



Student Services and Administrative/Operational Annual Program Review and Planning Update Form Fall 2023

BACKGROUND:

Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.

Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.

DIRECTIONS:

This form shall be completed annually by **all** student services programs and administrative/operational offices.

- Programs or offices must submit their Annual Program Review Update form to their manager or dean by 5pm, Monday, November 27, 2023.
- Managers or deans will forward the completed form to the Program Review and Planning Committee Chairs by 5pm, Monday, December 4, 2023.
- Questions or concerns?
 - Committee contacts:
 - Co-chairs Mary Bogan (mbogan@fullcoll.edu) and Bridget Kominek (bkominek@fullcoll.edu)
 - Manager and classified professional representatives on the [Program Review and Planning Committee](#)
 - [Office of Institutional Effectiveness](#)

SUBMISSION:

Program:

Division:

Date:

We have reviewed our most recent self-study and **have not identified** any significant changes that necessitate resource requests for the upcoming academic year. *(Complete part 1 only)*

We have reviewed our most recent self-study and **have identified** significant changes that necessitate additional resource requests, which are attached in our submission. *(Complete parts 1 and 2)*

Principal Author Signature:

Printed Name:

Date:

Manager or dean Signature:

Printed Name:

Date:

Part 1: Review of Data

List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year? What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?

In the Program Review completed Fall 2022, we listed intended outcomes only as the review was our first and we did not have outcomes from the past cycle. The intended outcomes listed were as follows:

1. Serving an increased number of students
2. Providing enrollment, registration services and information to remove barriers Re-entry students face while enrolling.
3. Align marketing and communication outreach with different modalities preferred by students.
4. Provide engagement and connection opportunities which support student success and completion in programs and courses.
5. Provide ongoing support services (counseling, tutoring, campus and community resource referral) at preferred times and days for Re-entry students.
6. Coordinate timely career services to Re-entry students including workshops and SuperStrong/other assessments, localized career education information and data, and details for alternative and "stackable" pathways.

For Outcomes 1-3 the intended outcome was to increase program enrollment and engagement, which we have been tracking for the last year by program headcount, and student surveys. For Outcomes 4-6, the intended outcome was to increase successful completion of AA's, Certificates, and courses by 10%, which we have yet to track because so many of our students are new.

The program has grown quickly from 75 students in fall 2022 to approximately 375 students during fall 2023. Based on student need assessed through surveys we continue to add workshops and events to facilitate their entry into and success at Fullerton College, as well as providing specialized referral, guidance, and counseling due to the unique nature of our students. Comparing fall 2022 to fall 2023 we added hands-on workshops to review campus software (My Gateway, Canvas, Office 365) which many of our students indicated were a barrier to their success. In addition, we partnered with the Career Center to offer a Career Counseling Workshop and Registration Assistance for new arrivals to Fullerton College. Outreach has also expanded greatly as we are also partnering with Promise, Rising Scholars and Assessment/Orientation center to capture Re-entry students as they first arrive.

Program Engagement

Semester	Active Students
Spring 2022	48
Summer & Fall 2022	75
Spring 2023	149
Fall 2023	375+

Workshops

Fall 2022 WORKSHOP/EVENT TOPICS	ATTENDANCE
Program & Resource Connection	37
Coffee & Chat	13
Time Management	22
Education Goals & Support	21

Financial Aid	20
Friendsgiving Social Event	12
Finals Study Session	7
14 Total Workshops Offered	

Fall 2023 WORKSHOP/EVENT TOPICS	ATTENDANCE
Resource Connection Session	42
How To Use Canvas for Beginners	28
Pizza Social	27
How to Use Office 365	8
BBQ Social	20
Navigating MyGateway	14
No Tricks, Just Treats Social	14
Career Exploration to Readiness	20
Registration Assistance Workshop	Coming Up
Friendsgiving Social	Coming Up
15 Total Workshops Offered	

Outreach Efforts

Fall 2022 Outreach Events	Date
First-Gen Resource Fair	11/8/2022
Fall 2023 Outreach Events	Date
Welcome Fair	8/29/2023
Re-Entry Info Booth	9/5/2023
Re-Entry Info Booth	9/7/2023
AHUSD Parent Lunch	9/29/2023
Cruisin' to College Car Show	9/30/2023
College Fair	10/17/2023
Virtual Group Advising	10/17/2023
Re-Entry Program Info Session	10/24/2023
Virtual Group Advising	10/24/2023
Re-Entry Program Info Session	10/24/2023
Re-Entry Program Info Session	10/26/2023
Re-Entry Program Info Session	10/26/2023
Fall Mixer	10/31/2023
First Gen Resource Fair	11/7/2023
Virtual Group Advising	11/7/2023
Jump Start	11/15/2023
Grads2Be High School/Parent Event	12/2/2023

Part 2: Additional Resource Request Reasoning and Support

For each request, complete steps A, B, and C.

