

Program Review Comprehensive Report



Program Review - Student Services: Outreach

Area Overview

2017 - 2018

Mission: Outreach Services is committed to creating pathways for prospective students to better understand Norco's educational programs and services. Outreach serves to guide new students through the college enrollment process. (Revised: March 2018)

Philosophy Statement: Outreach is dedicated to promoting cooperative relationships between prospective students, faculty, staff and the surrounding community. Outreach is also committed to developing and sustaining partnerships between various campus groups and community organizations. (Revised: March 2018)

Summary: - Norco Outreach Services works with the local community and in the high schools to educate and promote college programs and services.

- Outreach staff guide prospective students through the enrollment process and program opportunities.

- Our goal is to provide students with the necessary tools to make informed decisions about current and future opportunities available at Norco College.

- Student ambassadors meet with students in the local CNUSD high schools on a weekly basis to provide college information.

- Outreach staff represent the college at local high school, community events and college fairs.

Strengths: 1. Hosted 11 High School Visitations between January-May 2017 with 716 students in attendance during those on-site visitations.

2. Through the support of the outreach ambassadors and two PPT Outreach Specialists, we recruited 1023 applicants for Summer Advantage while 657 completed all enrollments steps and were invited to participate to Norco Orientation Week (NOW). There were 424 participants at the Summer Advantage NOW week. (21 students had one or more unexcused absences)

3. Overall, during the 16-17 FY, Norco Outreach hosted 20 total college visitations; 2 Summer Advantage Parent Nights (150 Parents); provided campus tours to 743 K-12 students and community guests; and participated in 50 special events off campus representing Norco College.

Students Served: Norco Outreach serves prospective students from within the Corona-Norco-Eastvale communities, home schools and high school students from the following CNUSD high schools: Centennial, Corona, Lee Pollard, Norco, Orange Grove, Roosevelt and Santiago.

Attachments:

[2014-17_STUDENT_SERVICES_OUTREACH_ResourceRequests.xlsx](#)

SLO/SAO: Application to Norco College

Seniors who attend a Norco College admissions application workshop at their high school will submit the application.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/19/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Indirect - Use Summer Advantage database (assigned college IDs) and Application workshop sign-in sheets to compare data. (Active)

Criteria: 90% of the students who attend a college hosted application workshop at their high school will submit the

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admission application to Norco College.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

- Over 700 students submitted an admission application to the college and Summer Advantage program
- Over 95% of those students successfully applied to Norco College while others submitted applications to one of the sister colleges (RCC/MVC)
- Achieved intended goal and exceeded it by 5%

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Continue to host HS Visitations and info sessions at high schools leading up to application workshops. Making the application available starting in October each year helps attract more applications in order to move them through the enrollment process. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.

Goal 4 - Objective 4.1 - Increase the number of students who participate in summer bridge programs or boot camps.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

SLO/SAO: Summer Advantage

High School seniors who apply to Summer Advantage will complete all college and Summer Advantage enrollment requirements.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/19/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Indirect

Assessment Measures

Indirect - Utilize the Summer Advantage database and Ellucian to verify the completion of steps. (Active)

Criteria: 65% of the program applicants will complete all enrollment steps by April.

Findings/Analysis

Reporting Period: 2017-18 (Spring 2018)

03/23/2018

Conclusion: Criteria Not Met

-This goal was not met as outreach staff typically utilize the months of April and May to assist students through the completion of all enrollment steps after all visitations to the college are complete.

-Unable to meet this goal by the new deadline as program activities are still occurring.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Promote and offer application workshops in the high schools starting Oct. of each school year. Increase promotion of special opportunities available to seniors only to increase early interest. (04/27/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

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Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.

Goal 4 - Objective 4.1 - Increase the number of students who participate in summer bridge programs or boot camps.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

1c. Service to students, community, and workforce by promoting collaboration

SLO/SAO: Understanding of Special Programs and Services

Graduating seniors who participate in High School Visitation activities at Norco College will demonstrate understanding of special programs and services.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/19/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Offer presentations at HS Visitation and a post survey at the end to gauge understanding of special programs and services. (Active)

Criteria: 85% of the students who completed a post survey at the end of the visitation will indicate that they can demonstrate understanding of special programs and services available to them.

Findings/Analysis

Reporting Period: 2017-18 (Spring 2018)

03/23/2018

Conclusion: Criteria Met

-89% demonstrated understanding of special programs and services based on post survey results.

- Met intended goal and exceeded by 4%.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Although students had a clear understanding of the enrollment steps, the actual outcomes in completing those steps in a timely manner was not effective. We need to identify strategies to help us improve timely completion of enrollment steps within prescribed program deadlines. (10/17/2017)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.1 - Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

1c. Service to students, community, and workforce by promoting collaboration

SLO/SAO: Educational options, CTE, degree and transfer programs.

As a result of attending HS Visitation, students developed a greater understanding of educational options offered to them including CTE, degree and transfer options.

SLO/SAO Status: Active

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SLO/SAO Year(s): 2018 - 2021
Date Entered: 03/19/2018
Date Completed: 03/23/2018
SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Offer presentations at HS Visitations along with a post survey to gauge learning. (Active)

Criteria: 85% of the students who completed a post survey at the end of each visitation will indicate that they have a better understanding of educational options including CTE, degree and transfer programs.

Findings/Analysis

Reporting Period: 2017 - 2018

04/27/2018

Conclusion: Criteria Met

Goal met. Over 90% of high school seniors who attended college visitations indicated that they had a better understanding of options available to them as a result of attending the event.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Continue to offer visitations to the college; increase awareness of programs and services to incoming freshmen at the high schools through workshops and publications. (04/27/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.

Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

1c. Service to students, community, and workforce by promoting collaboration