

1. Assessment Plan - Four Column



PIE - Student Services: High School Outreach Unit

Where We Are: Analysis and Summary

2017-18

Contact Person: Tannia Robles, Director

Email/Extension: trobles@mtsac.edu/Ext. 5988

External Conditions, Trends, or Impacts (Student Services): 1. High School classrooms have limited new technology or computer labs to accommodate the increase of online resources needed when assisting students with their transition to Mt. SAC (e.g. online application workshops, assessment multiple measures survey, mymtsac account claim, Assessment Test Info Sessions)

2. Some high school administrators do not want to allocate class time for community college presentations/visits. They prefer lunch time or after school visits which are least preferred time/method of student interaction for HSO.

3. Increased services/recruitment to our local in district schools by Rio Hondo and Chaffey College. Higher competition for classroom time and student interaction. Students are being instructed by their High Schools to select the community college they will attend so that they can only participate in events or workshops for that particular college. For example, students are not allowed to do an early registration program/process for two community colleges simultaneously at the high school.

4. SSSP/SB1456: Completion of Ed. Plans (SSSP) affects early registration of Connect 4 students for the Fall semester. If students complete an on line orientation OR an in person orientation but do not complete an ed plan, they become ineligible to receive Connect 4 early registration.

5. Chaffey College is offering new student orientations at the high school site which is extremely attractive to students who are on the fence on which community college to attend.

6. Rio Hondo is offering an Intro to College course for units at the high school site. The course counts as a new student orientation. This is extremely attractive to students who are on the fence on which community college to attend.

7. Increase in need of individual student appointments with HSO specialists at the schools and at Mt. SAC due to more sensitive/personal student issues (e.g. deportation, death in the family, mental illness, housing issues, self esteem/self efficacy, lack of parent support, lack of finances for basic necessities)

8. Some high schools prefer that we provide limited services/visits to their students. This impacts student's level of awareness of resources and their confidence with the transition from high school to college (e.g. Sierra Vista HS, Los Altos HS, Bassett HS, Glendora HS)

9. Some high schools do not want to bus their students to Mt. SAC for multiple events because coordinating and planning of the field trips is challenging. This presents obstacles to students wanting to complete orientation but have challenges providing their own transportation (e.g. Seniors' Day, Connect 4 Testing@Mt. SAC, New Student

Orientation)

10. Citrus and Rio Hondo College offer 2 semesters of early registration to their incoming freshmen that participate in their outreach program. We only offer 1 semester.
Internal Conditions, Trends, or Impacts (Student Services): 1. Communication between Counseling and HSO needs improvement. Decisions are made by Counseling that affect our incoming freshmen with no consultation with HSO.

2. Counseling changed the New Student Orientation to a two part process (online orientation + in person MAP workshop). The decision to transition to this new format was not communicated to HSO until December 2017, after we had already communicated to students that all they needed to do was complete the NSO. We had to go back and change the process. This confused the schools and students.

3. Implementation of Assessment Questionnaire (AQ). Communication was not provided to HSO until we had already scheduled assessment testing appointments at the schools. Once again, we had to go back and change the process. This confused the schools and students.

4. Not enough MAP Workshops to meet the educational planning needs of Connect 4 students in the month of June. Because Connect 4 students are included into general population orientations, they are often competing for available spaces when signing up for general NSO. Additionally since many schools are not bussing students to orientation, most students have to attend a general population orientation.

5. Mt. SAC Counseling Dept.: Incorrect processing of abbreviated education plans in MAP/DegreeWorks by the counseling faculty. When ed. plans are not marked locked and active by the counselor, Banner will not trigger the Connect 4 early registration date therefore not allowing students to register early.

6. Open and Limited office work space that makes it uncomfortable for students and/or families meeting with the specialists. Additional challenges include safe and organized storing of marketing materials, event materials, and promotional items.

7. Marketing: Project time lines not met, need more community visibility through marketing materials. Additional funding should be provided to the Marketing Dept. to meet the needs of the campus.

8. HSO Marketing Budget: HSO does not have a marketing general funds budget to print multiple brochures that highlight the campus at college/career/community fairs, local schools, libraries, etc.

