STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area:	<u>JOHN F. KENNEDY MIDDLE COLLEGE HIGH SCHO</u>	OOL PARTNERSHIP
Prepared by	MARK DeASIS	
Academic Y	Year: 2016-2017	

I. Student Services Area Overview

1. Mission Statements

The Norco College and John F. Kennedy Middle College High School Enrollment/Partnership Group serves to maximize academic potential by providing college access and services to all JFK Middle College high School students. (Adopted 2016)

2. Philosophy Statement

Middle college high school students will complete a Comprehensive Student Education Plan (SEP) in order to accomplish their academic goals at Norco College. (Adopted 2016)

3. Summary

- Facilitates enrollment of the John F. Kennedy Middle College High School program including the establishment of guidelines and limitations consistent with Title 5 regulations.
- Provides middle college high school students with access to academic and student services programs.
- Addresses matters that impact student success through regular monthly meetings.
- Offers course articulation in math and other high school courses.
- Provides regular reporting of enrollment records.
- Provides general and success workshops for all JFK students annually.

4. Strengths

- Fund for Student Success Grant renewed for 2017-2020.
- 21 Students graduated from Norco College in Spring 2017 with a combined total of 41 degrees- the most graduates in one year.

- Dedicated Counseling services on-site at JFK campus as a result of grant funds. (Academic Counselor at 10 hours a week, Educational Advisor at 19 hours a week, and A&R Operations Assistant (2 staff members) at 10 hours a week)
- 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.

FALL 2016 ENROLLMENT & STATISTICS

SPRING 2017 ENROLLMENT & STATISTICS

Students enrolled at JFK Middle College HS		100%
JFK students approved to attend Norco College	559	97%
JFK students enrolled at Norco College	496	86%

Students enrolled at JFK Middle College HS		100%
JFK students approved to attend Norco College	522	94%
JFK students enrolled at Norco College	461	83%

Units Enrolled	Students	%
9 - 11	49	9.8%
7 - 8	91	18.5%
4 - 6	201	40.5%
1-3	155	31.2%

Top 5 Courses	Students	%
THE-3 - Intro to Theater	62	12.5%
SOC-1 - Intro to Sociology	58	11.7%
HES-1 – Health Science	58	11.7%
POL-1 – American Politics	50	10%
PSY-1 – Intro to Psychology	41	8.2%

Units Enrolled	Students	%
9 - 11	42	9%
7 - 8	82	18%
4 - 6	187	40.5%
1-3	150	32.5%

Top 5 Courses	Students	%
HES-1 - Health Science	29	6.3%
THE-3 - Intro to Theater	28	6.1%
SOC-1 – Intro to Sociology	27	5.8%
PSY-1 – Intro to Psychology	24	5.2%
POL-1 - Intro to Physical Sci	22	4.8%

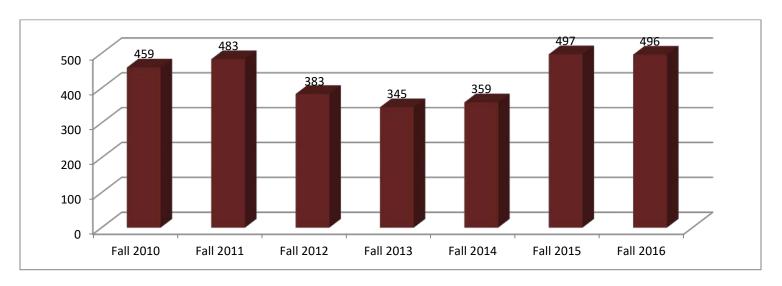
Cumulative GPA	Students	%
4	55	11.1%
3-3.9	139	28%
2-2.9	97	19.6%
0-1.9	49	9.8%
New students (no academic record)	156	31.5%

Total Units Completed	Students	%
30 or more	34	6.9%
20 to 29	50	10%
10 to 19	123	24.8%
0 to 9	133	26.8%
New students (no academic record)	156	31.5%

