Manager PIE Report



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SCE Division Provost: VP Analysis & Summary

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# 2022 - 2023

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**Summary of Notable Achievements**

The School of Continuing Education (SCE) had many significant successes in 2022-23 and is close to reaching the high enrollment numbers it had pre-pandemic. The following is a summary of SCE's Manager PIEs.  
  
\*Growth: SCE served 46,149 students in 2022-23, which is a 12% increase over 2021-22. There are many factors contributing to this increase: Return to campus, targeted marketing, online courses, and newer programs such as Pharmacy Tech and the growth of our High School Referral program. The Division also experienced an increase in FTES with a reported 8,401. SCE has the largest noncredit headcount in the state. High School Referral is thriving due to offering courses online. Students have found this modality very conducive to either making up credits or taking classes for advancement.   
  
\*In-person and online course offerings: Offering courses both in-person and online continue to provide students the flexibility to take courses when convenient for them. Overall, approximately 30% of SCE courses are offered online. Some areas have experienced significant growth due to this modality including high school referral and high school equivalency/ high school diploma. Online courses have opened the doors to potentially enrolling students from across the State as well as the country. Other areas such as WIN also found online opportunities that supported student athletes. The online modality has led to significant growth to the High School Referral, which served 1859 students in 2022-23. In 2022-23, ABE had its largest graduating class ever with 118 students earning a high school diploma or California High School Equivalency certificate.   
  
\*Students' Technology Needs: SCE continues to support students in taking online courses by providing access to both laptops and hotspots through the Technology Loaner Program. This has become an ongoing support given that approximately 30% of courses are offered online. In 2022-23, SCE lent out over 480 laptops and 396 hotspots to noncredit students. The SCE Student Online Support (SCE SOS) Team continues to support students via Zoom and email. SCE SOS offers live, one-on-one assistance to noncredit students who need help with technology. Students primarily request help with accessing and navigating the Mt. SAC Portal, Canvas, and Zoom. In 2022-23, the SCE SOS Team responded to 2,113 requests.   
  
\*Student Basic Needs: The noncredit Basic Needs staff continues to provide support to noncredit students experiencing food insecurity, housing instability, and other emergency /crisis situations In 2022-23, the Basic Needs staff processed 259 applications by noncredit students. The services most often requested were assistance with food and housing, as well as physical health and hygiene needs. In focus groups, students have conveyed appreciation for all these services. During the Stay-at-Home period and upon the early return to campus noncredit students in all SCE areas were able to apply for CARES/HEERF grants ranging from $500 to $1,000. The grants were targeted to students who had identified basic needs challenges. The College also subsidized parking fees for students who returned to campus through 22 Provided free student parking.  
  
\*Faculty and Staff Support: Faculty were offered professional development opportunities and peer support within departments to address needs for teaching online and to continue to build pedagogical practices for in-person classes. Trainings offered to the faculty and staff of all departments include EAB Navigate, Canvas, SPOT, Signal Vine, and T2 parking processing system.   
  
\*Recruit and Reengage: The SCE Noncredit Engagement Manager led coordinated marketing campaigns to recruit new students and reconnect those who stopped attending during the pandemic. Based on training from ideas42, the SCE website was redesigned to make it accessible, student-focused, and easy to navigate. The website now includes embedded enrollment checklists to help students and prospective students easily access available classes and programs and contact information. Implemented Signal Vine, of two-way texting software for all areas to more effectively communicate with students and prospective students and assists with enrollment and retention efforts, especially for busy adult learners juggling employment, family and school responsibilities.  
  
