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: Academic Support Center   Division: LLRISPS   Date: 10/31/23

☐ 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: *Kristine Nikkhoo*   Printed Name: Kristine Nikkhoo
Date: 11/20/23

Manager or dean Signature: *Dani Wilson*   Printed Name: Dani Wilson
Date: 11.20.23

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?

	Intended Outcomes	How will you determine if the outcome is met?	How will you collect the data?	Can this data be disaggregated at the student level?	What will the results show?
1.	As a result of the ASC's increased promotion efforts and stronger ties across campus, a greater percentage of students will use the ASC's services. (CONTINUING)	Compared ASC users (academic year) / total Fullerton College student body (academic year)	OIRP	Yes	Evaluation and possible modification of ASC programs and promotion efforts
2.	As a result of regularly using individualized tutoring sessions in the Academic Support Center, overall student success in their courses will increase. (CONTINUING)	Measured by OIRP	OIRP	Yes	Validation of the current practices of the Academic Support Center
3.	As a result of regularly using individualized tutoring sessions in the Academic Support Center, course success for DI student groups will increase. (NEW)	Measured by OIRP	OIRP	Yes	Validation of the current practices of the Academic Support Center

I have requested the following data and will assess all of the following against the intended outcomes listed in the chart above (the OIE was unable to provide updated data in time for this report):
    Writing Center and Tutoring Center (separate charts):
    --Overall Use Rates (unique students, college enrollment, % of population)
    --Disaggregated Data By Ethnicity of % of Total Population
    --Disaggregated Data By Gender of % of Total Population
    --Pass Rates of Courses where students accessed WC (disaggregate by ethnicity and gender)
    --Pass Rates of Courses where students accessed TC (disaggregate by ethnicity and gender)
    Math Success Program
    --Overall Use Rates (unique students, college enrollment, % of population)
    --Disaggregated Data By Ethnicity of % of Total Population
    --Disaggregated Data By Gender of % of Total Population
    --Pass Rates of Math Courses for student program participants (disaggregate by ethnicity and gender)
I will analyze this information and make necessary program modifications in order to improve student outcomes.

Additionally, I will compare the updated data to the information provided in our program review for the Writing Center (WC) and Tutoring Center (TC), in particular:

PASS RATES OF COURSES WHERE STUDENTS ACCESSED WRITING CENTER

	Fall '20	Spring '21	Sum '21	Fall '21	Spring '22	Sum '22
With WC	85.2%	89.8%	94.9%	88.0%	84.8%	96.4%
No WC	67.2%	59.1%	70.4%	64.4%	66.7%	68.1%

OVERALL PASS RATES BY ETHNCITY

PASS RATES OF STUDENTS ACCESSING WC SERVICES							
	OVERALL	Fall '20	Spring '21	Sum '21	Fall '21	Spring '22	Sum '22
American Indian	50.0%	0.0%	100.0%	--	--	0.0%	--
Asian	93.2%	93.1%	93.3%	90.0%	92.5%	93.2%	100.0%
Black	82.8%	84.6%	90.9%	100.0%	60.0%	80.0%	100.0%
Filipino	90.4%	100.0%	84.6%	--	100.0%	78.6%	--
Latinx	85.3%	82.1%	87.4%	97.0%	87.2%	82.4%	96.0%
Pac. Islander	75.0%	--	50.0%	--	--	100.0%	--
Two or More	85.3%	84.2%	91.7%	100.0%	94.1%	58.3%	100.0%
Unknown	91.7%	93.9%	91.2%	100.0%	88.5%	91.2%	100.0%
White	88.3%	85.5%	93.0%	88.9%	86.2%	87.7%	83.3%

OVERALL PASS RATES BY GENDER

PASS RATES OF STUDENTS ACCESSING WC SERVICES							
	Overall	Fall '20	Spring '21	Sum '21	Fall '21	Spring '22	Sum '22
Male	84.3%	83.6%	85.8%	93.8%	85.2%	79.9%	100.0%
Female	89.1%	85.8%	91.6%	95.1%	90.5%	86.9%	96.7%
Non-Binary & Transgender	86.5%	92.3%	88.9%	100.0%	80.0%	85.7%	50.0%
Unknown/Not Reported	85.2%	82.4%	94.7%	100.0%	70.8%	94.1%	100.0%

PASS RATES OF COURSES WHERE STUDENTS ACCESSED TUTORING CENTER

	Fall '20	Spring '21	Sum '21	Fall '21	Spring '22	Sum '22
With TC	78.2%	75.6%	76.7%	74.9%	74.9%	72.0%
No TC	56.7%	54.4%	71.7%	62.0%	62.9%	61.8%