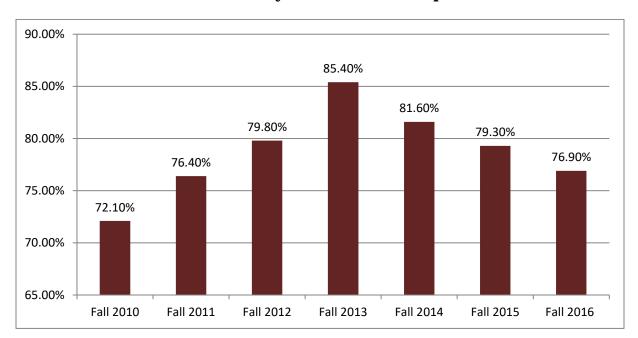
Cumulative GPA	Students	%
4	59	12.8%
3-3.9	173	37.5%
2-2.9	131	28.4%
0-1.9	82	17.8%
New students (no academic record)	16	3.5%

Total Units Completed	Students	%
30 or more	76	16.5
20 to 29	80	17.4
10 to 19	118	25.6
0 to 9	171	37
New students (no academic record)	16	3.5

Enrollment Data



Success Rates (7 year fall to fall comparison)



5. Students Served

Student Groups	Enrollment Headcount at Census							
	Summe	Summer '16 Fall '16 Winter '17 Spring '17						
John F. Kennedy Middle College High School Students	06/27/16	181	09/12/16	496	01/10/17	160	02/27/17	461

New and Returning JFK Students	SUMMER	FALL	WINTER	SPRING	TOTAL
JFK Parent Approval Forms	98	165	29	14	306

ON-SITE SERVICES 2016-17					
COUNSELING	Number of attended appointments: 316 Total number of SEP's created: 241				
COLLEGE KNOWLEDGE HOUR	Number of contacts: 448				
NEW STUDENT ORIENTATION	Attended by 186 students				
APPLICATION WORKSHOP	Attended by 75 students				
REGISTRATION LAB	Attended by 16 students				

II. Assessing Outcomes

1.A. Report on 2015-2016 Assessment Plan and Objectives for Student Services Area: <u>Norco College/JFK MCHS Partnership</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	Relevance of	Assessment	Assessment	Completion	Improvement	Assessment Status
		Learning	objective to	Criteria	Measure	(or anticipate	Recommendations	A) Continued/
		Outcome (SLO)	Norco	(Specify Target	(Measureme	completion)/	(next step)*	modified
		or	College	Performance	nt tool)	Findings**		B)Moved to
		Service Area	Mission*	Level)				Strengths
		Outcome (SAO)						C) Discontinued
								(please state why)
	Enhance the	SLO1: New students	1a/1c- Service to	85% of JFK students	Pre and Post-	Completion: Fall	Continue to conduct pre	Continued/modified
1.	admission	will learn how to	students,	will learn the	test	2015	and post-tests to	
	and	apply and register	community, and	registration process			determine effectiveness	Change pre and post-test
	enrollment	for classes as a result	workforce by	at Norco College.		Goal is met and	of the Fall JFK	to measuring the total
	processes of	of attending	providing			exceeded by 12-	Orientation.	number of students who
	the middle	orientation provided	educational			14%.		attended orientation to
	college high	before the fall term.	opportunities and			99% learned the		those who actually
	school		promoting			registration		enrolled in courses
	students to		collaboration			process.		within the immediate
	Norco					97% learned how to		term.
	College.					find their		

						registration appointments.		
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 Comprehensiv e Education Plans completed by JFK students.	Completion: Spring 2016 Goal is met. 126 Comprehensive Ed. Plans were created for JFK in 2015-16 vs. 15 in 2014-15.	Continue to evaluate annually. Consider raising target performance as a result of dedicated counseling staff at JFK.	Continued/modified
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 2016 Goal is met and exceeded by 33%. 8 students completed AA/S degrees in 2015-16 vs. 6 in 2014-15.	Continue to evaluate. Consider separating degree and certification completion as two different assessments and ensure certificate programs are properly advertised to JFK students.	Continued/modified Promote certificate programs in the future.

