CONTINUING EDUCATION ACTION PLAN

(Updated July 2013)

Growth Area 1

The Division, in collaboration with College systems personnel, will improve the collection, integration, and reporting of data in order to meet accountability standards, enhance planning & decision making, and improve student learning.

Rationale:

There are several peripheral data collection systems throughout the Division. Ideally these systems would have a dynamic interface with, or be incorporated into, the College's administrative system (Banner) to provide a single data collection and retrieval point. Additionally, the state of California is moving increasingly toward outcome based funding models for Community Colleges.

Goals Addressed:

Division Goal(s):
- Goal 1. Data – Improve in the use of data to track, assess, and report student access and outcomes.

College Goal(s):
- Goal 5. The College will utilize and support appropriate technology to enhance educational programs and services.
- Goal 14. The College will utilize assessment data to guide planning, curriculum design, pedagogy, and/or decision-making at the department/unit and institutional levels.

Activity (Administrative Unit Objective/ Strategic Action)	Assessment			Growth Target (Criteria for Success)	Resources Needed (including PD)	Reporting	Evidence/ Progress
	Timeline for Completion	Responsible Person(s)	Means of Assessment				
1.1. Noncredit student access to the Mt. SAC portal will be fully functional. (Division SA)	Fall 2012	Dir. Career & Community Ed. ABE Director, EOA Supervisor, ESL Director	Full implementation and feedback from all student groups and student services staff within the Division.	All noncredit students will have access to the portal. NC student functions within the portal will be defined according to programs.	I.T. Staff (Chuong Tran, Rick Nguyen) PD for faculty, staff and students	Faculty/Staff: Memos, portal, PD workshops Students: in-class training via labs, flyers, staff assistance during open labs	<u>Oct 2012</u> Complete <u>May 2013</u> Gathered student survey and program feedback to determine next steps
1.1.2 Each program will have a plan in place to publicize and facilitate use of the noncredit Portal as appropriate to their students. (Program AUO)	Fall 2013	Dir. Career & Community Ed., ABE Director, EOA Supervisor, ESL Director	2014 focus groups (staff and students) in targeted categories	Targeted student groups will have and use the noncredit student portal.	I.T. Staff PD for faculty, staff and students	Focus Group Results published	
1.2. Noncredit curriculum processes will be conducted using College WebCMS. (Division SA)	Fall 2012	Dean Admin. NC Curriculum Specialist	Full implementation and feedback from noncredit faculty, leaders, dean, curriculum specialist, and College curriculum committee.	WebCMS will be fully functional and used for the complete cycle of curriculum creation, review, and approval.	Instruction Office Staff I.T. and Vendor PD: Curr. Specialist, faculty, program managers	Faculty/Staff: PD workshops, memos Screen shots of functional WebCMS	<u>Oct 2012</u> System is functional. Use will be ongoing.

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1.3. Needs assessment will be conducted on needs for linking of Division peripheral systems to Banner. (Division SA)	Fall 2012	Dir. Career & Community Ed. ABE Director, EOA Supervisor, ESL Director	Review of resulting plan, including history & inventory of projects considered and/or completed	Consensus on plan by Division leadership & College tech committee.	I.T. staff for consulting	Faculty/Staff: Memos, portal, meetings.	Oct 2012 Needs assessment and review of I.T. priority list completed @10/11/12 Leadership Team Mtg. (See notes) Institutionalized and ongoing
1.4. Identify, update, and assess progress on noncredit priorities for Banner enhancement to the College I.T. priority list. (Division AUO)	At the beginning and end of each major term	Dir. Career & Community Ed. CED Leadership Team	Progress on completion of priorities	Consensus from Division leaders on completion progress	I.T. staff time Instruction Office staff time	CED Leadership Team notes	Quarterly updates included in CED Leadership Team notes
1.5. 2010-12 Noncredit student certificate history will be entered into Banner. (Division SA)	Fall 2014	Admin NC Curriculum Specialist Dir. Career & Community Ed. ABE Director, EOA Supervisor, ESL Director	Inventory & assessment of status of all student certificate data on peripheral systems.	All history from 10-11 will be transferred from all systems into Banner.	I.T. staff time (developing upload protocols) PD: Banner coding	ARCC Scorecard Metrics List	Oct 2012 Complete Certificate data entry into Banner institutionalized