9. Student Services Information Sign is much larger than the High School Outreach sign. Students and/or families, high school partners wanting to meet with the outreach staff experience difficulty finding our department.

10. The MAP workshops and online orientation do not teach students how to register for classes. It is a missing piece.

Critical Decisions Made by Unit: 1. Added multiple on campus workshops in the month of June 2018 to address incoming students that were still confused, unsure of how to register for courses, and/or needed to complete the online orientation, AQ, or an educational plan. Students were confused because the AQ and new orientation and MAP workshop process changed during the school year.

2. To address the "summer melt" Students that completed the first three steps of Connect 4 received a Summer Programs postcard to their home. In addition, HSO worked in partnership with the Marketing Dept. to create a Summer Programs brochure that was provided to new incoming and current students.

3. Added on campus workshops in the month of June 2018 that focused on how to register for courses since that piece is not addressed in the MAP workshops or online orientation.

Notable Achievements for Theme B: To Support Student Access and Success: 1. Connect 4 2017 Cohort Outcomes: 2, 026 high school seniors completed Steps 1-3 of

Connect 4 (Fall college application, assessments, new student orientation + Ed. Plan). 83% registered for courses, 62% registered full time, and 90% registered on their assigned early registration date. Unit: Involve (i.e. comm

2. 3,131 students completed assessment testing through HSO. Assessments were administered by the HSO staff from February-May 2017. Unit: Involve (i.e. comm

3. Juniors' Day 2017-18 Outcomes: 597 Students, 19 high schools attended.

4. Seniors' Day 2017-18 Outcomes: 200 graduating seniors/potential new students and 150 parents attended.

5. Increased visibility of Mt. SAC in the surrounding community through increased participation in: out of district college/ career fairs, K-8 events, K-8 campus tours. 45 fairs attended. Unit: Involve (i.e. comm

6. Principals' Breakfast 2017-18: 51 high school administrators participated, an increase of 50% from 2016-17. Unit: Involve (i.e. comm

7. HSO specialists served 1,500 potential incoming students through presentations of specialized programs to specific student populations (e.g. Students with disabilities - DSPS, Foster Youth-REACH, Undocumented Students-DREAM, Basic Skills & Income- EOPS) , Financial Aid general presentations and application assistance, Bridge presentations and application assistance.

8. Campus Tours (2,970 guests/171 tours total) : Large Campus Tours (including middle schools, elementary, high schools)-61 tours, 2,700 guests, Small family tours-111 tours, 275 guests Unit: Involve (i.e. comm

9. High School Educators' Conference 2017-18: 201 (50% increase from 2016-17) high school counselors, career techs, instructors, and special education coordinators attended. 95% of attendees surveyed indicated "the information presented in this conference will help me as I help students transition to Mt. SAC". 95% felt the information presented was applicable to the issues they faced in helping students transition to college; 98% were more aware of resources and programs available to students at Mt. SAC. 95% indicated that they would recommend the conference to colleagues. Unit: Involve (i.e. comm

10. Presentations/Workshops: Close to 9,000 student received a Mt. SAC general presentation, 6,000 participated in an application workshop, close to 2,000 students received a one-on-one appointment with a HSO specialist/Office hours at the schools, close to 8,000 participated in an AQ workshop and/or test preparation-explanation workshop that included instructions on account claim.

11. Two alternative high schools, 43 potential incoming students participated in an all day event catered to the specific needs of this student population.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1.High School Educators' Conference 2017-18: 201 (50% increase from 2016-17) high school counselors, career techs, instructors, and special education coordinators attended. 95% of attendees surveyed indicated "the information presented in this conference will help me as I help students transition to Mt. SAC". 95% felt the information presented was applicable to the issues they faced in helping students transition to college; 98% were more aware of resources and programs available to students at Mt. SAC. 95% indicated that they would recommend the conference to colleagues. Unit: Involve (i.e. comm