^{*}Please see appendix for description.

II.1.B. Program Modifications for 2015-2016 Data Assessment ("Closing the Loop")

Note: For 2014-2015 outcomes assessments you are continuing or modifying in your 2015-2016 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

Outcome	Evidenced and detailed
	(Describe how you used outcome data for programmatic modifications)
SLO1 : New students will learn how to apply	While pre and post-tests provide evidence of direct learning, the data showed that pre
and register for classes as a result of attending	and post-test results were much higher than those who actually enrolled in courses. As
orientation provided before the fall term.	a result, the measuring tool used in the current assessment is actual enrollment
	figures which demonstrate learning by direct application.
SLO2 : By providing College Knowledge	Since we are continuing to gain momentum with significant increase in the number of
Hour, students will learn to obtain a	completed Comprehensive Student Education Plans, we need to continue this
comprehensive education plans.	assessment as is.
SLO3 : JFK students will complete a degree or	Since degree completion is directly related to the frequency of on-site counseling
state certificate by their high school	services, while we have continued to assess degree completion, we have also surveyed

graduation.	JFK students the following:
	Do you prefer to receive college counseling and advising services at
	JFKMCHS?
	$YES = 127 (94\%) \ NO = 8 (6\%)$
	Did you have difficulties receiving these same services at Norco College?
	$YES = 41 (32\%) \ NO = 87 (68\%)$
	I met with a college counselor to create a Student Education Plan
	$YES = 116 (83\%) \ NO = 23 (17\%)$

II.2.A. 2016-2017 Assessment Plan and Objectives for Student Services Area: <u>Norco College/JFK MCHS</u> <u>Partnership</u>

Objectives:

- 1. Enhance the admission 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 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 Recommendation s (next step)*
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 17FAL term.	Completion: Fall 2016 GOAL IS MET. 186 JFK students who attended orientation and 164 (88%) enrolled in 17FAL.	Move to strengths
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.
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
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 as a result of Counseling Services available onsite.	1a/1c- Service to students, community, and workforce by providing educational opportunities and promoting collaboration	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 average at 68.1%	Continue to assess.

5.	Create pathways for students interested in completing specific student	SAO1: JFK students will complete at least 30 units of college coursework by their high school	3- Provides foundational skills and pathways to transfer, career and technical	Increase 30 unit completers by 5% each year.	Annual report will be compared from previous year.	Completion: Spring 2017 GOAL IS MET 76 students	Continue to assess and determine if general softening in enrollment can benefit those enrolled at JFK MCHS.
	educational goals.	graduation.	education, certificates and degrees			completed 30 units or more by 17SPR, which is 15% more as compared to 64	emoned at JFR WC113.
						students by 16SPR.	

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

SLO #1: New students will learn how to apply and register for classes as a result of attending orientation provided before the fall term.

Findings/Data Analysis: GOAL IS MET.

186 JFK students who attended orientation and 164 (88%) enrolled in 17FAL.

Improvement Recommendations: Move to strengths

SLO #2: By providing College Knowledge Hour, students will learn to obtain a comprehensive education plans.

Findings/Data Analysis: GOAL IS MET

241 Comprehensive Ed Plans were completed in 2016-17, 48% increase from 126 Ed Plans completed in 2015-16.

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

21 JFK students completed at least one degree, which is a 62% increase from 8 students who completed a degree in 2015-16.

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 as a result of Counseling Services available onsite.

Findings/Data Analysis: GOAL IS MET

JFK success rate is 76.9%, which is 8.8% higher than the Norco College average at 68.1%

Improvement Recommendations: Continue to assess.

