

#11

COMPLETE

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Page 1: I. Program Overview and Update

Q1

1. Department(s) Reviewed:

High School ad Community Relations (Outreach) Department

Q2

2. Lead Author:

Jessica Murguia

Q3

3. Collaborators:

Taqila Enser (Interim Student Services Specialist)

Q4

4. Dean/Manager:

Agustín Orozco

Q5

5. Initial Collaboration Date with Dean:

Date your program met with your dean to discuss your vision, goals, and resource needs/requests:
MM/DD/YYYY **01/19/2024**

Page 2: II. Service Area Reflection and Description

Q6

6. Provide your program's mission statement. If your program does not have a mission statement, what is your timeline for creating a mission statement?

The overall mission of High School and Community Relations is to facilitate equitable access and student success by providing community members, prospective students, and current students with useful information regarding college pathways and informing them of the college's programs and services, while encouraging, guiding, and empowering students to pursue higher education.

Q7

Yes

7. Is the service area description in the current college catalog up to date and accurate?

Q8

8. Describe how your program advances the College's new vision of equity, excellence, and social justice through education? How does the program reflect the College's mission and values?

The Outreach program focuses on equitable access by providing the community with valuable information regarding the college's programs and services. We do this by providing informational presentations in various languages onsite, at local high schools and at community sites, as well as tabling at various college and career fairs in our local community and in the region. The outreach department advances student excellence and success by encouraging students to pursue their passions and dreams, while demystifying the community college process by guiding new students through onboarding and registration. Outreach does this by facilitating student workshops both on and off campus, in collaboration with other Student Services and Instructional areas.

Education serves a highway to social mobility and justice as students are able to pursue their dreams and move into a fulfilling career and life.

There are many of us in the department whose paths have been forever positively changed through education. We also make it a point to share our testimonials in the work that we do.

The Outreach Department is student centered in the work that we do, always putting the student first and listening to their needs. Our Welcome Center, In G-100, serves as a safe and inviting space for new, returning and current students to get questions answered and receive assistance.

As the department has shifted to more community work, we have been innovative in our efforts to engage the community - this can be seen in the work done with our Native American and adult student populations.

Q9

9. Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?

Student and Instructional (Tutoring and Library) Service Areas Comprehensive Program Review - Fall 2023

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

Large Scale Campus Tours = 580
Small Scale Campus Tours = 30
High School & Community Presentations = 1213
College/ Community Fairs = 4371
On Campus Info Tables = 474
On Campus Events = 686
Griffin-Coyote Connection: App, Orien., Adv. = 461
Peer Advising = 34
Welcome Center = 1506
Community Organization Meetings = 67
Registration Labs (fall & spring) = 325
Total Contacts Made = 9,747

Outreach staff members conduct informational presentations to prospective students and/or community members. After the presentation, we administered an anonymous survey via Google. 180 students completed the survey. 86% 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. 72% 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: "Amazing talk about college" and "Awesome energy!! And I liked how both Kenia & Yesenia stopped and answered all our questions."

Via our Welcome Center, 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, Self-Service support, Student Services documentation support and more. In 2022-23, the Center made 1506 student contacts, of which 632 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 2023, 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 461 students completed an application, 335 students completed the online orientation, and 281 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 still not where they were pre-pandemic, we did see an increase in interested students and those who completed an application (an increase of about 60 students) in these workshops in 2023 versus 2022.

Last year's department goal was to increase community outreach. With the hire of three Community Liaisons in the department, we were able to make progress on this goal. The Community Liaisons reached out to 190 community organizations via email and met with 67 of them to share information on Cuyamaca College. Some of these organizations also asked the department to present to students or participants in their organization – such as Cardinals Interact and Access Youth Academy. Both organizations empower youth in the community. Additionally, the team put on community information nights in both English and Spanish on campus and off campus at community locations such as the Rancho San Diego Library. Our work with the Native American community, included putting on workshops for the community to enjoy such as a traditional paint workshop in collaboration with Kumeyaay Community College.

In collaboration with Admissions & Records, Counseling, Financial Aid, In-Reach and Instructional area, Outreach hosted registration labs for both the fall and spring semesters to help students with onboarding and class registration. This served as a one stop shop for students to complete an application, orientation, English/math placement, financial aid, create an education plan and register for classes. In total, we served 325 students.

