STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: DUAL ENROLLMENT PROGRAMS (CCAP, JFK, & HS CONCURRENT)

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Academic Year: 2018-2019

I. Student Services Area Overview

1. Mission Statements

Through our collaborative partnerships, Dual Enrollment strives to provide service related and academic support to all high school students as they embark on the challenge of college level curriculum. Through Dual Enrollment Norco College strives to increase the college going rate in the Inland Empire. (Adopted 2019)

2. Philosophy Statement

With adequate preparation and support, high school students will complete their college educational goal by the time they graduate from high school. (Adopted 2019)

3. Summary

- Facilitates admissions and enrollment of the all dual enrollment programs including all College and Career Access Pathways Partnerships (CCAP), John F. Kennedy Middle College High School, and Concurrent Enrollment programs.
- Provides all dual enrollment students with access to academic and student services programs.
- Addresses matters that impact student success through regular monthly meetings with partnering high schools.
- Offers 11 pathway programs to 10 high schools
- Provides regular reporting of enrollment records.
- Provides Information Nights to partnering high schools including student orientations.

4. Strengths

- Fund for Student Success Grant renewed for 2017-2020 for JFK Middle College High School.

- 23 Students graduated from Norco College in Spring 2019 with a combined total of 64 degrees.
- Dedicated Counseling and Educational Advising on-site at JFK campus as a result of grant funds.
- Norco College Resource Center will be located on the second floor of JFK building beginning 17FAL.
- Maintain success rates at an average of 10% more than overall Norco College population over 7 year span.
- Completed 241 Comprehensive Student Education Plans by Spring 2017.
- Continued the collaboration with JFK's Administrative team on general access issues.
- Developed and continued collaboration with Dual Enrollment high schools on general access and pathway development.
- CCAP Dual Enrollment programs had an increase of 40 percent from Fall 2018-Fall 2019.

5. Students Served (Fall 2018 DATA)

Age (Filtered)

Age Group	Student Count	Percent
19 or younger	886	100.00%
Total	**886**	**100.00%**

Student Enrolled Status (Filtered)

Enrolled Status	Students	Percent
First-Time	1	0.11%
Continuing	5	0.56%
Special Status	880	99.32%
Total	**886**	**100.00%**

Ethnicity (Filtered)

Ethnicity	Students	Percent
Asian	165	18.62%
Black or African American	45	5.08%
Hispanic	469	52.93%
Native Hawaiian or Other Pacific Islander	2	0.23%
Two or More	2	0.23%
Unknown	5	0.56%
White	198	22.35%
Total	**886**	**100.00%**

Gender (Filtered)

Gender	Student Count	Percent
Female	556	62.75%
Male	310	34.99%
Unknown	20	2.26%
Total	**886**	**100.00%**

Student Educational Plan (Filtered)

SEP	Students	Percent
Comprehensive SEP	462	52.14%
No Comprehensive SEP	424	47.86%

Enrollment and Success (Filtered)			
Enrolled Status	Enrollment	Success	Success Rate
First-Time	1	1	100.0%
Continuing	11	8	72.7%
Special Status	1496	1239	82.8%
Total	**1508**	**1248**	**82.8%**

II. Assessing Outcomes

1.A. Report on 2017-2018 Assessment Plan and Objectives for Student Services Area: <u>DUAL ENROLLMENT</u>

Objectives:

