

Yuba College

Student Services Review
2007 – 2008

Executive Summary

CalSOAP
Campus Life
College Success Center
Community Education
Public Information
Student Support Services

Submitted May 19, 2008

Yuba Community College District

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Executive Summary

Overview

Student Services Review is one of five components of the Yuba Community College District's (YCCD) Institutional Effectiveness Model. Student Services Reviews are periodic formal evaluations designed to bring about systematic improvements and enhancements in Student Services programs and services. The reviews are completed every four years.

Reviews involve the critical self-evaluation of the program or service as well as the use of appropriate internal and external data, including the use of student surveys, to support the evaluation, conclusions, and recommendations. The goal of the reviews is to provide administration and staff with information to help guide program and service decisions by assessing the following:

- Areas that need improvement;
- Curriculum needs, where such apply;
- Staffing needs;
- Priorities for addressing identified facility additions and/or modifications;
- Priorities for addressing identified equipment needs; and
- Student satisfaction with programs and services.

During 2007-2008, the following six (6) Yuba College (including the Clear Lake Campus and the Beale Air Force Base Outreach Operation) programs/services completed a Student Services Review:

- **Cal-SOAP**
- **Campus Life**
- **College Success Center**
- **Community Education**
- **Public Information**
- **Student Support Services**

All Yuba College programs/services completing a Student Services Review did a conscientious job in completing the review. Reviews generally provided relevant information and reasonable recommendations. There seemed to be some confusion as to the date by which these reviews should have been completed. This needs to be clarified in the future.

As part of the Program Review process, each program/service submitted an Executive Summary of its program review. The summaries, as presented on the following pages, include a program/service description and current status statement for each program/service, the

program's/service's strengths and areas of improvement/future direction, and the recommendations/specific actions that emerged from each review.

California Student Opportunity and Access Program (Cal-SOAP)

Program Review Committee Members: Yvette Santana-Soto, Barbara Forkey, Rita Ordiway, Raminder Bains

Dean of Program Area: Marisela Arce

Program Description and Current Status

The California Student Opportunity and Access Program (Cal-SOAP), of which Yuba College is the fiscal agent, is instrumental in improving the flow of information about postsecondary education and financial aid, while raising the achievement levels of low-income, elementary and secondary school students or geographic regions with documented low-eligibility or college participation rates and who are first in their families to attend college. This program's current status is active.

Program Analysis

Program and Curriculum, if Applicable, Direction

- **Strengths**
 - The program provides the local high schools with academic and educational support that may assist these high school students to succeed in high school, apply for college, and apply for financial assistance.
 - Partnerships have been established and are maintained with other institutions of higher education, community organizations, and secondary school districts.
- **Areas for Improvement/Future Direction**
 - More defined services need to be provided to a certain cohort of students, as opposed to the entire high school student body.
 - More staffing is needed to assist Yuba College in having more of a presence in the high schools.

Staffing

- **Strengths**
 - The program has a knowledgeable and trained staff.
 - The program has a diverse staff to reflect the student population.
- **Areas for Improvement/Future Direction**
 - More Cal-SOAP staff is needed
 - More opportunities for staff training and development are needed.

Equipment

- **Strengths**
 - Cal-SOAP staff have a personal computer and printer, as well as access to a lap top computer.
- **Areas for Improvement/Future Direction**
 - Updated equipment is needed.

Facilities

- **Strengths**
 - Cal-SOAP has two (2) offices, a reception area, and a corner section for a classified staff member to have an office area.
- **Areas for Improvement/Future Direction**
 - An office for the Cal-SOAP Specialist (or at least half an office) is needed.

Recommendations/Specific Actions

- Continue to work on publicizing the college application process to include financial aid to program participants and to the parents of program participants.
 - Action: Provide more college preparation workshops, financial aid workshops, and parent information workshops.

Campus Life

Program Review Committee Members: Elizabeth Bowman

Manager of Program Area: Miriam Root

Program Description and Current Status

The Yuba College Campus Life office actively promotes student involvement beyond the classroom by coordinating monthly on campus extra-curricular activities. Campus Life serves as a liaison between the students, the college, and the District. Specific responsibilities include coordinating and/or supporting the following activities: club organization, ASYC, Associated Student accounts payable/receivable, student leadership training, student trustee and student government annual elections, commencement events, “First Thursday” events, campus tours, community event participation, Associated Student identification cards, campus/video postings, and vending machine operations.

Program Analysis

Program and Curriculum, if Applicable, Direction

- **Strengths**
 - The program collaborates well with other student support services.
 - Procedures and protocols are well established.