\*Diversity, Equity, Inclusion, Social Justice, and Anti-Racism (DEISA+): ABE partners with Rising Scholars to offer a diploma/HSE pathway for student impacted by the criminal justice system. For the 2022-23 school year, Rising Scholars has referred 52 students to ABE. Similarly, ABE continues to partner with EOPS. As of June 1, 2023, 15 HSE graduates were accepted into EOPS for the 2022-23 school year. As of the Winter 2023 semester, 74% of HSE students have matriculated to credit courses. AWD held the 1st Annual Anti-Ableism Campaign. Over 325 people participated in a variety of events including a kickoff event with featuring disabled students as guest speakers; a series on disability, language, and race; two workshops on universal design; and advocacy skills workshop; and a social painting event where students without disabilities were able to work side-by-side with disabled students. EOA held the 2nd Annual Anti-Ageism Campaign. Over 350 people participated in a variety of events including a kickoff event featuring a film about how ageism affects people in the LGBTQ+ community and a talk with the film’s producer; a film and discussion about ageism in the workplace; a lecture on ageism and mental health; a lecture on challenging ageism; and a wrap up event that included demonstrations from older adult students. ABE also implemented the newly legislated noncredit Special Admit process, enabling nonresident noncredit students to take credit classes without paying out-of-state tuition.   
  
\*Grants: SCE received the California Apprenticeship Initiative Planning grant in the amount of $120,000 and the California Apprenticeship Initiative Implementation grant for $1.2 million.   
  
\*The Noncredit Career Pathways Regional Strong Workforce project was selected by the Los Angeles Regional Consortium (LARC) as one of three “Cornerstone Projects.” Cornerstone Projects are regional projects that have consistently ranked high for multiple rounds of voting. They are strategic in that they guide LA19 institutions to consider foundational pathway objectives regarding infrastructure, student supports, academic integration, and evaluation through the lens of established metrics. The project’s total budget was increased to $2.2 million for the 2022-23 round and continues to support all 19 LA colleges. Mt. SAC was awarded $600,000 of those funds.

**Closing the Loop - Analysis of Progress on College Goals**

All SCE departments identified plans and activities for assessment based on unit goals that are aligned with SCE Division goals and the College goals. In 2022-23, SCE departments identified plans and activities for assessment based on unit goals that are aligned with SCE Division goals and the College goals. In 2022-23, units identified 37 resource request plans and activities. All but five requests were funded to some degree.  
Personnel hired to fill critical positions and resources funded will help enhance and develop programs that will ultimately benefit students.

**Tracking Conditions and Trends: a. External Conditions Analysis**

Another external condition that continued to affect the division and the student population is the economy. The economy has generally bounced back from the pandemic to low levels of unemployment yet inflation continued and interest rates were raised to combat inflation. SCE has sought out funding opportunities to support the programs. SCE received the California Apprenticeship Initiative Planning grant in the amount of $120,000 and the California Apprenticeship Initiative Implementation grant for $1.2 million.   
  
The economy affects the Division's ability to find and keep qualified faculty. This challenge is most strongly felt in STV and the High School Referral programs, both of which could offer additional sections and new programs in high demand areas with the appropriate personnel.

**Tracking Conditions and Trends: b. Internal Conditions Analysis**

SCE continues to provide a welcoming, nurturing, and thriving educational environment to those attending class in-person and those choosing online learning. All SCE departments identified plans and activities for assessment based on unit goals that are aligned with SCE Division goals and the College goals. In 2022-23, units identified 37 resource request plans and activities. All but five requests were funded to some degree.  
  
Informational Technology (IT). The noncredit online application and registrations continues to be revised and improved. There are a few issues that remain, and SCE staff are working with IT to resolve the problems. During the past year with the technology checkout program, the SCE IT team has been stretched thin. In addition to loaning out laptops and hotspots, the IT team handles all student and staff help desk phone calls for SCE. This is all work on top of servicing nearly 1,200 computers, laptops, Chromebooks and iPads that are used by SCE staff and students in offices and computer labs.  
  
SCE, dually accredited by ACS WASC and ACCJC, managed to balance the challenge of going through two self-evaluation/self-study cycles for accreditation purposes. A total of 47 WASC program team meetings and 11 criteria focus groups meetings took place in 2022-23 to discuss SCE programs and services, as part of the self-study process and to meet accreditation requirement. Four ACS WASC presentations raised awareness of the accreditation process for SCE and how it differed from ACCJC. Managers, faculty, and staff participated in the ACCJC accreditation process to ensure SCE student experience and needs, as well as SCE’s unique processes, were included.  
  