Outreach also created and distributed a New Student Brochure - that is available in three languages - English, Spanish and Arabic.

Q10

10. How do the students served by the service area differ from the College's overall student population, if at all?

Due to the work in outreach and the work we do with prospective students - we cannot easily collect this data from students/community members we work with.

Q11

11. Please discuss any equity gaps in access or success.

Like the rest of the campus - Outreach observes equity gaps in the Native American Population, Black/African-American population, and adult learner student population.

Q12

12. What action will the service area take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what your area did to achieve this. If equity gaps still exist, consider the specific steps your service area will take to address equity gaps.

Outreach made a conscious effort to focus on these areas with the hire and work of Community Liaisons this past year.

Q13

13. How has this data impacted the goals set in your previous comprehensive program review?

As stated above, one of outreach's department goals last year was to increase community outreach. With the hire of three Community Liaisons in the department, we were able to make progress on this goal.

The Community Liaisons reached out to 190 community organizations via email and met with 67 of them to share information on Cuyamaca College. Some of these organizations also asked the department to present to students or participants in their organization – such as Cardinals Interact and Access Youth Academy. Both organizations empower youth in the community. Additionally, the team put on community information nights in both English and Spanish on campus and off campus at community locations such as the Rancho San Diego Library. Our work with the Native American community, included putting on workshops for the community to enjoy such as a traditional paint workshop in collaboration with Kumeyaay Community College.

Q14

14. Please describe the most significant or impactful ways your service area worked across the college to advance the college's vision of equity, excellence and social justice through education over the past year.

Outreach works across the college to advance the college's vision of equity, excellence and social justice through education in various ways - including connecting with instruction to partner with our campus tour presentations, partnering with Counseling for onboarding workshops at local high school sites and most significantly, partnering across student services and instruction on registration labs to get students registered into classes.

Q15

15. What challenges is your service area still experiencing due to the disruption of operations caused by the pandemic and the need to offer services in various modalities?

An increase of requests that are coming in. Since the pandemic, there has been an uptick of requests for tours, tabling, partnerships, etc. I believe the community is wanting personal connection and a sense of community.

Q16

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

UnduplicatedCountOfStudentsReport2022-2023.PDF (4.5KB)

Q17

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

UnduplicatedCountOfStudentsReportAkilas2022-2023.PDF (4.5KB)

Q18

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

Cuyamaca%20Informational%20Packet%20Brochure.pdf (15.6MB)

Page 4: IV. Student Learning Outcome and Service Area Outcome Assessment

Q19

Respondent skipped this question

16. Please upload an updated, current version of your SLO/SAO assessment plan. Ideally, the updated plan should specify assessment semesters for all outcomes over the next 4 years, between this comprehensive program review and the next. See a sample Assessment Plan Template.

Q20

17. What are your department's key assessment findings over the past 4 years? Please include data and reflection pertaining to each of your current SLOs/SAOs in your response.

No SLOs/SAOs to report on.

Q21

Respondent skipped this question

17a. Please upload relevant assessment data, including reports, supporting documents, descriptions of methods of assessment, etc.

Q22

Respondent skipped this question

18. Overall, what do your SLO/SAO data suggest about student experiences, successes, and challenges in your service area?

Q23

Respondent skipped this question

19. Share an example of meaningful, innovative, equitable, and/or student-centered SLO/SAO assessment happening in your program.

Q24

Respondent skipped this question

20. Discuss how your SLO/SAO data are being used for service area and/or course improvements to advance student retention, success, and/or goal achievement.

Page 5: IV. Student Learning Outcome and Service Area Outcome Assessment continued

Q25

21. Please describe your service area strengths.

Outreach's strength can be found in its team members. I am fortunate enough to have a solid team, whose mission is to help students achieve their goals. We have a spirit of collaboration in the department and when we work on a project, it's all hands on deck. We are willing to help one another out with tasks. When asked, my team will describe our department as a family. When working with students, we also show them the same level of care.

Q26

22. Please describe your service area challenges.

The biggest challenge is resources (staffing and budget). Outreach consists of two full-time employees - the coordinator and a Student Services Specialist (classified). All other staff are part-time employees. As the demand for Outreach grows, it will be important to re-evaluate the structure of the department and its allocation of resources.