OVERALL PASS RATES BY ETHNCITY

PASS RATES OF STUDENTS ACCESSING TC SERVICES							
	OVERALL	Fall '20	Spring '21	Sum '21	Fall '21	Spring '22	Sum '22
American Indian	71.4%	100.0%	50.0%	100.0%	50.0%	100.0%	--
Asian	84.0%	83.7%	91.9%	60.0%	84.1%	78.4%	87.5%
Black	66.7%	58.3%	60.0%	100.0%	83.3%	63.6%	100.0%
Filipino	89.7%	90.0%	87.5%	--	80.0%	100.0%	--

Latinx	70.8%	74.5%	68.7%	81.3%	69.6%	69.7%	66.7%
Pac. Islander	50.0%	0.0%	0.0%	--	--	100.0%	100.0%
Two or More	76.3%	70.6%	66.7%	66.7%	76.9%	93.3%	60.0%
Unknown	80.5%	90.5%	80.0%	100.0%	77.3%	76.2%	0.0%
White	82.7%	85.0%	85.3%	72.7%	81.6%	80.0%	80.0%

OVERALL PASS RATES BY GENDER

PASS RATES OF STUDENTS ACCESSING TC SERVICES							
	Overall	**Fall '20**	**Spring '21**	**Sum '21**	**Fall '21**	**Spring '22**	**Sum '22**
Male	71.7%	69.3%	71.1%	72.2%	74.4%	71.1%	73.7%
Female	78.5%	81.8%	79.6%	77.8%	76.3%	77.8%	70.0%
Non-Binary & Transgender	75.0%	100.0%	100.0%	100.0%	50.0%	50.0%	100.0%
Unknown/Not Reported	69.9%	83.3%	57.7%	80.0%	68.8%	72.2%	--

Part 2: Additional Resource Request Reasoning and Support

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

Step A: Briefly describe the request.

I included the following resources requests in the 22/23 ASC Program Review. It has not yet been determined if any of the requests will be funded, so I am including them again here in this update.

1. Increase wages for hourly tutors (above minimum wage), funding for ASC Ambassadors, and baseline ASC general budget to account for incremental wage increase over the last several years.

2. Improve ASC technology to serve online students and remote tutoring and workshops

3. Hire Administrative Assistant I (new position – 10 months) to provide consistent and timely support to students at all points of service in the ASC (check-in/front desk, scheduling, etc)

Step B: Answer the following questions: (see below)

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

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		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount:		

RESOURCE REQUEST #1

STEP A: Increase wages for hourly tutors (above minimum wage), funding for ASC Ambassadors, and baseline ASC general budget to account for incremental wage increase over the last several years.

STEP B:

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

  Yes this is an urgent resource request for an increase to the baseline funding for the tutoring and academic support services in the ASC. We employ hundreds of hourly student workers and each year, the minimum wage has increased while our baseline budget has remained static. It would also be more equitable to pay our tutors more than minimum wage to demonstrate our commitment to equity. As an example, at Cerritos College, their tutors starting wage is $17 an hour wile at FC it is $15.50.

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

  Increased funding to the ASC would allow us to catch up to the increases in minimum wages over the last few years and potentially allow the college to pay hourly student workers at a more competitive starting rate (above minimum wage). The ASC Ambassadors could also be a more stable program not dependent on FWS funds, since many students are not eligible. This increase will also help us recruit more diverse applicants for peer tutors and increase the number of students served and employed by the college

- 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.

  Yes this is a personnel-related request to meet the increased demand of tutoring and services in the ASC.

- 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?

College Goal #:1 & 4 -Promote Success for Every Student Commit to Accountability and Continuous Quality Improvement AND Goal 2: Cultivate a Culture of Equity

Objective #: 1 and 3 – Enhance Workforce training opportunities, ensure financial physical, and technological resources are available to maintain necessary services and programs AND Provide professional and career development opportunities for students, faculty and staff AND Objective #3: Increase equity in hiring and training

STEP C: (please see the chart below)

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name:	Increase wages for hourly tutors (above minimum wage), funding for ASC Ambassadors, and baseline ASC general budget to account for incremental wage increase over the last several years
List College goal/objective the plan meets:	College Goal #:1 & 4 -Promote Success for Every Student Commit to Accountability and Continuous Quality Improvement AND Goal 2: Cultivate a Culture of Equity Objective #: 1 and 3 – Enhance Workforce training opportunities, Ensure financial physical, and technological resources are available to maintain necessary services and programs AND Provide professional and career development opportunities for students, faculty and staff AND Objective #3: Increase equity in hiring and training
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Increased funding to the ASC would allow us to catch up to the increases in minimum wages over the last few years and potentially allow the college to pay hourly student workers at a more competitive starting rate (above minimum wage). The ASC Ambassadors could also be a more stable program not dependent on FWS funds, since many students are not eligible. The responsible parties would be the LLRISPS Dean and the ASC Director.
What *Measurable Outcome* is anticipated for this SAP?	More diverse applicants for peer tutors; increase in number of students served and employed by the college
What specific aspects of this SAP can be accomplished without additional financial resources?	None

