was difficult for the work that we do as outreach is truly being out in the community and making those connections. However, through that experience, our team was able to try new techniques and ways of connecting with students - we offered virtual zoom sessions to help students apply and register. Additionally, our focus also shifted from outreach to inreach. We created and staffed a Virtual Help Desk, in which any student could join and ask questions related to the college and/or classes. Our Welcome Center also maintained our services and appointments virtually through Zoom.

Q9

9. How will what you learned from this transition continue to help your department improve the student experience and/or improve service area operations?

The most important lesson for the department is adaptability to help support our community and students. Our team maintained our services regardless of what modality we were in. Additionally, the transition also allowed us to think outside of the box and offer services remotely / via Zoom.

Q10

10. What are your plans to improve equitable student access to services, operations, and/or outcomes (enrollment, matriculation, retention, persistence, graduation, etc.) in the coming year?

Now that we have returned to campus, reengage with the community and increase community outreach. It is also a department goal to increase our connections with community organizations. Additionally, to increase equitable student awareness and access, new projected outcomes for Outreach include increasing the availability of translation/interpretation services to facilitate successful onboarding, this includes updating our marketing material in various languages and offering workshops in other languages. I also submitted a proposal to use HEERF funds to hire part-time positions in the department (Community Liaisons) to help with community outreach in response to declining enrollment and a need to focus on enrollment of our DI population. Outreach was approved three community liaison positions to focus on connecting with the following DI communities: LatinX, African American/Black students and also, adult student populations. The goal is to meet students where they are at to provide college information and onboarding services, while providing a sense of community and familiarity. This was approved in 21-22 and we were able to hire 3 Community Liaisons in 22-23, who are currently engaging in this work. The hope is that within time, we will cultivate trusting partnerships within the community and create equitable pathways to enrollment for students.

Q11

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

ReasonCodeSummaryReport%20-%20All.PDF (15KB)

Q12

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

GC%20Connection%20_%20Enrollment%20Workshop%20Flyers.pdf (1.3MB)

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

Q13

11. Has your department updated its Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) since 2020?

Yes

Q14

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

Yes

Q15

If yes, please upload:

Respondent skipped this question

Q16

13. Which SLOs/SAOs will you assess this academic year?

1. Increase the availability of translation/interpretation services to facilitate successful onboarding, as well as promote student validation and engagement.

2. Expand community outreach services into previously underserved populations and areas, including underrepresented geographical regions, and groups such as nonprofits, government organizations, and adult education programs.

Q17

14. What are you learning as you engage in SLOs/SAOs assessment in your department?

It's a process - I am learning the importance of reflection and how to better plan for upcoming year(s) and changes in enrollment.

Page 4: III. Previous Goals: Update

Q18

1. Previous Goal 1:

Increasing community outreach.

Q19

3. Goal Status

In Progress - will carry this goal forward into next year

Page 5: III. Previous Goals: Update continued

Q20

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

Respondent skipped this question

Q21

Do you have another goal to update?

Respondent skipped this question

Page 6: III. Previous Goals: Update continued

Q22

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

Increase equitable access (enrollment)

Q23

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).

Hire Community Liaisons as part of a pilot program to focus on DI and other unique student / community populations.

Create Database of community organizations to connect with and update as connections are made.

Increase community presence, in uncharted territories.

Increase the availability of translation/interpretation services to facilitate successful onboarding, as well as promote student validation and engagement.

Q24

What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Q25

Do you have another goal to update?

Yes

Page 7: III. Previous Goals: Update continued

Q26

Previous Goal 2:

Increase connections with community organizations. Premise is to connect with the adult learner population.

Q27

Goal Status

In Progress - will carry this goal forward into next year

Page 8: III. Previous Goals: Update continued

Q28

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

Respondent skipped this question

Q29

Do you have another goal to update?

Respondent skipped this question

Page 9: III. Previous Goals: Update continued

Q30

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

Increase equitable access (enrollment)

Q31

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).

Research / Compile list and information on community organizations that Outreach would like to connect with.

Create bilateral partnerships. Get in direct contact with community organizations and entities to learn and understand their missions and goals and how Cuyamaca can be involved in that work.

Attend activities, events, meetings, etc. to help build community awareness of the college and in the long run, hopefully trust of our institution, while demystifying myths of community college.

Q32

What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Q33

Do you have another goal to update?

No

Page 10: III. Previous Goals: Update continued

Q34

Previous Goal 3:

Respondent skipped this question

Q35

Goal Status

Respondent skipped this question

Page 11: III. Previous Goals: Update continued

Q36

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

Respondent skipped this question

Q37

Do you have another goal to update?

Respondent skipped this question

Page 12: III. Previous Goals: Update continued

Q38

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

Respondent skipped this question

Q39

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

Q40

What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Q41

Do you have another goal to update?

Respondent skipped this question

Page 13: III. Previous Goals: Update continued

Q42

Previous Goal 4:

Respondent skipped this question

Q43

Goal Status

Respondent skipped this question

Page 14: III. Previous Goals: Update continued

Q44

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

Q45

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

Respondent skipped this question

Q46

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

Q47

What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Page 16: IV. New Goals

Q48

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

No

Page 17: IV. New Goals continued

Q49

New Goal 1:

Respondent skipped this question

Q50

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

Respondent skipped this question

Q51

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

Respondent skipped this question

Q52

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

Respondent skipped this question

Q53

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

Q54

Action steps for this year: What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Q55

Do you have another new goal?

Respondent skipped this question

Page 18: IV. New Goals continued

Q56

New Goal 2:

Respondent skipped this question

Q57

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

Respondent skipped this question

Q58

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

Respondent skipped this question

Q59

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

Respondent skipped this question

Q60

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

Q61

Action steps for this year: What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Q62

Do you have another new goal?

Respondent skipped this question

Page 19: IV. New Goals continued

Q63

New Goal 3:

Respondent skipped this question

Q64

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

Respondent skipped this question

Q65

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

Respondent skipped this question

Q66

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

Respondent skipped this question

Q67

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

Q68

Action steps for this year: What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Q69

Do you have another new goal?

Respondent skipped this question

Page 20: IV. New Goals continued

Q70

New Goal 4:

Respondent skipped this question

Q71

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

Respondent skipped this question

Q72

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

Respondent skipped this question

Q73

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

Respondent skipped this question

Q74

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

Q75

Action steps for this year: What resources, if any, are needed to achieve this goal? Please select all that apply. Note that links to request forms for each request are included below. All resource requests are due on the program review deadline.

Respondent skipped this question

Page 22: Final Check

Q76

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. Service Area Overview and Update (first page)