1. Enhance the admissions and enrollment processes of middle college high school students to Norco College.
   a. Continue to meet with administrators of Norco College and JFKMCHS to address student issues.
   b. Continue to discuss technology related matters with RCCD Information Services.
   c. Review State mandates that support middle college programs.
2. Increase student participation in Orientation and A&R Conference.
   a. Continue to relay information to high school administration for dissemination.
   b. Offer workshops for incoming, returning, and continuing students.
3. Encourage MCHS students to obtain student education plans.
   a. Provide a counselor to serve specifically with MCHS students.
   b. Enhance collaboration between high school and college counselors.
   c. Provide dedicated staffing to support counseling efforts.
4. Create pathways for students interested in completing specific student educational goals.
   a. Degree, certificate, or transfer requirements are communicated directly with students upon their entry to JFKMCHS.
   b. If necessary, provide Assessment, Orientation, Counseling (AOC) instructions as part of initial matriculation.
   c. Continue to publicize and enhance Math Articulation agreement.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*	Assessment Status A) Continued/ modified B)Moved to Strengths C) Discontinued (please state why)
1.	Enhance the admission and enrollment processes of the middle college high school students to Norco College.	**SLO1**: New students will learn how to apply and register for classes as a result of attending orientation provided before the fall term.	1a/1c- Service to students, community, and workforce by providing educational opportunities and promoting collaboration	85% of JFK students will learn the registration process at Norco College.	Report on students who attended orientation versus those who enrolled in 16FAL term.	Completion: Fall 2016 **GOAL IS MET.** 186 JFK students who attended orientation and 164 (88%) enrolled in 16FAL.	Moved to strengths	B) Moved to Strengths Transitioned program review from JFK focus to broader Dual Enrollment umbrella.
2.	Encourage MCHS students to obtain student education plans.	**SLO2**: By providing College Knowledge Hour, students will learn to obtain a comprehensive education plans.	2a- Providing support and encouragement through innovative approach to learning.	Increase completion of Comprehensive Student Ed Plans by 10% each year.	Annual report on Comprehensive Education Plans completed by JFK students.	Completion: Spring 2017 **GOAL IS MET** 241 Comprehensive Ed Plans were completed in 2016-17, 48% increase from 126 Ed Plans completed in 2015-16.	Continue to assess and perhaps increase assessment criteria.	B) Moved to Strengths Transitioned program review from JFK focus to broader Dual Enrollment umbrella.
3.	Provide dedicated staffing to support counseling efforts at JFK.	**SLO3**: JFK students will complete a degree or state certificate by their high school graduation.	3- Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees	Increase completion of degree and certificate recipients by 5% each year.	Annual report on degree and certificate recipients.	Completion: Spring 2017 **GOAL IS MET** 21 JFK students completed at least one degree, which is a 62% increase from 8 students who completed a degree in 2015-16.	Continue to assess, but also promote certificate programs	A)Continued Transitioned program review from JFK focus to broader Dual Enrollment umbrella.
4.	Enhance the admission and enrollment processes while providing staffing	**SLO4:** JFK students will perform at a higher success rate than the overall Norco College population as a result of Counseling Services available	1a/1c- Service to students, community, and workforce by providing educational opportunities and promoting	JFK students will perform at a rate of 5% higher than the overall population at Norco College.	Term based report on success rates from previous fall term.	Completion: Fall 2016 **GOAL IS MET** JFK success rate is 76.9%, which is 8.8% higher than the Norco College	Continue to assess.	A) Continued Transitioned program review from JFK focus to broader Dual Enrollment umbrella.

	support for all students onsite.	onsite.	collaboration			average at 68.1%		
5.	Create pathways for students interested in completing specific student educational goals.	**SAO1:** JFK students will complete at least 30 units of college coursework by their high school graduation.	3- Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees	Increase 30 unit completers by 5% each year.	Annual report will be compared from previous year.	Completion: Spring 2017 **GOAL IS MET** 76 students completed 30 units or more by 17SPR, which is 15% more as compared to 64 students by 16SPR.	Continue to assess and determine if general softening in enrollment can benefit those enrolled at JFK MCHS.	B) Moved to Strengths Transitioned program review from JFK focus to broader Dual Enrollment umbrella.

*Please see appendix for description.

II.2.A. 2018-2019 Assessment Plan and Objectives for Student Services Area: <u>DUAL ENROLLMENT</u>