2. Continued strong Campus Partnerships: DREAM, Financial Aid (Cash for College), REACH, Bridge recruitment and event participation, Financial Literacy planning, Student Life-New Student Welcome planning, DSPS- Planning for College event planning, EOPS recruitment, Marketing (web development and marketing materials), Student Life-New Student Welcome, Assessment Center-Dual Enrollment Assessment coordination, In-Reach Services-New Student Welcome, Campus Info booth coordination. Unit: Involve (i.e. comm

3. HSO Staff training from other departments: Career & Transfer Ctr., STEM Ctr., Fire Tech Program, Honors Program, Athletics, DSPS, Tutoring Centers, Financial Aid, EOPS, International Students

4. All HSO events include participation from Student Services Division and Instruction Division via workshops/presentations, tours of instructional areas, and resource fairs.

Contributors to the Report: Tannia Robles

Amanda James

Blanca Juarez

Cynthia Orozco

Salote Wailasse

Tarik Ross

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Inform (i.e. Incoming students) - Serve and inform 52 high schools, 11 school districts, and nearly 5,000 students about Mt. SAC services and programs; deliver information regarding Mt. SAC enrollment processes and procedures, financial aid, assessment overviews, transitional services (i.e. Bridge, EOPS), transfer/degree requirement information, motivational presentations, and special population services.</p> <p>Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - HSO Cell Phones and media plan Lead: Immediate Manager One-Time Funding Requested (if applicable): 35000 Planning Unit Priority: Medium</p>	<p>Reporting Year: 2017-18 % Completed: 0 No progress (08/19/2018)</p>
	<p>Full Funding Requested - Mt. SAC Promotional Items for HSO events, College/Community/Career Fairs, and presentations/ workshops in K-12. Lead: SSSP Coordinator, One-Time Funding Requested (if applicable): 15000 Planning Unit Priority: High</p>	<p>Reporting Year: 2017-18 % Completed: 50 Allocation of _____ in SSSP funds. Spent _____ in marketing materials for Senior Saturday, Summer Programs campaign, (03/22/2018)</p> <p>Reporting Year: 2017-18 % Completed: 100 \$30,000 17-18 allocation to other services acct. (03/22/2018)</p>
	<p>No Funding Requested - High School Outreach hanging side view sign. Currently the "Information" sign is much larger than our High School Outreach sign. Lead: Immediate manager Planning Unit Priority: Medium</p>	<p>Reporting Year: 2017-18 % Completed: 0 No progress (03/22/2018)</p>
	<p>Full Funding Requested - Redesign of Information/High School Outreach space. We have outgrown our space and do not have privacy because we are in an open space.</p>	<p>Reporting Year: 2017-18 % Completed: 0 No progress (03/22/2018)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Lead: Immediate manager Type of Request: Facilities Planning Unit Priority: High Full Funding Requested - Outreach Marketing Materials (Connect 4 brochures, college brochures, CTE brochures, SS brochure) Lead: SSSP Coordinator, One-Time Funding Requested (if applicable): 20000 Type of Request: Non-Instructional Supplies Planning Unit Priority: High</p>	<p>Reporting Year: 2017-18 % Completed: 100 \$30,000 allocation of SSSP funds in other services acct. (03/22/2018)</p>
<p>Involve (i.e. community, schools) - Provide services, events, activities, and workshops to students, staff, teachers, administrators, elected officials, and parents to promote and market Mt. SAC as a potential destination to incoming freshmen (i.e. high school students, non-traditional students); Also, involve them into special programs and services. Status: Active Goal Year(s): 2016-17 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - Increase current Mileage Allocation Lead: SSSP Coordinator One-Time Funding Requested (if applicable): 5000 Planning Unit Priority: High</p>	<p>Reporting Year: 2017-18 % Completed: 100 Not needed. Movement of money between accounts. Allocation has increased into mileage acct. based on need throughout the year. (03/22/2018)</p> <hr/> <p>Reporting Year: 2017-18 % Completed: 100 Moved money between accounts (09/29/2017)</p>
<p>Invest (i.e. training, Resources) - Provide training services, events, activities, and workshops to students, staff, teachers, administrators, elected officials, and parents to promote and market Mt. SAC. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 Over 200 high school staff including teachers, administrators, and counselors attended the High School Educators Conference in December 2018. The conference included training services, activities and workshops. In addition, the conference included English and math specific faculty dialogues between high school instructors and Mt. SAC college faculty. April 2018, 150 parents attended Senior Saturday and participated in workshops that promoted Mt. SAC services. This was an avenue to promote</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Investigate - Collect qualitative and quantitative baseline data on HSO events, activities, and services related to Student Learning Outcomes and Goals/Objectives. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>and market the college to parents while providing an opportunity for parents to understand the college going process for their students. (03/22/2018)</p>
<p>Increase College Going Culture - Increase college going culture at area high schools by promoting higher education via physical presence, presentations, and involvement with the high school community. Status: Active Goal Year(s): 2015-16, 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 0 Restructuring to include program coordinator not approved. A coordinator is needed so that the director has a stronger presence at the high schools. In addition, the director has absorbed some of the responsibilities of the previous Inreach Coordinator (Mountie Fast Tracks and Inreach Ambassadors) which requires additional coordination outside of HSO. (03/22/2018)</p>
<p>Connect 4 - Provide high school students services to secure successful registration/enrollment: (1) Apply; (2) Assessment; (3) Orientation; and (4) Register. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - Restructure HSO: Hire FT permanent Program Coordinator Describe Plans & Activities Supported: Funding for Program Coordinator Lead: Immediate manager Type of Request: Staffing Planning Unit Priority: High</p>	<p>Reporting Year: 2016-17 % Completed: 0 Was pushed forward to PAC for consideration as a new resource allocation but was not approved. (09/29/2017)</p>