- There is strict adherence to Administrative Procedures and Board Policies.
- **Areas for Improvement/Future Direction**
 - Staff need to visit other colleges for ideas and also need to strengthen contacts in the community.
 - Continuous improvement is needed to streamline labor intensive clerical work.

Staffing

- **Strengths**
 - The single person managing the office has numerous responsibilities but is well-organized and efficient.
- **Areas for Improvement/Future Direction**
 - None are recommended at this time.

Equipment

- **Strengths**
 - None were identified as a result of the review.
- **Areas for Improvement/Future Direction**
 - None are recommended at this time.

Facilities

- **Strengths**
 - The office is centrally located and has high visibility.
 - The campus center is large and accommodates large events.
- **Areas for Improvement/Future Direction**
 - More electrical outlets are needed for activities on campus.
 - Stable and secure electricity is needed in the cafeteria area (if too many outlets are used, power is compromised to different parts of the building).

Recommendations/Specific Actions

- Visit other colleges for ideas to enhance the Yuba College Campus Life program.
 - Action: Identify colleges to visit and make appropriate arrangements to conduct such visits.
- Take appropriate steps to increase electrical outlets on campus and to correct the electrical problems in the cafeteria.
 - Action: Work with Maintenance and Operations to achieve desired results.

College Success Center

Program Review Committee Members: Jim Prager, Brian Condrey, Qui Buy, Janelle Eichler
Dean of Program Area: David Farrell

Program Description and Current Status

The College Success Center (CSC) provides supplemental support to the instructional program by offering individual and group tutoring, by appointment, in Math, English, and a variety of courses in other disciplines. The center offers content tutoring (assigning a student tutor to a specific course to organize study groups), drop-in tutoring, and general assistance for writing across the curriculum. The Center also offers a variety of General Studies courses. Staffing consists of a faculty coordinator, a Basic Skills/English Instructional Associate (IA), a Math Instructional Associate, a Tutoring Center Specialist, and a large number of student tutors. Additionally, the Language Arts Instructional Associate is assigned hours in the center throughout the week. During the current year, Basic Skills Initiative funds were used to fund additional tutoring and a temporary English/ESL Instructional Associate. Approximately 15% of currently enrolled day students are served by the center.

The CSC space has traditionally been heavily utilized during the 8:00 a.m. to 1:30 p.m. timeframe. During the current semester, an expansion of the drop-in tutoring program and the general assistance provided for writing across the curriculum has generated a significant increase in the usage level throughout the afternoon hours.

Students who were tutored for six or more hours during the Fall 2007 semester had a 70.5% success rate and an 84% retention rate. During the Fall 2007 semester, the center generated 22.15 FTES.

Program Analysis

Program and Curriculum, if Applicable, Direction

- **Strengths**
 - There is documented evidence indicating a positive impact on student retention and success (based on student performance).
 - FTES generated by CSC sponsored classes and organized tutoring covers a substantial portion of overall operating costs.
 - Pilot projects are being conducted to reach out to faculty in other areas besides English and Math.

- **Areas for Improvement/Future Direction**
 - Writing Center services need to be expanded.
 - The supplemental instruction delivery mode to basic skill classes needs to be expanded.
 - ESL tutorial support needs to be expanded.
 - Priorities associated with the Basic Skills Initiative need to be supported.

Staffing

- **Strengths**
 - The center has highly trained Instructional Associates.
 - The Tutoring Specialist has introduced significant improvements in the process of monitoring student tutoring hours, thereby generating additional FTES.
- **Areas for Improvement/Future Direction**
 - There is a need to develop staffing configuration/recruitment process for replacement of the faculty coordinator in 2009/2010.
 - There is a need to obtain approval to add an ESL/Basic Skills IA.

Equipment

- **Strengths**
 - Computers are current.
 - Educational software is current.
 - Accutrack software has significantly enhanced tracking of student use of the CSC.
- **Areas for Improvement/Future Direction**
 - If the center is able to expand in the near future, additional computers will be needed.
 - Printers get heavy use and will need to be replaced periodically.

Facilities

- **Strengths**
 - The CSC is located in an ideal setting for visibility, and the layout provides for maximum utilization as well as for monitoring of tutoring activities.
 - This is the most inviting location on campus for studying. The one small classroom provides valuable space for labs, workshops, and study groups.
- **Areas for Improvement/Future Direction**
 - The current space is now used to the maximum. The CSC needs additional space to expand the Writing Center and to add several small group meeting rooms. Space also is needed for a planned expansion of tutoring support for the ESL program. A commitment has been made to relocate the EOPS peer counselors to another area of the library, thereby freeing up space for the CSC.