Objectives:
1. Enhance the admission and enrollment processes of dual enrollment students to Norco College.
    a. Continue to meet with administrators of Norco College and CNUSD and other high school districts to address student issues.
    b. Continue to discuss technology related matters with RCCD Information Services.
    c. Review State mandates that support middle college programs.
2. Increase student participation in Orientation of Information Sessions.
    a. Continue to relay information to high school administration for dissemination.
    b. Offer workshops for incoming, returning, and continuing students.
3. Encourage Dual Enrollment students to obtain student education plans.
    a. Provide a counselor to serve all high school students.
    b. Enhance collaboration between high school and college counselors.
    c. Provide dedicated staffing to support counseling efforts.
4. Create pathways for students interested in completing specific student educational goals.
    a. Degree, certificate, or transfer requirements are communicated directly with students.
    b. If necessary, provide Orientation, Assessment, and Counseling (OAC) instructions as part of initial matriculation.
    c. Continue to publicize and enhance Math Articulation agreement.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Enhance the admission and enrollment processes of the middle college high school students to Norco College.	**SLO1**: CCAP students will perform at a higher success rate than the overall Norco College population.	1a/1c- Service to students, community, and workforce by providing educational opportunities and promoting collaboration	CCAP students will perform at a rate of 5% higher than the overall population at Norco College.	Term based report on success rates from previous fall term.	Completion: Fall 2018 **GOAL IS MET.** CCAP success rate is 90.4%, which is 19.1% higher than the Norco College average at 71.3%.	Continue to assess. Perhaps assess per high school.
2.	Enhance the admission and enrollment processes of the middle college high school students to Norco College.	**SLO2**: Concurrent enrolled students will perform at a higher success rate than the overall Norco College population.	1a/1c- Service to students, community, and workforce by providing educational opportunities and promoting collaboration	Concurrent enrolled students will perform at a rate of 5% higher than the overall population at Norco College.	Term based report on success rates from previous fall term.	Completion: Fall 2018 **GOAL IS MET.** Success rate of Concurrent Enrolled students is 97.1%, which is 25.8% higher than the Norco College average at 71.3%.	Continue to assess.
3.	Provide dedicated staffing to support counseling efforts at JFK.	**SLO3**: JFK students will complete a degree or state certificate by their high school graduation.	3- Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees	Increase completion of degree and certificate recipients by 5% each year.	Annual report on degree and certificate recipients.	Completion: Spring 2019 **GOAL IS MET** 23 JFK students completed at least one degree, which is a 9.5% increase from 21 students who completed a degree in 2017-18.	Continue to assess, but also promote certificate programs
4.	Enhance the admission and enrollment processes while providing staffing support for all students onsite.	**SLO4:** JFK students will perform at a higher success rate than the overall Norco College population.	1a/1c- Service to students, community, and workforce by providing educational opportunities and promoting	JFK students will perform at a rate of 5% higher than the overall population at Norco College.	Term based report on success rates from previous fall term.	Completion: Fall 2018 **GOAL IS NOT MET** JFK success rate is 76.1%, which is 4.8% higher than	Continue to assess. Perhaps provide additional support in areas of tutoring and other academic support services both from high school and college sites.

		collaboration			the Norco College average at 71.3%	

II.2.B.   2016-2017 Assessment Plan Findings/Data Analysis

SLO #1: CCAP students will perform at a higher success rate than the overall Norco College population.

Findings/Data Analysis: GOAL IS MET.

- CCAP success rate is 90.4%, which is 19.1% higher than the Norco College average at 71.3%.
- Success rate was calculated based on Fall 2019 Semester from CCAP high schools including Eleanor Roosevelt HS, Centennial HS, JFK (Freshmen cohort), Jurupa Valley HS, La Sierra HS, and Norco HS (411 Students).

Enrollment and Success (Filtered)

Enrolled Status	Enrollment	Success	Success Rate
Continuing	9	6	66.7%
Special Status	703	638	90.8%
Total	**712**	**644**	**90.4%**

Improvement Recommendations: Continue to assess. Perhaps assess per high school.

SLO #2: Concurrent enrolled students will perform at a higher success rate than the overall Norco College population.

Findings/Data Analysis: GOAL IS MET

- Success rate of Concurrent Enrolled students is 97.1%, which is 25.8% higher than the Norco College average at 71.3%.
- Concurrent enrolled students are students from any high school. In Fall 2018, there were 24 high school students who were concurrently enrolled.

Enrollment and Success (Filtered)			
Enrolled Status	Enrollment	Success	Success Rate
Special Status	34	33	97.1%
Total	**34**	**33**	**97.1%**

Improvement Recommendations: Continue to assess and perhaps increase assessment criteria.

SLO #3: JFK students will complete a degree or state certificate by their high school graduation.

Findings/Data Analysis: GOAL IS MET

- 23 JFK students completed at least one degree, which is a 9.5% increase from 21 students who completed a degree in 2017-18.

Improvement Recommendations: Continue to assess, but also promote certificate programs.

SLO #4: JFK students will perform at a higher success rate than the overall Norco College population.

Findings/Data Analysis: GOAL IS NOT MET

- JFK success rate is 76.1%, which is 4.8% higher than the Norco College average at 71.3%
- 488 JFK students enrolled in Fall 2018 Semester.

