Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## 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.**

## SUBMISSION:

**Program:**

Guided Pathways

**Principal Author(s):**

Jeanne Costello and Jennifer Merchant

**Manager:**

Dani Wilson

**Submission Date:**

12/02/2024 10:13:39 AM

**Author Signature:**

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| Electronically signed by Jennifer Merchant on 12/02/2024 9:16:57 AM |

**Manager Signature:**

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| Electronically signed by Dani Wilson on 12/02/2024 10:13:39 AM |

# Part 1: Review of Data

1. **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?**

There are three outcomes listed in our Fall 2022 self-study. They include:

1. Increase engagement between students, staff, faculty, administrators, support services, and programs across campus [using Starfish].

2. Increase number of programs unit load transparency for current and prospective students.

3. Increase number of students utilizing Portfolium software.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

1. Since our Fall 2023 Program Review Annual Update, Starfish implementation has been managed within the Guided Pathways office. We have increased the number of departments/programs using Starfish features like Kiosks, Appointments, Success Plans, Tracking Items, Progress Surveys, Referrals, and helped departments/programs streamline existing workflows. For example, the departments/programs that are using the Kiosk feature to track participation at campus events and in their centers include the Math and Computer Science Tutoring Lounge, Umoja Lounge, LGBTQIA2S+ lounge, and more. To date, 15 departments are using kiosks, which is 15x’s more than in Fall 2023. The total number of student check-ins using a Starfish Kiosk, went from 0 in Fall 2023 to 22,269 in Fall 2024. In addition to the 15 kiosks already created, there are an additional 18 departments/programs in the onboarding stages with the Guided Pathways office. In total, as of Fall 2023, we had 3 departments/programs using Starfish. As of Fall 2024, we have 33 programs including departments/programs that have been onboarded and are expanding as well as areas in the process of being onboarded. These programs are using Starfish at varying levels (tracking participation/attendance, creating to-dos, messaging via notes, kiosks, appointments, etc.): Admissions and Records, APIDA Amplified, Business/CIS, EOPS, FYE, FYSI, G2B, Hornets Tutor, HSI, LGBTQIA2S+, Math and Computer Science Tutoring Lounge, Promise, STEM SLC, Student Success Advocates, Transfer Center, Umoja, Academic Success Center, Administration of Justice Pathway Program, A2MEND/Men of Color, Athletics, CalWORKS, Career Exploration, Career Readiness, Counseling Guided Exit, Disney Aspire, Dual Enrollment, Food Bank/Basic Needs, ISC, MESA, Mindful Growth, Re-Entry, Rising Scholars, and Student Life and Leadership.

2. As of December 2023, 306 of 308 programs on campus have active maps in Program Mapper. In total we have 375 maps published, thanks to some programs with multiple maps, including part-time and 3-year maps. In fact, the process by which we achieved this outcome was given a commendation during the Accreditation team visit in September 2024. Maps will need to undergo revision to align with the new CalGETC and local AA GE patterns. In preparation, the Program Mapping Advisory Task Force has revised the CalGETC Program Mapping Design Principles, and they have been approved by Faculty Senate and PAC. Now that the local AA GE pattern has been confirmed by the BOT, we will be moving the related design principles through the approval process. We are also working on a revised process for reviewing and revising existing program maps that includes collaboration between department faculty, counseling faculty, and the Guided Pathways Team. Our goal is to produce revised maps for all 35 ADTs in advance of the new earlier registration dates in Spring 2025. Revising AA/AS program maps will be the next priority after that.

3. After assessment in preparation for the Fall 2023 Program Review Annual Update, Guided Pathways determined that we would delay efforts to achieve the outcome of increasing student Portfolium use and focus upon our first program outcome. Once Guided Pathways took on the full responsibility for Starfish implementation, we needed to prioritize human and financial resources for managing this project. Last year, previous program review funding was shifted from Portfolium to Starfish implementation, and it continues to demand significant investments of time as we support more and more programs to use Starfish.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

We will be able to disaggregate data on student engagement in each of the departments/programs using Starfish to track participation and communication. Starfish will also allow us to collect disaggregated data for departments/programs that have been moved into the Guided Pathways Office since our last program review self-study: First Year Experience and Mindful Growth. In preparation for our next self-study, we will be collecting data on participation and engagement which can be cross tracked with retention, success, and persistence numbers, especially to identify outcomes for our disproportionately impacted student groups.