The internal condition that continues to challenge all departments is facilities. Even though about 30% of all courses are offered online, current facility conditions and lack of classrooms and lab spaces limit offerings. Numerous programs could have more offerings if space was available on campus. This includes health career programs, AWD/IMPACT, and fee-based offerings. Some of the classrooms that are available need repairs or updating. The stress placed on facilities and staff will only increase as new programs, such as LVN, start in Fall 2024. A classroom in building 30 is almost done to be used as a “hyflex” classroom. This would allow some students to attend class in person while others can attend virtually. Building 31B has been identified to turn it into the LVN classroom and lab space. Bids for remodeling to take place in Fall 2023 were accepted 2022-23.  
  
Diversity, Equity, Inclusion and Social Justice. The SCE Equity Leadership Workgroup, comprised of two managers, two faculty, and two classified employees continues the work of DEI within the Division. Departments are focusing on increasing the number of Hispanic/Latino students. The EOA program put together the second Ageism event which was held campus-wide and involved a variety of departments across the College. And the AWD program held an Ableism event across the campus. The Leadership team has a standing DEISAA+ item on their agenda in which managers take turns on DEISAA+ strategies and discussions.

**Tracking Conditions and Trends: c. Retention and/or Success Analysis**

Retention and outreach efforts are helping to reach the enrollment numbers that SCE had prior to the pandemic. SCE has used Full Capacity, a marketing firm, to help with the focus on outreach and marketing of programs in the community. The SCE special project manager also continues to focus on outreach by collaborating with Full Capacity and by attending community events.   
  
ABE: Healthcare Math (HCM1) is a noncredit support course offered in the Summer 2022 and Winter 2023 to nursing students before they enroll in Pharmacology. There were 69 students enrolled in HCM1 for summer and winter.   
  
C&CE: In 2022-23, C&CE served 6,552 students and test participants, demonstrating a 38% increase from 2021-22. Contract Education completed 14,018 training hours, a 24% increase from last year. The SCE Testing Center proctored 3,429 tests demonstrating a 62% increase from 2021-22. Offered full day on-campus College for Kids Summer 2023 program (first time since COVID-19 pandemic) in addition to online courses to provide parents and children with educational activities in a learning environment that suits their personal preference and safety needs.  
  
EOA: EOA has seen a rebound in enrollment, serving 169 more students in 2022-23 than the previous year. Interestingly, EOA enrollment grew by 1,240, which shows that EOA students are now enrolling in multiple classes per term/year. With careful analysis and informed by student interest data, EOA & AWD department submitted 11 courses for approval. These include Food and Nutrition; Principles of Strength; Music and Brain Health; Writing your Life story; Financial Literacy in Retirement; Artisan Quilting for Retail Sales; Digital Media Basics for the Workplace; Digital Citizenship - Internet Safety Course; Regenerative Gardening; Fundamentals of Sustainability; Local Food Communities  
  
ESL: Enrollment grew steadily in ESL, VESL, and the LLC for a combined total of 5,688, which reflects a 41% increase when compared to last year. ESL served 4,304 students; VESL served 632 students; and the Language Learning Center served 1,953 students.   
  
STV: STV developed a partnership with Pomona Valley Hospital. These externships included 4 paid externships for Medical Assistant students. This is a new partnership and our first MA externship. STV developed MOU agreements with 23 Pharmacies for Pharmacy Technician externships. Department of Labor (DOL) Approvals: Medical Assistant, Pharmacy Tech, EMT, PCA, CNA, Physical Therapy Aide. These are non-traditional apprenticeship programs. These apprenticeships combine on-the-job training and related and supplemental instruction hours offered by STV. The local community is in need of trained health career students. STV programs continue to grow. In 2022-23, STV submitted new curriculum for three new programs: Registered Behavior Technician, Ownership Clerk, and Phlebotomy.  
  
OCHS: Enrollment dropped slightly in Summer 2022 for OCHS but the percentage of course completion grew to 87% (from 75% in 2021-22). Enrollment remained high with 12,947 students served in Summer 2022.

**Tracking Conditions and Trends: d. Critical Decisions Analysis**

SCE’s critical decisions revolve primarily around ways to continuously enhance student support services and facilitate instructional delivery, whether in-person or online. Critical decisions include:  
  
SCE was reorganized to have the same structure as other Mt. SAC divisions. SCE now has a vice president and an associate vice president, as well as two deans. The reorganization was needed to give SCE access to the same resources other divisions and so managers could properly advocate on behalf of noncredit students.  
  
