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:**

Transfer Center

**Principal Author(s):**

Cecilia Arriaza

**Manager:**

Flor Huerta

**Submission Date:**

12/02/2024 6:59:20 PM

**Author Signature:**

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| Electronically signed by Cecilia Arriaza on 12/02/2024 2:26:49 PM |

**Manager Signature:**

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| Electronically signed by Flor Huerta on 12/02/2024 6:59:20 PM |

# 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?**

Outcome 1: Students who attend our application workshops will report that they were “very helpful or moderately helpful” to their application process.

Outcome 2: Students who attend transfer workshops will learn the minimum requirements for transfer admission to UC and CSU.

Outcome 3: Students who attend transfer workshops will learn the UC and CSU application filing periods and deadlines.

Outcome 4: Increase the percentage of students identified as being “near the gate” that we support with application services and subsequently, apply to UC and CSU. We will focus on our DI groups- Hispanic/Latinx and Black/African American students.

In the last two years, we assessed outcomes 1, 2 and 3:

We assess outcome 1 every year through a Qualtrics survey sent to students in our transfer canvas shells towards the end of their application cycle. We assess outcomes 2 and 3 through zoom polls/surveys presented to students before and after our Part 1: Preparing to apply to UC/CSU workshop.

We plan to assess outcome 4 in the coming months, as we have implemented strategies to increase our engagement with students from DI populations, but have yet to assess the data.

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

We have met intended outcomes 1-3, as survey data confirms that over 80% of students report that our application workshops were “very helpful or moderately helpful” to their application process, and students answered more questions correctly about minimum requirements and application filing periods after having attended the workshop as compared to their scores prior to the workshops.

We have not made any major changes this year to our workshops since students have found them to be effective and helpful. However, in fall 2024 we have noticed a decrease in our workshop attendance (show rates versus bookings). Most of our workshops continue to be offered via zoom, so our team is looking at scheduling more in-person workshops and assessing the days and times that work best for students. A survey was sent to students in our Canvas shell inquiring about preferred modality for our various services and we also asked about availability during the week to attend. We will be assessing the results at the end of the semester.

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

We have worked with the office of institutional effectiveness to disaggregate the results of our survey responses and zoom polls. Unfortunately, the number of students who complete the surveys and polls is relatively small, and there is little variability both in the demographics of the students who take the surveys as well as in the results to allow us to draw conclusions about any significant differences. However, our results show all student groups experienced our workshops positively such that 87% found them either “very helpful or moderately helpful” to their application process. When disaggregated by ethnicity, this result was highest for our Hispanic/Latinx students (one of our DI groups), with 93% of them indicating the workshops were very or moderately helpful. Black/African American students are our second DI group for transfer, however the number of students who completed the survey was too small. OIE grouped these students with Filipino and Unknown/Not stated and created a “Different Ethnicities” group and in this grouping, 88% reported that they found the workshops moderately or very helpful. We also disaggregated this question on our survey by gender and found that in all groups, more than 80% of respondents reported that the workshops were very or moderately helpful.

We also disaggregated survey responses about additional services including Drop-in application services, counseling appointments, website, social media and monthly electronic newsletter. In all cases, over 80% of all students reported that the services were either very or moderately helpful. Responses to these questions by Hispanic/Latinx students aligned with this overall trend, as all services were rated by at least 85% of this group as very or moderately helpful. Similarly, over 85% of students in the “different ethnicities” group reported almost all of the services as either very or moderately helpful with the exception of our counseling (course planning services), which was 78%. However, we are still very close to our 80% target. This is an area we can further explore within our center and future surveys.

We are currently in the process of analyzing disaggregated data from our pre and post workshop zoom polls.

# 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.**

We are requesting funds to cover expenses for a multi-day out of area university tour for students. It is important for students to be able to experience student life at universities outside of their immediate area for them to be able to consider all of their transfer options. In the past, we have requested grant funding (e.g. student equity) to fund opportunities for students to visit campuses such as UC Berkeley, UC Davis, San Francisco State and others.

Transportation: $6,000

Lodging: 24 rooms @ $300 per night: $7,200

Meals: $2,000

Supplies: $500

Total: $15,700

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?**

We would like to be able to offer this opportunity to students during Spring Break of 2025, prior to the Fall 2026 comprehensive self-study, thus we cannot wait until then. We will be focusing our recruitment efforts on our disproportionately impacted groups who are on track to complete 24 units by the end of Spring 2025, as this is the point where students really need to define their university goals and meet with counselors to ensure their educational plans are aligned with these goals to ensure they are prepared for the 2026 transfer application cycle.

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

We have seen a decline in the number of students applying to UC in general, and especially to out of area UCs. This activity will help us increase the number of students who consider, apply to and eventually transfer to UCs and out of area CSUs that may be a good match for their educational goals. This year we would like to include Sacramento State on our tour, to help our students consider the Black Honors College recently inaugurated at that campus. Our staff will also have an opportunity to learn about this opportunity, which will help to advance the goals of the partnership agreement recently signed with our campus.

**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?**

This additional resource will help the Transfer Center serve the college mission of advancing student learning and achievement and specifically, goal 2- Success for Every Student; objective 3 – Increase the number of students who transfer to a four-year university within one year of leaving the college. Having the opportunity to visit potential campuses and define their goals will help students visualize and make a plan that will help them reach their transfer goals. In addition, in our last self-study, we identified the goal of continuing to improve our ability to identify students at specific transfer milestones and provide support and opportunities that are tailored to where they are in their transfer journey. As stated above, our goal for this activity is to focus our recruitment efforts on our disproportionately impacted groups who are on track to complete 24 units by the end of Spring 2025, as this is the point where students really need to define their university goals and meet with counselors to ensure their educational plans are aligned with these goals to ensure they are prepared for the 2026 transfer application cycle.

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

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities |  |
| Supplies | $500 |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other | Transporation, lodging, and meals $15,200 |
| **Total Requested Amount:** | $15,700 |

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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 |

**For each separate resource request:**

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

We are requesting funds for signage and artwork to make our office space more inviting to all staff and students and easier to find. It is important for students to be able to see themselves represented in all spaces on campus, thus we would like to have a professional designer help us do that within the interior of our space. In addition, signage on the outside of our building is currently lacking. There is only a small sign that says “Transfer Center” with letters that don’t stand out. The door decals will ensure that students know that we are the Transfer Center and that they can see our signage from afar. The door decals will match with the decals already in place at the Student Center. We will also place signs within our center to designate the Transfer Center front desk and the honors program area.

Door decals and signage: $2,000

Diverse Artwork/picture frames: $3,500

Total: $5,500

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?**

Improving the center’s visibility and helping students find their way to us is an ongoing issue that needs to be addressed as soon as possible. Waiting until the fall 2026 comprehensive self-study means that students will continue to have a difficult time finding our office until sometime after then, if funded.

**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 will enhance our program’s ability to connect with students and provide services to them. It will also enhance our intake processes as currently, it is not clear to students where to go if they are in the center for transfer or honors program services. Further, by adding diverse artwork and photos we will better engage with students from diverse populations, including our disproportionately impacted 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.**

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?**

This additional resource will help the Transfer Center serve the college mission of advancing student learning and achievement and specifically, goal 2- Success for Every Student; objective 3 – Increase the number of students who transfer to a four-year university within one year of leaving the college. Having a space that is visually appealing and welcoming to all students, and easy to find on campus will help us achieve our goals of engaging with more students at all stages in their transfer journey to prepare for transfer.

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

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities |  |
| Supplies | Door decals and signage: $2,000 Diverse Artwork/picture frames: $3,500 |
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| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $5,500 |

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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 |