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1.6. DegreeWorks interface to Banner will be implemented to record noncredit students' certificate completion. (Division SA)	Fall 2013	Dean Admin NC Curriculum Specialist Data Project Administrator	Implementation and feedback from all student groups, student services staff, and program leaders within the Division	DegreeWorks will be fully functional for noncredit students.	I.T. staff time College Student Services staff PD: DegreeWorks & Banner coding	Faculty/Staff: Memos, portal, in-service PD Students: Portal, in-class demonstrations	<u>Oct 2012</u> Included in PIE 12-13 resource requests Collaboration with I.T. in process On target for fall 2013
1.7. Data programming, collection support, & staffing for Student Success & Support Plan mandates will be implemented (Division AUO & Program AUO)	Ongoing beginning Spring 2013	Dean ABE Director, EOA Supervisor, ESL Director	Defined by Student Success & Support Plan	Maintaining 2012-13 level of funding	I.T. staff time Clerical support PD: Faculty and staff	Categorical Award CCCCO Annual MIS Reporting	MIS Reports
1.8. Data programming, collection support, & staffing for evolving WIA mandates will be implemented (Division AUO & Program AUO)	Ongoing beginning Spring 2013	Dean ABE Director, ESL Director	Defined by grant	Maintaining 2012-13 level of funding	I.T. staff time Clerical support PD: Faculty and staff	Annual TOPS Enterprise Grant Award	Reports

Growth Area 2

Faculty, with support from the Division and programs, will improve in the use of systematic processes in which data are analyzed and used for improvement of student learning.

Rationale: (Updated May 2013)

The focus on the initial SLO process was compliance with the adopted Mt. SAC model of accountability and SLO tracking. Although meaningful data were collected, the results were not used systematically within the model. Since the last self-study there has been a shift by Division faculty to a consistent application of the use of results from SLO assessments to inform improvement of student learning in a cyclical model. At the program level there is a need for a continued focus on information sharing, assuring follow up on the use of results for course/certificate SLOs, and connecting students with SLGs.

Goals Addressed:

Division Goal(s):
- Goal 2. Student Learning – Improve student learning through continual development, implementation and assessment of Student Learning Goals and Student Learning Outcomes.

College Goal(s):
- Goal 2. The College will prepare students for success through the development and support of exemplary programs and services.
- Goal 14. The College will utilize assessment data to guide planning, curriculum design, pedagogy, and/or decision-making at the department/unit and institutional levels.

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2.1 Faculty teaching dual-listed credit/noncredit vocational courses will engage in meaningful dialogue with Continuing Education concerning SLO assessments and use of results. (Division SA)	Annually beginning Fall 2012	Dean Department Chairs of vocational disciplines offering dual-listed courses.	Feedback via department meetings and surveys.	All faculty participants will recall dialogue and report on use of results.	PD: ongoing on Tracdat for faculty & staff.	Faculty/Staff: Memos, portal, meetings	2012-13 Initial dialogue between noncredit and credit vocational departments complete Crosswalk of credit / noncredit vocational courses and programs has completed in Tracdat. Crosswalk of course SLO and program PLO updates is functional. Some dual-listed courses and reduced to reflect credit changes as well as noncredit student needs. Dialogue is continuing on an as-needed basis.

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2.2 Health Careers will hold at least 1 faculty meeting per term in which student outcome results are discussed, including next steps as needed. (Division SA)	Semi-annually beginning Fall 2011	Dean Director, HCRC	Feedback via meeting notes and surveys.	Faculty participants will recall dialogue and report on use of results;	PD: ongoing on Tracdat for faculty & staff.	Faculty/Staff: Memos, portal, meetings Students: Portal	Institutionalized and ongoing IHSS and CNA outcomes are are discussed and results used at the end of each cohort completion
2.3 Education for Older Adults Program will host at least 1 faculty meeting annually, including adjunct pay, in which student outcome results are discussed, including next steps as needed. (EOA SA)	Annually beginning Fall 2012	Older Adult Program Supervisor	Feedback via meeting notes and surveys.	Faculty participants will recall dialogue and report on use of results	Funding for adjunct faculty meeting pay. Grant from Outcomes Committee	Faculty/Staff: Memos, portal, meetings Students: Advisory Group meeting; EOA newsletter	Institutionalized and ongoing

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2.4 ESL faculty will engage in the Student Teacher Action Research (STAR) project that includes literature review, data analysis and use of results applied toward teaching and learning improvement. (ESL SLO)	2012-13 – Pilot with faculty. Fall 2013 – Double the number of participants from previous year (6-10 faculty). Fall 2014 – Double the number of participants from previous year (12 – 20 faculty)	ESL Outcomes Team (Director, 2 Lead Faculty, & Instructional Support Manager)	Action Research year-end reports by participants.	Up to one-third of the ESL faculty will incorporate action research strategies into their daily teaching practice.	WIA 231 funding support for PD and non-teaching faculty assignment.	Faculty meetings, year-end reports, conference presentations	2012-13 Pilot included 9 morning and evening faculty Data presented at Fall 2013 CATESOL poster sessions