Step A: Request for additional personnel funding.

Step B: Answer the following questions:

1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?

The Re-Entry Program has experienced tremendous growth of 400% in the past 12 months. We anticipate that this growth will slow slightly but continue as we improve our outreach efforts and more returning students are aware of the services we offer. Last year our counseling was supplemented by the Counseling Department, but that situation has changed. The funds we received from Enrollment Management have been completely absorbed by our need for personnel for counseling and outreach. It is imperative for the further success of our program that this request be considered sooner, rather than during the next comprehensive program review.

As shown in the chart below, our students often do not qualify or are unserved by other campus programs. We work to understand the specific and unique challenges our adult learners face and believe our services are tailored to meet their needs. Ultimately, if the request for funding for personnel was to be approved, we would more effectively be able to meet the high demand for academic counseling, outreach coordination, and case management for this student population, and continue to provide enrollment and persistence for non-traditional students at Fullerton College.

Percentage of 359 Re-Entry students that are in other campus programs

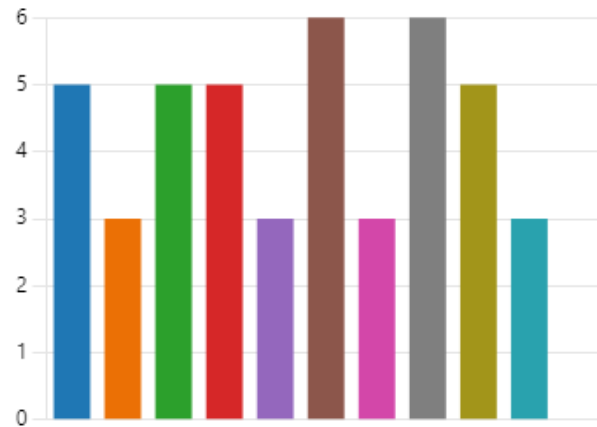
Campus Program	Percentage of Re-Entry Students
DSS	13.93%
EOPS	11.98%
VRC	8.91%
Promise	2.23%
CARE	1.95%
FYSI	1.39%

The funding for more personnel and resources would also assist us in being able to provide more comprehensive workshops and events that Re-Entry students find very valuable to their student success as seen in the charts below when surveying students that attended a recent workshop hosted by the Re-Entry Coordinator.

1. What parts of MyGateway did you learn about during the workshops that you did not know before?

[More Details](#)

● How to search for classes	5
● How to register for classes	3
● How to check your assigned reg...	5
● How to view your education pla...	5
● Where to search for job openin...	3
● How to update personal studen...	6
● How to access and print transcri...	3
● How to check final grades	6
● Where to apply for financial aid	5
● Where to purchase parking and ...	3
● Other	0



2. After attending the Re-Entry Navigating MyGateway workshop on 10/16/23, do you feel more confident in using MyGateway?

[More Details](#)

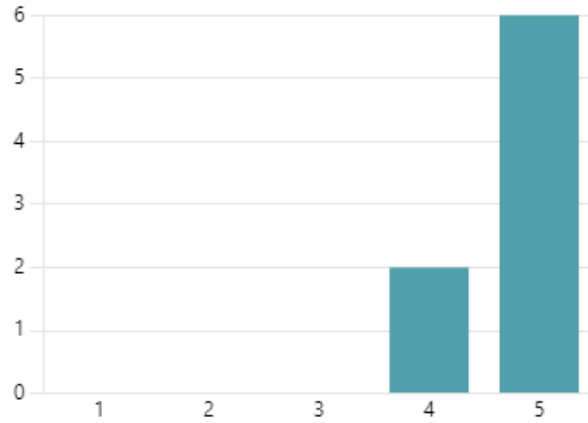
● No confidence	0
● A little more confident	2
● More confident	0
● Much more confident	2
● Very confident	4



3. **Do you think the MyGateway workshop is helpful to your success as a student?**

[More Details](#)

4.75
Average Rating



4. Please share anything else that you learned or provide any feedback for us about the MyGateway workshop. We appreciate you completing this survey!