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

Involve (i.e. community, schools) 2 -

Work collectively with other Student Services programs to connect students with specialized needs with specific services that address those needs (e.g. REACH, Dream, DSPS, EOPS/Care, Financial Aid)

Status: Active

Goal Year(s): 2016-17, 2017-18

Goal Entered: 09/01/2016

Inform (i.e. incoming students) 3 -

Identify low income students and inform them of the Financial Aid resources (e.g. FAFSA, CA Dream Act)

Status: Inactive

Goal Year(s): 2016-17

Goal Entered: 09/01/2016

Identify (i.e. Seniors, non traditional students) 2 -

Identify the LGBTQ club or liaison at the high school sites and work collaboratively towards informing students of college resources.

Status: Active

Goal Year(s): 2016-17, 2017-18

Goal Entered: 09/01/2016

Involve (i.e. community, schools) 4 -

Identify teen parents at the high school sites and work collaboratively with the high school and college programs to provide the teen parents with day care, support, and financial aid resources (e.g. Mt. SAC Child Development Center, CARE)

Status: Active

Goal Year(s): 2016-17, 2017-18

Goal Entered: 09/01/2016

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Unknown - Unknown Status: Inactive</p>	<p>Full Funding Requested - Restructure HSO: Hire FT permanent Student Services Specialist Lead: Immediate Manager One-Time Funding Requested (if applicable): 51000 Planning Unit Priority: High</p>	
<p>Inform (i.e. Incoming students)_1 - Serve and inform 52 high schools, 11 school districts, and nearly 5,000 students about Mt. SAC services and programs; deliver information regarding Mt. SAC enrollment processes and procedures, financial aid, assessment overviews, transitional services (i.e. Bridge, EOPS), transfer/degree requirement information, motivational presentations, and special population services. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - HSO Cell Phones and media plan Lead: Immediate Manager</p> <hr/> <p>Full Funding Requested - Mt. SAC Promotional Items for HSO events, College/Community/Career Fairs, and presentations/ workshops in K-12. Lead: SSSP Coordinator,</p> <hr/> <p>No Funding Requested - High School Outreach hanging side view sign. Currently the "Information" sign is much larger than our High School Outreach sign. Lead: Immediate manager</p> <hr/> <p>Full Funding Requested - Redesign of Information/High School Outreach space. We have outgrown our space and do not have privacy because we are in an open space. Lead: Immediate manager</p> <hr/> <p>Full Funding Requested - Outreach Marketing Materials (Connect 4 brochures, college brochures, CTE brochures, SS brochure) Lead: SSSP Coordinator,</p>	