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2.5 Establish a faculty team to drive ABE's SLO process for Adult Diploma, HSR, ABE, and IHSS. (ABE SA)	Begin establishing SLO team in Winter 2012; fully assemble team by Fall 2012.	ABE Director, Assistant Director	Input from faculty and supervisory staff	SLO team is assembled.	Nonteaching faculty hours; PD for SLO team	Supervisor , faculty meeting minutes, faculty correspondence	Completed August 2012
2.5.1 The ABE SLO faculty team will establish an ongoing structure for the SLO cycle to ensure that courses are assessed, outcomes are discussed and results are used to drive improvement in student learning. (ABE SA)	Begin Fall 2012 and completed by Winter 2013	ABE SLO Faculty Team, ABE Director, Assistant ABE Director	The SLO process and timeline contain the necessary components to ensure a successful implementation as determined by faculty and staff.	The SLO Team will create a process and timeline for a full SLO cycle including assessment, data, and use of results with follow-up plan	Non-teaching faculty hours	SLO Team meeting minutes, document of SLO plan.	Completed November 2012
2.5.2 The ABE SLO team will implement the SLO process with department faculty in each of the programs. (ABE AUO)	Ongoing starting Fall 2012 with 100% of courses completed by Spring 2015.	SLO Faculty Team, ABE Director, Assistant ABE Director	The full cycle of ABE course SLOs will be documented and in progress.	Within 3 years, all ABE SLOs will be completed with follow-up.	Nonteaching faculty hours designated time within each faculty meeting	SLO Team meeting minutes, e-PIE	Institutionalized and ongoing

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2.6 Faculty will use state (Scorecard) and national (NRS) metrics as a basis for Division and program analysis, dialogue, & planning. (Division AUO, Program AUO)	Ongoing beginning Spring 2013	Dean, ABE Director, EOA Supervisor, ESL Director	Scorecard & NRS metrics	Improvement in metrics by Spring 2016	I.T. Staff support	Faculty meeting minutes	

Growth Area 3

The current state budget crisis has significantly impacted Continuing Education's ability to meet student demand for classes and support services. The Division will need to continue to explore funding resources beyond the usual state funding sources.

Rationale:
State cuts have already reduced class schedules for the past 3 years. Support to student services was cut by more than 50% in 2009 and has not been restored. State legislators and the governor are exploring alternatives should a tax initiative not pass in the November 2012 ballot.

Alternative funding sources could provide an opportunity to supplement support for existing programs and explore expansion in class offerings or student services. Additional services and class offerings in fee-based and contract education can enhance income/funding needed to run division operations.

Goals Addressed:

Division Goal(s):
- Goal 8. Partnerships – Develop internal and external partnerships in order to improve students' educational and career opportunities.
- Goal 9. Advocacy for Noncredit – Collaborate with state and national organizations to improve support for noncredit student populations.

College Goal(s):
- Goal 1. The College will secure funding that supports exemplary programs and services.

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3.1 Apply for WIA II Competitive Grant. (Division SA)	January 2014	Dean Director, ABE Director, ESL	Application submitted	Grant awarded	PD for new standards to be provided by CDE webinars.	Grant award notifications expected late spring or summer 2014.	Expecting RFP in January 2014
3.2 Increase volume of contract education with international partners in the form of American Language and culture camps. (CCE AUO)	Winter 2012: Pilot Summer 2012: Multiple camps Winter/Summer 2013: 10% Increase number of participants, with possible expansion of partners. Winter/Summer 2014: 5% increase number of participants	Director, Community and Career Education	Yearly comparison with previous year's participants	15 % increase in international Winter/Summer camp participants by 2014 Growth in funds and profit margin. Rubric/model for profitable operations created.	Classrooms and activity facilities across campus. Pool of teachers Supplies	Director to report to Dean on increase of participants by September 2013	

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3.3 Increase opportunities to earn revenue from WIA Title I students. (ABE SA)	Fall 2012 - Review Public training provider list, I-Train, and ensure all offerings are current. Spring 2013 Explore new short-term offerings demonstrating adequate Labor Market Index for potential to offer WorkSource participants Ongoing - Marketing of credit program offerings on I-train list to local WorkSource Centers for eligible WIA recipients wanting to enroll in credit programs.	Director, ABE Director, Community & Career Ed Dean	Public training provider list, I-train updated Review is completed of Labor market demand occupations where Mt SAC has capacity to offer short-term training Student Banner records of credit courses completed	Public training provider list, I-Train, updated CED has met with local Work Source centers to review and identify potential for short-term training possibilities Increase in WIA I students enrolled in credit offerings	Labor market demand study	Director, ABE reports outcomes to Dean, CTE administrators, PIE	Oct 2012 I-train list reviewed, Updated and revised Spring 2013 Identified new offerings to be added to I-train from Ed-to-Go and from a contract with TechU 24/7