# Part 2: Additional Resource Request Reasoning and Support

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

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

In Fall 2023, the First Year Experience (FYE) program moved to Instruction under the Guided Pathways department. As originally conceived, FYE had been supported by a Student Service Coordinator (classified position), but that position has gone unfilled since it was vacated in early 2023. GP is now requesting that the position be filled because it is now needed to support additional projects under the GP Office, including Program Mapper, Starfish, and FYE.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

Currently, the GP Director is spending a significant portion of time onboarding departments/programs onto Starfish, training users, and troubleshooting during the implementation phase as well as maintaining and supporting the current users. With access to sensitive student information, employees with an administrative role within Starfish are necessarily limited. Having an additional person in the GP office with backend access to onboard, train, and support users would free up the Director to engage in high-level conversations and duties with departments/programs about their goals and data collection needs so that the GP Team can configure Starfish accordingly and to its maximum potential. This will help them be prepared for campus, state, federal, and other reporting demands, such as VAR and to evaluate program activities and outcomes in a timely fashion, contributing to continuous improvement.

Because there is finally campuswide momentum building, with an increasing number of programs, especially new ones like the Student Success Advocates and the APIDA Center, interested in building their own data collection capacity into program processes from the beginning, there is urgency to hire additional personnel now rather than waiting until the next program review self-study.

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

With additional capacity to support programs to track student engagements, we can serve our mission to bolster the departments/programs doing the frontline work to increase student success and completion, especially for DI groups. Enabling a full picture within Starfish of how each student is being supported campuswide, we can better identify what interventions and resources are most effective and where we need to do better to help keep students on the path toward their goals. Increased capacity to support training will also be necessary before we can more widely encourage faculty to be using Starfish to make referrals and track their support of students.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

Yes, the number of departments/programs that have been added to Starfish is 15 and the number of programs still waiting for support is 18. Supporting faculty to use Starfish is also an unmet need.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

Having the additional staffing will enable Guided Pathways to assist all of the departments/programs interested in tracking student engagement and participation in programming. Programs will be able to pull reports to identify the connection between student engagements and key metrics of retention, persistence and success, particularly for our most disproportionately impacted student populations. Additionally, the more data we collect, the more information will be available to recognize interventions yielding success for students as well as identify pain points that can be addressed as the college continuously strives to improve outcomes for Black/African American and Latine students.

Building the infrastructure and providing support for Starfish use on the program level is the first step for implementing a system of referrals to connect students with the resources they need for success. Once a referrals system is in place and the GP office has the enhanced capacity the position will afford, we will be better situated to support faculty to use Starfish to connect their students with resources and eventually develop an early alert system.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $100,425.60 |

|  |
| --- |
| **Is the funding requested ongoing or one-time funding?**  Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  No |

**For each separate resource request:**

1. **Briefly describe your resource request.**

The Guided Pathways Office has grown to include FYE and Mindful Growth. With the additional personnel, there is an immediate need for more workstations.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

Currently, the Teaching Effectiveness Center (TEC) serves as a temporary workspace; however, the desks and chairs are not ergonomically suitable for extended periods of sustained work as the current set up was created for workshops and other short periods of work. Some staff have reported they cannot work for extended periods of time because their legs hit the bottom of the worktable, making sitting at the station extremely uncomfortable.

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

This additional resource allocation will allow the entire Guided Pathways team to work in the same space, thereby building rapport and allowing the team to collaborate as we continue to merge and build our programs and services for the college.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

No

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

A remodel of the TEC will allow the GP, FYE, and Mindful Growth teams to share a space and increase opportunities for collaboration and connection with one another as we continue merging and streamlining our programs and resources. Please note that the dollar amount provided is from a quote that we received from CBI.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities | $49,986.99 |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $49,986.99 |

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| --- |
| **Is the funding requested ongoing or one-time funding?**  One-time funding |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  No |