8 Responses

ID ↑	Name	Responses
1	anonymous	Clap clap
2	anonymous	I thought it was a great use of my time. I learned some new things. It was great!
3	anonymous	All good
4	anonymous	I learned yesterday how to register for spring classes
5	anonymous	Amy was very helpful.
6	anonymous	it is an excellent workshop for new students and great for continuing students.
7	anonymous	Amy is a great mentor. Very personable and charming. Would take more classes from her to learn more about the college
8	anonymous	Amy was very considerate in tailoring the workshop to the participants' specific needs

2. **How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**
- **Is the resource request personnel-related? If so, please provide evidence to justify the**

requested positions such as retirements, program or office growth, or increased demand.

Before 2022, prior efforts in this area consisted of a counselor working 20 hours a week to market, recruit, manage and counsel this population. In Spring 2022 the program counted 11 student participants. In summer 2022, a part-time coordinator and counselor began a more comprehensive program. Emailed Newsletters, Facebook and Instagram pages were developed and between Summer 22 and Fall 22 participants increased to 75. As of November 2023, the program serves approximately 375 students and continues to grow monthly. Counseling hours have decreased from 17 hours per week to 11 hours currently. We have experienced periods of need where counselors are booked three weeks in advance, and there is no one available for emergency help. We currently have no additional funds to add counseling hours in spring 2024. We have also added an outreach project coordinator for 10 hours a week only. Additional funding for both counseling appointments, outreach coordination, and resource referral assistance is needed.

3. How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program’s goals for improvement, as stated in your last program review?

The Re-entry program at Fullerton College supports the college’s mission through the nature of the student population it serves. Re-entry students are a diverse slice of our community, whose stories often include multiple attempts to advance their education which have been halted because of life circumstances and students who are just beginning their academic journey, having misunderstood the profound impact that education can have on their lives. In either case, the Re-entry program seeks to inform, support, and encourage their desire to change their lives through enrollment at Fullerton College. Our request supports this mission.

The Re-Entry Program also identified in our Program Review key goals for the future including:

- Increased student engagement through continued workshops and classes on a variety of topics tailored to nontraditional students such as stress and time management, goal setting, and balancing work, family and school
- Establishment of a Re-entry informal club to provide a space for re-entry students to meet each other, discuss topics and issues that are important to the re-entry community and get information on deadlines and workshops happening at Fullerton College.

Step C: Complete this chart with details of the request:

Type of Resource	Requested Dollar Amount	Potential Funding Source It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel	\$60,000	
Facilities		
Equipment		
Supplies		

Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount:	\$60,000	

Second Request

Step A: **Request for additional student incentive and resource funds.**

Step B: Answer the following questions:

- 1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?**

We currently have 192 bookstore cards left with the value of \$200 each. At the end of this semester, fall 2023, we will be distributing 80+ of these cards to our students who earned them by completing the necessary requirements for the program. Based on the growth of the program that we experienced, from spring 2023 to fall 2023, doubling the number of students engaged with the program, we expect the demand for the bookstore card incentives to increase. The Re-Entry program anticipates having a shortage of services in the spring 2024 if we do not get the financial support that is being requested. Ultimately, we feel it is imperative that resource requests are processed in a timely manner.

- 2. How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

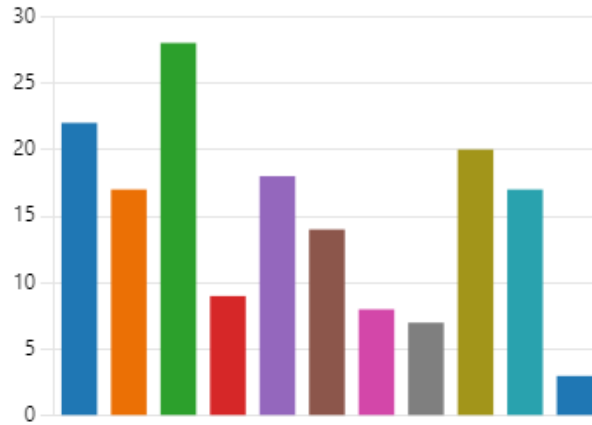
- Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program or office growth, or increased demand.**