SAO #1: JFK students will complete at least 30 units of college coursework by their high school graduation.

Findings/Data Analysis: GOAL IS MET

76 students completed 30 units or more by 17SPR, which is 15% more as compared to 64 students by 16SPR.

Improvement Recommendations: Continue to assess and determine if general softening in enrollment can benefit those enrolled at JFK MCHS

III. Needs Assessment

1. Staffing Level

The Norco College and JFK Middle College members meets monthly to discuss ideas, initiatives, provide reports, and analyze data towards continuous improvement. As a result of grant funds, Norco College was able to dedicate support to JFK students by providing an on-site academic counselor and educational advisor, as well as an enrollment services staff to complete all application and enrollment needs.

Norco College Members	JFK Middle College Partners
Mark DeAsis, Dean of Admissions & Records (Management Liaison)	Dr. Sarah Ragusa, Principal
Erin Spurbeck, Academic Counselor	LeRoy Welch, Assistant Principal
Daniel Landin, Educational Advisor	Erin Cole, Faculty/Student Advisor
Dr. Jason Parks, Dean of Instruction	Lacy Carson, Counselor
Dr. Koji Uesugi, Dean of Student Services	
Lauren Agamaite, A&R Operations Assistant	
Shadon Sanders, A&R Operations Assistant	

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)

	Sta	Staffing Levels for Each of the Previous Five Years					ted total eeded
Position	2012- 2013	2013- 2014	2014- 2015			2017 - 2018	2018- 2019
Administration			.25	.25	.25	.25	.25
Classified Staff FT							
Classified Staff PT				.75	1.25	1.25	1.25
Confidential Staff FT							

Faculty FTE Full time						
Faculty FTE Part			1	1	1	1
time						
Total Full Time		.25	1.5	2	2	2
Equivalent						
Permanent Staff						
Short Term Staff						
Student Workers						

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.

Unit Name: <u>JFKMCHS Enrollment/Partnership</u>

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2017-2018 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=Replaceme nt I = Increase time	Annual TCP* TCP for employee
1. Middle College High School Director Reason: To provide a dedicated manager to support the enrollment activities and partnership between Norco College and JFKMCHS. Currently, the dean of A&R supports this function at .25 FTE while overseeing other areas within Enrollment Services.	N	\$127,057
2. Reason:		
3. Reason:		
4. Reason:		

^{*} 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.

Unit Name: __JFKMCHS Enrollment/Partnership__

5. Equipment (*Not* including technology) Needs *Not* Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2017-2018 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*			
		Number Requested	Total Cost of Request		
1. Reason:					
2. Reason:					
3. Reason:					
4. Reason:					
5. Reason:					
6. Reason:					

^{*} 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.

Unit Name: _ JFKMCHS Enrollment/Partnership_

6. Technology++ Needs Not 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 <u>Not</u> Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2017-2018 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.	Total Cost of Request
Office Space for Educational Advisor Reason: Current location is shared with three other staff members.	Pending
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 <u>Not</u> Covered by Current Budget*

List Professional Development Needs for Academic Year 2017-2018			
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	3	5,400
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.

Unit Name: __<u>JFKMCHS Enrollment/Partnership</u>__

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

List Safety 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.			
		Number Requested	Total Cost of Request
1. Reason:			
2. Reason:			
3. <u>Reason:</u>			
4. Reason:			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

Unit Name: __JFKMCHS Enrollment/Partnership__

10. OTHER NEEDS \underline{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. Budgetary Augmentation Reason: A&R & VPSS currently support all JFK materials and promotional items. In addition, the A&R budget did not receive an increase to support additional functions since the opening of JFKMCHS in 2006. Currently, while the FSS (Middle College) Grant provides additional resources, the grant is expected to expire in June 2016.	7,000		7,000
2. <u>Reason:</u>			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

Appendix

(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.