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:**

Re-Entry

**Principal Author(s):**

Mayra Perez & Susan Vincent

**Manager:**

Flor Huerta

**Submission Date:**

12/07/2024 7:39:29 AM

**Author Signature:**

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| Electronically signed by Mayra Perez on 12/06/2024 8:16:03 PM |

**Manager Signature:**

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| Electronically signed by Flor Huerta on 12/07/2024 7:39:29 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?**

In the Program Review conducted in Fall 2022, we identified intended outcomes as this was our first review and no previous outcomes had been assessed. The intended outcomes outlined were as follows:

1. Serving an increased number of students.

2. Providing enrollment, registration services, and information to remove barriers Re-entry students face.

3. Aligning marketing and communication outreach with preferred modalities for students.

4. Providing engagement and connection opportunities that support student success and completion.

5. Providing ongoing support services (counseling, tutoring, campus and community resource referrals) at preferred times for Re-entry students.

6. Coordinating timely career services for Re-entry students, including workshops and career exploration.

Outcomes assessed in the past year:

Outcome 1 has been assessed through tracking program headcount, with a focus on increasing student engagement and enrollment. Headcount was calculated by tracking students enrolled in classes each semester after they applied for the Program. The headcount in Fall 2023 was 393 students, in Spring 2024, it increased to 420 students, and in Fall 2024, it increased to 575 students.

Outcomes 2 and 3 have been assessed primarily using student surveys and evaluations administered randomly and also after each event to determine the timeliness and effectiveness of the information presented. Outreach activities are primarily electronic, with the use of newsletters and timely reminders of campus deadlines and program events.

Outcome 4—Engagement has been offered electronically and on campus through online workshops, augmented by on-campus opportunities to meet and learn from fellow students. Surveys and attendance reveal student interest.

Outcomes 5 and 6 have been met through the use of partnerships with student support groups on campus, including the Career Center, Financial Aid, EOPS/CARE/CalWORKs, and the Academic Support Center to ensure Re-entry students are aware of the support available through the campus.

Program Engagement

Semester Active Students

Spring 2022 (48)

Summer & Fall 2022 (75)

Spring 2023 (149)

Fall 2023 (393)

Spring 2024 (420)

Fall 2024 (575+)

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)

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

15 Total Workshops Offered

Fall 2023 WORKSHOP/EVENT TOPICS (ATTENDANCE)

How To Use Canvas for Beginners (29)

Pizza Social (30)

Taco Tuesday Social (26)

Snacks and Chat Social (29)

Ice Cream Social (coming up)

5 Total Workshops Offered

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

Based on assessments and student surveys, workshops were added to address barriers such as using campus software (My Gateway, Canvas, Office 365) that many returning students

have struggled with, and which have proven to be barriers to students trying to enroll.

Over the last year, the Re-Entry program has also increased collaborations with the Career Center, Financial Aid, EOPS/CARE/CalWORKS, and Academic Support to provide information about services that can support student goals and provide career counseling. In Fall 2023, 13 workshops/events were offered. In spring 2024, 15 workshops/events were offered. Attendance at events was monitored, with most attended by 25-40 students. The Re-entry counselor works 11 hours a week and has been completely booked with Re-entry students for fall 2023 and spring 2024. 91% of students have an educational plan on file.

Outreach efforts have expanded through partnerships with programs like Promise, Rising Scholars, and the Assessment/Orientation Center. Using in-person information tables at most Campus Events and through posting on most social media sources (Facebook, etc), students learn about the Program. Contact with current students including timely email contact about Registration and other date driven deadlines, and announcements and reminders regarding Social Support Events (Friendsgiving, Welcome back, etc) help students stay on track.. Fall 2023 - 22 Outreach events; Spring 2024 - 9 Outreach events offered. In Fall of 2024, all outreach was canceled due to the loss of our coordinator.

Supplemental support services such as gas cards, bookstore gift cards, meal cards, and resource development have been an unanticipated result of student feedback. In 2023, with the funding received, we provided 105 Bookstore cards and 11 Emergency gas cards to support student needs. With the reduction in our funds from 2024 to 2025, we have reduced the services and support services, such as the cards available for students.

45 Re-Entry Graduates

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

Since fall 2021, the program coordinator has been communicating with campus data to develop information to support the Re-entry contribution to college strategic goals.

What we know is that as of Spring 2024:

91.7% of students have an ed plan on file

63% of students want an AA or transfer

72.8% of students are 25-49 years old

39.3% of students are first-generation

63.7% of students are Latina/o/x

This data fully supports the college's mission and strategic initiatives.

# 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.**

The program requests additional funding of $155,000 for personnel, including additional counseling hours and a full-time coordinator, to handle the rapid growth of the program, which increased by 400 % from 2022-2023, and 73% in the 2023/2024 year. These monies will address gaps in staffing which as of fall 2024 have meant fewer support services and decreased data collection. This support will also ensure that students receive timely counseling, outreach, and resource referrals.

The program has experienced a substantial increase in students, and current staffing levels (part-time) cannot meet the growing demand for counseling, online workshops covering student services and academic support services, and social engagement activities that contribute to Re-entry students' retention and persistence. Without additional resources, it will be difficult to maintain the quality of services, especially in counseling and outreach.

Increased staffing will allow the program to offer more counseling appointments, workshops, and outreach, improving student engagement and retention. These changes will help Re-entry students navigate challenges (job/family time management, finances, study skills,etc) and successfully complete their educational goals

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

Yes

**Please explain how this resource will help your program meet an essential safety need.**

The request is personnel-related. The program has grown from 75 students in Fall 2022 to over 575 students in Fall 2024. The part-time counselor and coordinator cannot adequately meet the needs of this expanding population.

This request aligns with Fullerton College's mission to support diverse, non-traditional students. Additional resources will help the program meet strategic goals for student engagement and retention, particularly for re-entry students, and improve completion rates for certificates and degrees.

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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. The plan also 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.

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

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities |  |
| Supplies | $20,000 |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other | (Book Store Cards, Gas Cards, Meal Cards) $20,000 |
| **Total Requested Amount:** | $195,000 |

|  |
| --- |
| **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)  Yes |