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3.4 Increase enrollment in summer programs: College for Kids and Swim. (CCE AUO)	End of each Summer 2012-2015	Director, Community & Career Education	Enrollment numbers compared to prior year.	End of Summer 2012 (5%) End of Summer 2013 (5%) End of Summer 2014 (4%) End of Summer 2015 (3%)	Classrooms and activity facilities across campus, teachers, supplies (all paid from fees collected) Timely support from Marketing	Director to report to dean the final enrollment comparisons at the end of each summer.	August 2012 23.5% Growth for Summer 2012
3.5 Increase number of fee-based offerings (CCE AUO)	Each term beginning Fall 2012 through Fall 2013	Director, Community and Career Education	Enrollment comparison with previous year	Fall 2012 (3%) Spring/Winter 2013 (4%) Fall 2013 (3%)	Classrooms and activity facilities across campus, teachers, supplies (all paid from fees collected) Timely support from Marketing	Director to report to Dean the final enrollment comparisons at the end of each term.	Fall 2012 Offerings increased by 3.5% Spring/Winter 2013 Offerings increased by 3%

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3.6 With the college, conduct a feasibility study of operating a fee-based language institute for international (F-1) students. (Division SA)	Fall 2012 – initial study completed.	VP of Student Services Dean Director, Community & Career Ed Director, ESL AmLa	Decision reached. If yes, plans established.	Feasibility study completed and decision made. If yes, timeline for new plans completed.	VP, SS Legal resource	VP, SS and President's Cabinet, and Board of Trustees to make final decision.	Oct 2012 Complete June 2013 In process as College initiative with funding and revenue under International Students Program (Student Services)
3.7 Explore funding options for Education for Older Adults Program Healthy Aging courses through partnerships with Silver Sneakers and cities within the Mt. SAC district (EOA SA)	Winter 2015	Dean Supervisor, EOA	Business plan submitted.	Business plan accepted Pilot one Healthy Aging class at no cost to students and Mt. SAC by the end of summer 2013	Community Education contract with faculty Mt. SAC Foundation account established	Contract established with Silver Sneakers Supervisor report to Dean based on contract.	
3.8 Solicit donations for the Education for Older Adults Program from community members (EOA SA)	Spring 2015	Dean Supervisor, EOA	Donations to EOA	Amount of funds received through donations	Mt. SAC Foundation account established	Supervisor report to Dean.	

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3.9 Establish a fee-based Testing Center in building 40. (CCE SA)	Fall 2013: Plan established based on timeline for remodel of bldg 40. Summer 2014: Testing vendors contracts established, Testing Center staff hired, trained, and certified. Marketing efforts begun. Fall 2014: Begin operations (limited hours), Testing Center partners expanded. Spring 2015: Testing Center operation expanded.	Director, Community & Career Ed Dean Director, Facilities	Successful launching of the Testing Center operations by Fall 2014 Fully operational Fall 2015	Center established in permanent location in building 40. Contract agreements with at least 3 major testing vendors/partners by Fall 2014 Contract agreements with most testing vendors/partners by Fall 2014	Building 40 must be remodeled to meet Field Act standards. Facility and equipment Certified Testing Staff	Director, Community & Career Education to include progress in PIE reporting.	Spring 2013 Room identified, awaiting approval by College for use

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3.10 Re-launch Training Source	End of Spring 2014	Director, Community & Career Ed Dean Marketing Mt. SAC President	Revenue target reached	Revenue target (TBD)	Project Manager 2 Operational Budget Office in Building 40	Director, Community & Career Ed and Dean will report to Mt. SAC President	
3.11 Develop EOA fee-based classes in sewing / decorating (one-day workshops)	Summer 2013	Director, Community & Career Ed Supervisor, EOA	Class is offered	One class by Summer 2013	Classroom	Director to report to Dean the final enrollment	<u>Summer 2013</u> Complete
3.12 In response to 2013 budget act, develop regional consortium with adult education partners in Mt. SAC district.	Plan submitted to CCCCO by March 1, 2014	President, Mt. SAC Dean Division Leadership Team	Plan submitted	Plan approved by CCCCO.	PD on plan elements Prof Expert staff support; plan writing & documentation Travel/Mileage increase	Dean to submit to President & Consortium Superintendents for signoff; submit to CCCCO by 3/1/14.	
3.12.1 Implementation of consortium plan	Begins July 1, 2014 (assuming approval)	Division Leadership Team	Approved plan implemented	Classes offered align with plan	Faculty and staff	2014-15 Fiscal Year Reports	