Continuing to address basic student needs as a priority.  
-- Basic Needs technical expert assisted noncredit students experiencing food insecurity, housing instability, and other emergency/crisis situations. A total of 180 applications were received in 2022-23, with 134 assessments completed that resulted in 178 cases on food security, 121 on housing, and 88 on mental health.  
  
--To encourage and continue supporting students in their transition back to in-person learning, SCE successfully advocated for free student parking for 2022-2023 and bus passes for noncredit students.   
--Division continued with the laptop loaner program.  
  
SCE expanded its efforts with regard to outreach, retention, and re-engagement.   
--The outreach and re-engagement special project manager provided community outreach to high-touch areas including bus stops, stores, restaurants, and community events to share information about noncredit programs. Outreach materials were redesigned to align with training from Ideas 42 (PACCE grant), which focuses on behavioral science. The Division and department websites were updated to be more student friendly.   
--ESL hired bilingual intervention specialists (Spanish and Chinese) to follow up with students who did not show up to class or who dropped. In Spring 2023, specialists contacted 339 students. Specialists learned that attendance was affected by work schedules, childcare needs, and health problems.  
  
The Division offered added and updated courses, and offered professional development opportunities to enhance teaching and learning.  
-- 19 new SCE courses were cleared by Mt. SAC. The Chancellor’s Office cleared 84 SCE courses. SCE submitted 28 new courses.   
-- 11 new SCE programs were cleared by Mt. SAC. The Chancellor’s Office cleared 11 SCE programs. SCE submitted 9 new programs.  
--ESL began offering Pre-1 sections of Reading and Pronunciation, as well as American Culture through Media, a new course that uses equity-focused films to teach students DEISA values and facilitate authentic English language interactions.  
  
Additional critical decisions included:  
-- Continuing to work on the ACS WASC accreditation process, and support the ACCJC accreditation core team to coordinate. SCE held two Advisory Group meetings in 2022-23, to support accreditation work and to review data to plan for institutional effectiveness.  
--ESL created a designated CASAS testing lab.   
--Part-time ESL counselors provided additional students support for student intake and guidance.

**Tracking Conditions and Trends: e. Progress on Outcomes Analysis**

In addition to the enrollment growth already discussed and the increases in course offerings, certificate completion is also improving. With the pandemic coming to an end, there is evidence of progress with regard to student outcomes and certificate completion. SCE students earned 2,352 state certificates (CDCP) in 2022-23, which is 64% more than in 2021-22. The following is a breakdown:  
  
-- ABE: awarded 438 CDCP certificates, which represents more than three times what was awarded in 2021-22.   
  
-- ESL: awarded 1,379 certificates to students in 2022-23, which is a 50% increase from the previous year.   
  
-- STV: a total of 459 certificates were issued by STV, more than double when compared to last year.   
  
-- VRE: granted 76 certificates in total.

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VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Advocacy and Partnerships: Advocate for noncredit and community education students to remain a critical part of the California community college mission through partnerships, as well as community, regional and state involvement.

**VP Goal Status**

Active

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Data: Ensure equity, access, completion, and success of educational goals for all students.

**VP Goal Status**

Active

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 1 - Goal 1:
* Priority 2 - Goal 1:

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Teaching and Learning: Expand and support innovation in teaching, learning, academic support, and management within SCE

**VP Goal Status**

Active

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 1 - Goal 2:
* Priority 1 - Goal 3:
* Priority 4 - Goal 1:

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Student Support: Increase access to high quality student services to support student goals and promote pathways for a diverse noncredit population.

**VP Goal Status**

Active

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 2 - Goal 2: X
* Priority 3 - Goal 1: X
* Priority 5 - Goal 2: X

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Communication: Increase effectiveness and consistency of communication among stakeholders.

**VP Goal Status**

Active

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 3 - Goal 2: X
* Priority 6 - Goal 1: X
* Priority 6 - Goal 2: X

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Fiscal Stability: Ensure fiscal stability and effective use of resources.

**VP Goal Status**

Active

**Mapping**

Strategic Priorities: (X - Highlight Selected)

* Priority 4 - Goal 2: X