Enrollment and Success (Filtered)

Enrolled Status	Enrollment	Success	Success Rate
First-Time	1	1	100.0%
Continuing	2	2	100.0%
Special Status	797	606	76.0%
Total	**800**	**609**	**76.1%**

Improvement Recommendations: Continue to assess. Perhaps provide additional support in areas of tutoring and other academic support services both from high school and college sites.
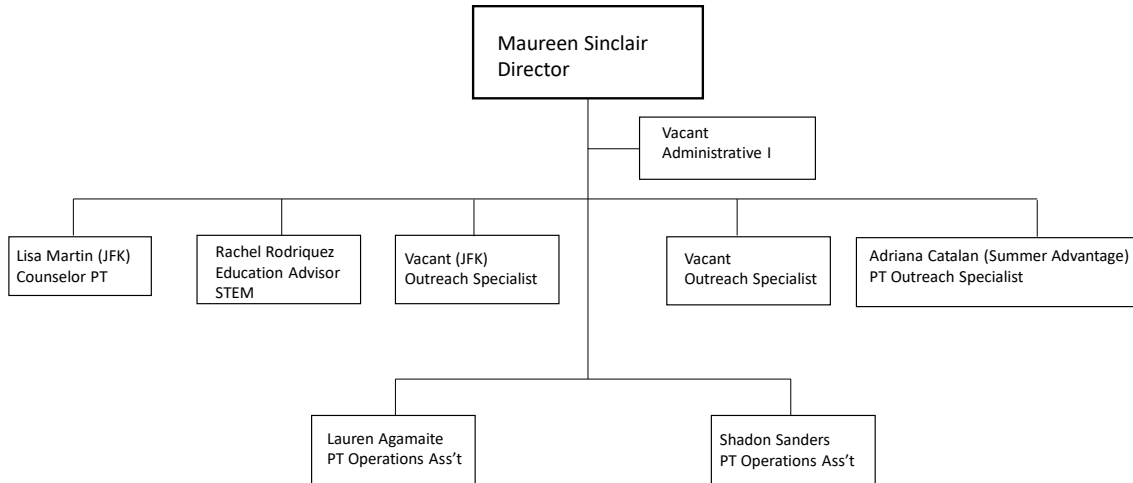
III. Needs Assessment

1. Staffing Level

2018-2019
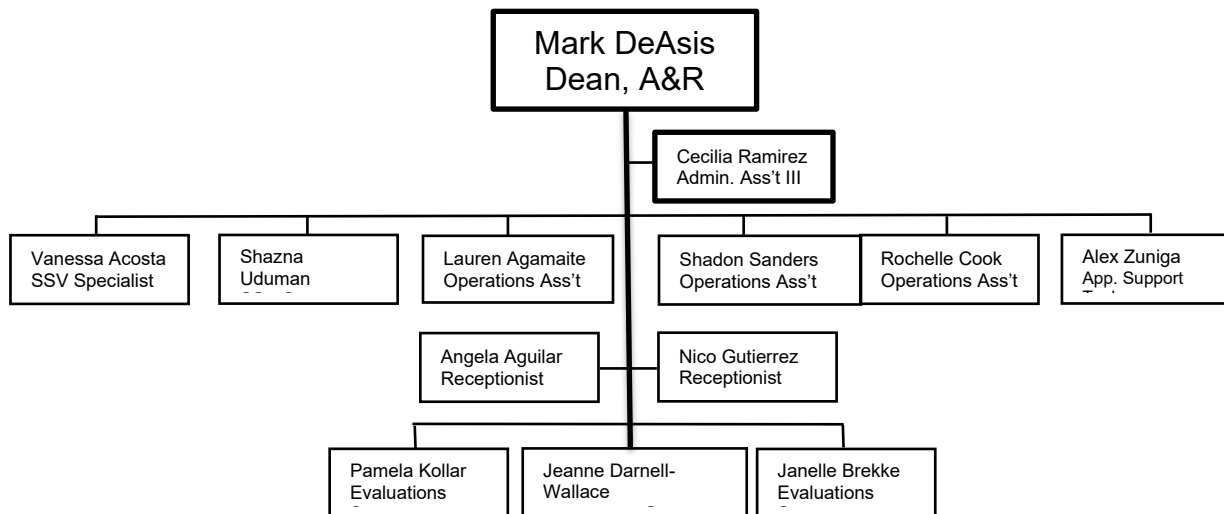
III. Needs Assessment Cont.