This additional resource allocation will allow us to continue to provide our students with the necessary services that they rely on; such as the bookstore card, emergency gas cards, etc, to help promote academic retention and minimize the barriers to education that they would otherwise encounter. It also will allow us to continue to host social events with a meal included once per month for our students. As you can see below, our students very much value having a place to connect with other Re-Entry students and create that sense of community and belonging. These social events positively impact the students experience by not only providing comradery, but also something to participate in outside of academics.

3. Please click all of the following workshop topics and events that you would be interested in attending. (0 point)

[More Details](#)

● Social events	22
● Zoom Game Night	17
● Resource Connection	28
● How to Use Canvas for Beginners	9
● How to Use Office 365	18
● Time Management	14
● Academic Probation/Dismissal	8
● Navigating MyGateway	7
● Career Exploration	20
● True Colors: Personality Assessm...	17
● Other	3



3. How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program’s goals for improvement, as stated in your last program review?

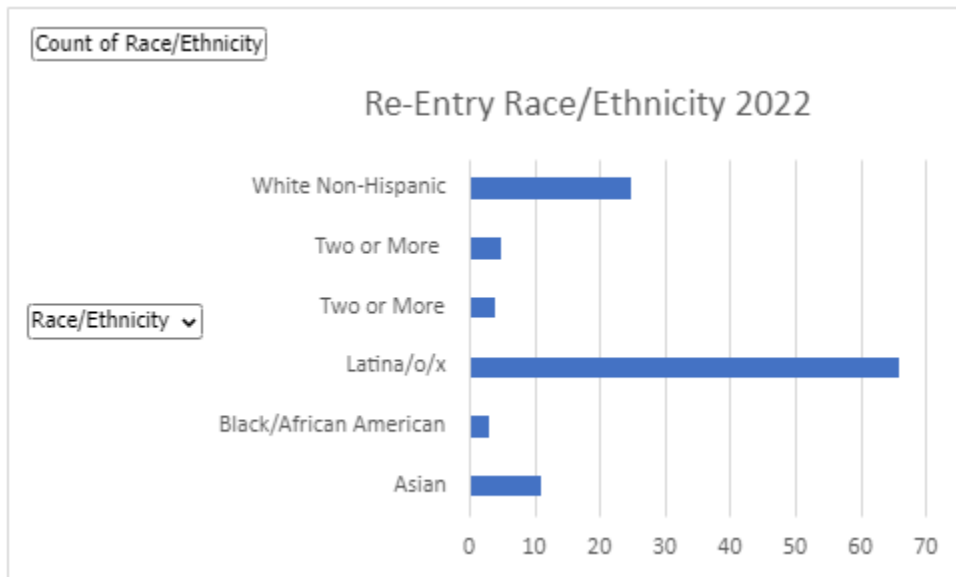
Included in the Fullerton College Enrollment and Re-Engagement Plan, Goal 1: Objectives 2 and 3 highlight the goal of increasing enrollment for non-tradition and Re-entry students. In addition, the plan calls for increased “enrollment for student populations that disproportionately left the College after the start of the COVID-19 pandemic”. The Re-entry program is facilitating these objectives.

Goal 2 in the College Enrollment and Re-Engagement calls for “increased course retention and term-to-term persistence rates for continuing students”. The Re-Entry Program is facilitating this goal.

- From Spring 2023, 70.5% of Re-Entry program students enrolled for the Fall 2023 semester.
- From Summer 2023, 80.3% of Re-Entry program students enrolled for the Fall 2023 semester.

Objective 3 within Goal 2 specifically calls for improvement “in the sense of belonging and mattering for students of color.” The Re-Entry Program is facilitating this Objective.

The chart below shows that over 70 percent of our students are students of color. These students are very busy working full/part-time and have families. We are often the only contact outside of the classroom where these students feel comfortable asking for help and information.



Type of Resource	Requested Dollar Amount	Potential Funding Source It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Bookstore Cards/Incentives	\$30,000	
Total Requested Amount:	\$30,000	