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel	$100,000	General/Re-Engagement/Guided Pathways/SEAP
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		

Total Requested Amount	$100,000	

RESOURCE REQUEST #2

STEP A: Improve ASC technology to serve online students and remote tutoring and workshops

STEP B:

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

  Yes this is an urgent resource request. As our online services have expanded, we need updated technology to help students with tutoring in in this environment. Larger screens/computers for group tutoring on zoom would be specifically helpful. We also need to upgrade all of our headsets for students as well as replenish a supply of earbuds, which have diminished since students are using our Skills Center labs more frequently.

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

  Improved learning and student satisfaction in tutoring sessions and lab usage. More repeat users/student to the ASC.

- 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.

  No.

- 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?

  College Goal #: 1, 2, 4 – Promote Success for Every Student, cultivate a Culture of Equity, and Commit to Accountability and Continuous Quality Improvement

  Objective #: Improve student critical thinking skills, Remove institutional barriers to student equity and success, and Ensure financial, physical, and technological resources are available to maintain necessary services and programs

STEP C: (please see the chart below)

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name:	Improve ASC technology to serve online students and remote tutoring and workshops
List College goal/objective the plan meets:	College Goal #: 1, 2, 4 – Promote Success for Every Student, cultivate a Culture of Equity, and Commit to Accountability and Continuous Quality Improvement Objective #: Improve student critical thinking skills, Remove institutional barriers to student equity and success, and Ensure financial, physical, and technological resources are available to maintain necessary services and programs
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	As our online services have expanded, we need updated technology to help students with tutoring in in this environment. Larger screens/computers for group tutoring on zoom and digital drawing tablets would be specifically helpful.

	The responsible parties would be the LLRISPS Dean and the ASC Director.
What *Measurable Outcome* is anticipated for this SAP?	Improved learning and student satisfaction in tutoring sessions. More repeat users/student to the ASC.
What specific aspects of this SAP can be accomplished without additional financial resources?	None

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment	$50,000	General/Re-Engagement/Guided Pathways/SEAP
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	$50,000	

RESOURCE REQUEST #3

STEP A: Hire Administrative Assistant I (new position – 10 months) to provide consistent and timely support to students at all points of service in the ASC (check-in/front desk, scheduling, etc)

STEP B:
- Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?
  Yes. The Administrative Assistant I will help provide more effective and efficient service to students who visit the ASC for academic support. We do not currently have an admin asst position in the Tutoring Center specifically and in-person tutoring attendance has steadily increased this semester, fall 2023. The Math Success Program has also seen a significant increase of 45% in student participation from spring 23 to fall 23 and would benefit from additional support.

- How will this additional resource allocation specifically enhance your program's services, activities, processes, etc. to continue or improve student learning and achievement?
  Increase in student satisfaction with ASC services and an increase in the number of students who return to the ASC for repeat visits. We do not want students to have to wait for service.

- 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.
  Yes this is a personnel-related request to meet the increased demand of tutoring in the ASC.

- 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?

College Goal #: 1, 2, 4 – Promote Success for Every Student, cultivate a Culture of Equity, and Commit to Accountability and Continuous Quality Improvement

Objective #: Remove institutional barriers to student equity and success, and Ensure financial, physical, and technological resources are available to maintain necessary services and programs

STEP C: (please see the chart below)

STRATEGIC ACTION PLAN # 3	
Strategic Action Plan Name:	Hire Administrative Assistant I (new position – 10 months) to provide consistent and timely support to students at all points of service in the ASC (check-in/front desk, scheduling, etc)
List College goal/objective the plan meets:	College Goal #: 1, 2, 4 – Promote Success for Every Student, cultivate a Culture of Equity, and Commit to Accountability and Continuous Quality Improvement Objective #: Remove institutional barriers to student equity and success, and Ensure financial, physical, and technological resources are available to maintain necessary services and programs
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Administrative Assistant I will help provide more effective and efficient service to students who visit the ASC for academic support. The responsible parties would be the LLRISPS Dean and the ASC Director.
What *Measurable Outcome* is anticipated for this SAP?	Increase in student satisfaction with ASC services and an increase in the number of students who return to the ASC for repeat visits
What specific aspects of this SAP can be accomplished without additional financial resources?	None

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.		
Type of Resource	**Requested Dollar Amount**	**Potential Funding Source**
Personnel	$5000/per month (10 mo)	General
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	$50,000 Annual	General