1. Staffing Level

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                    ┌─────────────────────┐
                    │ Maureen Sinclair    │
                    │ Director            │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │ Vacant              │
                    │ Administrative I    │
                    └─────────────────────┘
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| Lisa Martin (JFK) Counselor PT | Rachel Rodriquez Education Advisor STEM | Vacant (JFK) Outreach Specialist | Vacant Outreach Specialist | Adriana Catalan (Summer Advantage) PT Outreach Specialist |

| Lauren Agamaite PT Operations Ass't | Shadon Sanders PT Operations Ass't |

2. Staffing Profile
Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019 - 2020	2020-2021
Administration						2	2
Classified Staff FT						3	5
Classified Staff PT						2	2
Confidential Staff FT							
Faculty FTE Full time							2

Faculty FTE Part time						.5	
Total Full Time Equivalent Permanent Staff						7.5	11
Short Term Staff							
Student Workers							
Intern (Summer Advantage)							

3. Improvement Areas
Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- While grant funds are available, solidify plans for sustainability whether using SSSP or general funds to maintain on-site counseling services.
- Host a separate workshop to promote certificate programs.
- Continue to increase completion Student Education Plans
- Identify student pathways based on educational goals
- Host information sessions in collaboration with JFK staff/administrators for recruitment and sharing of information to the general public.
- Host a collaborative meeting with all Dual Enrollment partnerships for information and data sharing.

4. Staff Needs
NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2019-2020 Please be as specific and as brief as possible when offering a reason. Place titles on list in order (rank) or importance.	Indicate N = New R=Replacement I = Increase time	Annual TCP* TCP for employee
1. Student Services Specialist Reason: Dual Enrollment is in need of a dedicated A&R staff to provide support especially to new partnerships requiring additional coordination. This position would support students in high schools needing support in all areas of admission and registration where technical expertise in Colleague is required. A PPT Student Services Specialist dedicated to support Dual Enrollment programs was released from A&R in June 2019 as a result of lack of funding.	N/R	
2. Administrative Assistant I Reason: This position would support the director of dual enrollment.	N	
3. Outreach Specialist Reason: The replacement position for 2 Outreach Specialist due to the resignation of the current Outreach Specialist and Educational Advisor.	R	
4. Educational Advisor Reason: The Educational Advisor will be paid through the STEM grant to promote dual enrollment STEM pathways.	N	

 * TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (*Not* including technology) Needs <u>Not</u> Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2019-2020 **Please list/summarize the needs of your unit below.** **Please be as specific and as brief as possible.** Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs <u>Not</u> Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

								Annual TCO*		
Priority	**EQUIPMENT REQUESTED**	**New (N) or Replace-ment (R)?**	**Program: New (N) or Continuing (C)?**	**Location (i.e Office, Classroom, etc.)**	**Is there existing Infra-structure ?**	**How many users served ?**	**Has it been repaired frequently ?**	**Cost per item**	**Number Requested**	**Total Cost of Request**
1. Usage / Justification										
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs _Not_ Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2019-2020 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
1. Reason:	
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs *Not* Covered by Current Budget*

List Professional Development Needs for Academic Year 2019-2020 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific and as brief as possible**. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. **CCEMC (CA Coalition of Early and Middle Colleges)** Reason: The conference provides exposure to key stakeholders of programs in and out of CA in addition to networking abilities and learning best and innovative practices.	**1,800**	**4**	**7,200**
2. **Statewide Dual Enrollment Conference** Reason: CA specific conference that addresses challenges and opportunities between high school and college partnerships for all aspects of Dual Enrollment. This conference is a great resource not only for Middle College High School members, but also for those who work with Concurrent Enrollment and CCAP programs.	**980**	**3**	**2,940**
3. Reason:			
4. Reason:			
5. Reason:			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

9. SAFETY NEEDS <u>not</u> covered by current budget

List Safety Needs for Academic Year 2019-2020 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

10. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2017-2018 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
   a. By providing educational opportunities
   b. By celebrating diversity
   c. By promoting collaboration

2. Provides support and encouragement through
   a. Innovative approach to learning
   b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:
- *SLO- Students will learn the services available through WebAdvisor.*
- How it is linked to the Mission Statement:
  - *2b – Provides support and encouragement through application of emerging technologies.*