Recommendations/Specific Action

- Develop staffing model/request for Coordinator replacement in 2009/2010 due to retirement.
 - Action: Research staffing models around the state, develop position description, and submit request to Faculty Staffing Committee in the fall.
- Work with discipline faculty to develop alternative delivery modes for instruction at the lowest levels of basic skills
 - Action: Research “best practices” utilized around the state, identify discipline faculty supportive of the project, and develop a proposal for a pilot project.

- Develop a “stand alone” Writing Center.
 - Action: Identify a separate area in the Library for a Writing Center to be incorporated into the Measure J bond funded remodeling plan. Propose that the revised job description for the English Composition Coordinator incorporates direct involvement with the Writing Center, encourage English faculty to spend their office hour in the Writing Center, and seek a policy change to allow adjunct composition instructors to use either flex time or office hour time for tutoring in the center.
- Implement the Supplemental Instruction (SI) Tutoring Model for basic skills classes and other classes across the curriculum with low student success rates.
 - Action: Convene the four staff who attended the SI Training Program last spring to develop a training program for SI tutors, make presentations regarding the SI model to faculty teaching basic skills courses and targeted courses with high failure rates, pilot the SI approach in several classes during the fall semester, use results of the Content Tutoring Project to help market the SI approach, and begin semester-by-semester expansion of the SI approach across the basic skills curriculum.
- Support the expansion of discipline based, faculty run tutoring centers for ESL and Biology (the Hard Math Café model).
 - Action: Promote the identification of space for these activities as a priority in the planning of any building construction/remodeling.

Community Education

Program Review Committee Members: Cindy Dillard-Alfred, Jacque Weare

Manager of Program Area: Miriam Root

Program Description and Current Status

Community Education is an extension of Yuba College which offers evening and weekend classes and workshops and seminars to help students meet their personal and professional goals. Classes are short term, not-for-credit, and unless noted, open to all residents of all ages. Classes are taught by leaders in their professions who have been practicing what they’re teaching. Most classes are held at locations where training can be hands-on. Dates and times are designed for student convenience. The Spring/Summer 2008 classes are currently in progress.

Program Analysis

- **Strengths**
 - The Community Education program works well with other departments on campus, such as the Campus Police Department, Business Office, Accounts Payable, and Purchasing. Community Education also works with other educational departments to assure that its courses and programs are not at cross purposes with those of these other departments.

- Community Education courses are reviewed on an annual basis to insure that they remain current. If for some reason the course does not draw student interest, it is set aside and other classes of interest are explored.
- **Areas of Improvement/Future Direction**
 - Community Education is planning to produce schedules in a timelier manner so that they can be disbursed to the community way in advance of class start dates.
 - Community Education plans to offer more classes in Arts and Crafts, Music, and Cooking and to stay current with trends.

Staffing

- **Strengths**
 - Community Education is staffed with one full-time person and one permanent part-time person. From time to time, a Work Study student is used. The staff works hard to keep up on incoming and outgoing phone calls and students registering by phone, by mail, and by walking in. Staff members take care of putting the schedule together by gathering information from potential and returning instructors. They maintain the budget and payroll for Community Education instructors.
 - Staff also works with the cashier to process deposits from registration. Staff compiles reports for California Traffic School and the Motorcycle Safety Foundation and works with outside agencies for specialized training at Sunsweet, Cache Creek Security Department, Beale Air Force Base, and others.
 - The Clerical Assistant sends out press releases for up-coming classes, registers students, maintains the data, answers phones, files, and works with putting together instructor packets for their classes. The Work Study student fills in by helping with filing, answering phones, and registering students with direction from the supervisor.
- **Areas for Improvement/Future Direction**
 - Staff members need to stay current with technology to improve the way they communicate with students.

Equipment

- **Strengths**
 - None were identified as a result of the review.
- **Areas for Improvement/Future Direction**
 - The RecWare registration system needs to be upgraded to ActiveWare.

Facilities

- **Strengths**
 - None were identified as a result of the review.
- **Areas for Improvement/Future Direction**
 - None are recommended at this time.

Recommendations/Specific Actions

- Produce schedules in a timelier manner.
 - Action: Budget time more effectively to get schedules out earlier.
- Offer more classes in Arts and Crafts, Music, and Cooking.
 - Action: Seek out instructors who are interested in offering classes in these areas and build the classes into future schedules.
- Staff needs to stay current with technology.
 - Action: Develop an in-service training plan to insure that staff is up-to-date with new technology.
- RecWare registration system needs to be upgraded to ActiveWare.
 - Action: Rearrange budget priorities or identify additional funding sources to make the upgrade.