Q27

23. Please describe external influences that affect your service area (both positively and negatively).

Societal perception of community college is changing and that has lead to an increase in community demand. As the needs of the community change, outreach and our approach has to adapt as well. Additionally, as there are staffing shortages in other spaces, outreach is at times asked to fill in. This can lead to the team being stretched too thinly and as their supervisor, it's important that I acknowledge the possibility of burnout.

Q28

24. Given these factors, what opportunities exist for the service area to advance the College's goals in the next 4 years?

It's important for us to sit down and look at department needs/requests and prioritize according the the campus' mission and vision.

Q29

Respondent skipped this question

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

Q30

Respondent skipped this question

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

Q31

Respondent skipped this question

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

Page 6: V. Previous Goals

Q32

Previous Goal 1:

Increase Community Outreach.

Q33

In Progress

Goal Status

Page 7: V. Previous Goals continued

Q34

Respondent skipped this question

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

Q35

Respondent skipped this question

Would you like to submit another previous goal?

Page 8: V. Previous Goals continued

Q36

Increase equitable access (enrollment)

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

Q37

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).

Q38

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q39

Yes

Would you like to submit another previous goal?

Page 9: V. Previous Goals continued

Q40

1. Previous Goal 2:

Increase connections with community organizations.

Q41

In Progress

3. Goal Status

Page 10: V. Previous Goals continued

Q42

Respondent skipped this question

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

Q43

Respondent skipped this question

Would you like to submit another previous goal?

Page 11: V. Previous Goals continued

Q44

Increase equitable access (enrollment)

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

Q45

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).

Q46

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q47

No

Would you like to submit another previous goal?

Page 12: V. Previous Goals continued

Q48

Respondent skipped this question

1. Previous Goal 3:

Q49

Respondent skipped this question

3. Goal Status

Page 13: V. Previous Goals continued

Q50

Respondent skipped this question

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

Q51

Respondent skipped this question

Would you like to submit another previous goal?

Page 14: V. Previous Goals continued

Q52

Respondent skipped this question

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

Q53

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).

Q54

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q55

Respondent skipped this question

Would you like to submit another previous goal?

Page 15: V. Previous Goals continued

Q56

Respondent skipped this question

1. Previous Goal 4:

Q57

Respondent skipped this question

Goal Status

Page 16: V. Previous Goals continued

Q58

Respondent skipped this question

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

Page 17: V. Previous Goals continued

Q59

Respondent skipped this question

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

Q60

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).

Q61

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Page 18: VI. New 4-Year Goals

Q62

Respondent skipped this question

New Goal 1:

Q63

Respondent skipped this question

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

Q64

Respondent skipped this question

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

Q65

Respondent skipped this question

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

Q66

Respondent skipped this question

Action Steps for the Next Year:

Q67

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q68

Respondent skipped this question

How will this goal be evaluated?

Q69

No

Would you like to propose a new, 4-year goal?

Page 19: VI. 4-Year Goals continued

Q70

Respondent skipped this question

Goal 2:

Q71

Respondent skipped this question

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

Q72

Respondent skipped this question

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

Q73

Respondent skipped this question

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

Q74

Respondent skipped this question

Action Steps for the Next Year:

Q75

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q76

Respondent skipped this question

How will this goal be evaluated?

Q77

Respondent skipped this question

Would you like to propose a new, 4-year goal?

Page 20: VI. 4-Year Goals continued

Q78

Respondent skipped this question

Goal 3:

Q79

Respondent skipped this question

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

Q80

Respondent skipped this question

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

Q81

Respondent skipped this question

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

Q82

Respondent skipped this question

Action Steps for the Next Year:

Q83

Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q84 Respondent skipped this question

How will this goal be evaluated?

Q85 Respondent skipped this question

Would you like to propose a new, 4-year goal?

Page 21: VI. 4-Year Goals continued

Q86 Respondent skipped this question

Goal 4:

Q87 Respondent skipped this question

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

Q88 Respondent skipped this question

Please describe how this goal advances the college strategic goal(s) identified above:

Q89 Respondent skipped this question

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

Q90 Respondent skipped this question

Action steps for the Next Year:

Q91 Respondent skipped this question

What resources, if any, are needed to achieve this goal in the next 4 years? 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.

Q92 Respondent skipped this question

How will this goal be evaluated?

Page 23: Final Check

Q93

I am ready to submit my program review

Are you ready to submit your program review? To go back and review a section, select the section below and click "Next"