Public Relations

Program Review Committee Members: Miriam Root

Manager of Program Area: Miriam Root

Program Description and Current Status

The Yuba College Public Information Office has been a part of the college on a consistent basis since 1986. Prior to that date, there was a three year void. The Yuba College Public Information department includes the following components: publications, advertising, marketing, public relations, public events, Campus Life, Community Education, outreach and recruitment, and website maintenance and updates (non-technical).

Up until 2007, the office was responsible for all Public Relations district-wide. Since the District now is functioning as two (2) colleges, public information is being conducted by a Public Information Specialist at Woodland Community College. The Yuba College office is now responsible for all duties pertaining to Yuba College, Yuba College's outreach operation at the Beale AFB, and Yuba College's Clear Lake Campus.

Program Analysis

Program and Curriculum, if Applicable, Direction

- **Strengths**
 - The program has a proven track record for accomplishing tasks in a timely manner.
 - The program prides itself on maintaining the institutional history and integrity.
 - The program is looked to as a leader and innovator in the marketing/public relations field within the community it serves.
 - The program is continually refining and adding to its programs to better serve the community and students in the following ways: production of a semester-long events calendar; publication of an in-house newsletter, "Focus;" removal of

awards from the commencement breakfast and the creation of the “Awards and Recognition” ceremony; development of “First Thursdays” programs; coordination of welcome week activities.

- The office’s work has aided in producing a steady increase in FTES.
- **Areas for Improvement/Future Direction**
 - Continue to refine the identity and standards regulations as they pertain to image.
 - Continue to enforce the standards as prescribed.

Staffing

- **Strengths**
 - The Director has well-established relationships with all the media.
 - The Director has well-established relationships with the community.
 - Working relationships with other educational partners is improving continually.
 - Staff is involved in numerous committees both on-campus and off.
 - Director and staff stay abreast of current trends and standards.
- **Areas for Improvement/Future Direction**
 - The college needs to hire a Public Information Specialist for Yuba College again as the position was never refilled after lay-off’s in 2003.
 - The role and importance of image and graphics for the college needs to be defined.

Equipment

- **Strengths**
 - The Director and staff are using current industry standard software and design techniques that are compatible with that used by large printing companies.
- **Areas for Improvement/Future Direction**
 - Continuous support and attention for technical education opportunities needs to be supported.

Facilities

- **Strengths**
 - None were identified as a result of the review.
- **Areas for Improvement/Future Direction**
 - None are recommended at this time.

Recommendations/Specific Actions

- Augment the Public Relations budget to reflect additional publications being produced and the increased costs imposed by printers and advertisers.
 - Action: Discuss possible augmentation with the Yuba College President.
- Additional staff (Public Information Specialist), to assist with increased workload, needs to be hired.

- Action: Discuss the hiring of this position with the Yuba College President.

Student Support Services

Program Review Committee Members: Yvette Santana-Soto, David Perez, Rita Ordiway and Raminder Bains

Dean of Program Area: Marisela Arce

Program Description and Current Status

The Yuba College Student Support Services (SSS) Program provides opportunities for academic development, assists students with basic college requirements, and serves to motivate students toward the successful completion of their postsecondary education. Yuba College SSS also provides grant aid to current SSS participants who are receiving Federal Pell Grants. The purpose of SSS is to increase the college retention and graduation rates of its participants and help students make the transition from one level of higher education to the next.

Program Analysis

Program and Curriculum, if Applicable, Direction

- **Strengths**
 - SSS collaborates well with other student support services.
 - SSS serves economically and educationally disadvantaged students.
- **Areas for Improvement/Future Direction**
 - SSS could serve more students if funds were available.
 - SSS could be more visible to the college community staff.

Staffing

- **Strengths**
 - The program has knowledgeable and trained staff.
 - The program has a diverse staff to reflect the student population.
- **Areas for Improvement/Future Direction**
 - More SSS staff is needed.
 - More opportunities for staff training and development are needed.

Equipment

- **Strengths**
 - SSS has a student lab.
 - SSS staff have a personal computer and printer.
- **Areas for Improvement/Future Direction**
 - Updated equipment is needed.

Facilities

- **Strengths**
 - SSS has two (2) offices, a reception area, and a meeting space.

- **Areas for Improvement/Future Direction**
 - No facility needs are apparent at this time.

Recommendations/Specific Actions

- Continue to work on student success needs such as improving student academic skills, increasing transfer readiness of participants, and improving participant four-year college information and knowledge.
 - Action: Provide innovative workshops and services to project participants.