1. Assessment Plan - Four Column

PIE - Continuing Education: Contract ED/Community Ed Unit

Narrative Reporting Year

2018-19

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Program Planning Dialog: The Community and Contract Education department staff meets regularly to deal with immediate and long term issues facing our area. During the 2018-19 school year, we looked at issues dealing with marketing of both fee-based and contract training and how they align with our unit goals as well as those of the School of Continuing Education. Competition for our services continues to grow around our district which consistently prompts our team to focus our efforts on attracting new presenters for fee-base that would add, enhance and complement our current offerings in fee-based. We also continue to search for and enroll the services of new content experts for our contract training unit to complement our current pool of trainers.

In Fall 2018, the Director of Community and Contract Education met with the Water Technology faculty to discuss industry needs and trends. There was unanimous consent that the gages used in the Backflow Operation and Cross Connection Control classes needed to be replaced. The group decided to use some of funds awarded to our program by the Southern California Water Utilities Association (SCWUA) to purchase brand new gages that meet today's industry standards. The group also decided to continue to attend the Southern California Water Utilities Association Vendor's Fair held in September of every year to solidify our marketing efforts directly with industry representatives and their employees.

In the Spring of 2019, the Community and Contract Education Director met with a group of College for Kids faculty to discuss and evaluate the 2018 Summer program and to propose changes and additions of classes for the 2019 program.   During the meeting, it was decided that some of the science classes need to include more STEM components to attract more participants into those classes. It was also decided that the Healthy Cooking for Kids class will no longer have both grade levels integrated. Starting Summer 2019, registration for the Healthy Cooking for Kids class will be separated by grade level (3-5 and 6-8). Last, it was also decided to reinstate the Computer Animation class and to add an Intro. to Video and Audio Production for kids class starting Summer 2019.
External Conditions, Trends, or Impacts: 1. Contract training opportunities are tightly connected to the health of our economy. Training opportunities seem to get better as the local economy grows. ETP funds have helped us provide business partners with training at no extra cost to them. There is a healthy business environment, which has opened more opportunities to our contract unit.

2. Some of our programs are regulated by external agencies. Water Technology (State Water Resources Control Board), Motorcycle (California Highway Patrol), CPR (American Heart Association). We make changes whenever necessary to keep in compliance.

3. U.S. visa issuance policies directly affect Language and Culture Camps participants coming from other countries. There is a continuous decline in enrollment in this program due to restrictive visa issuance policies.
Internal Conditions, Trends, or Impacts : There is a significant shortage of classroom space in our campus. This in turn translates into an even more difficult experience for our staff to find adequate classroom/facility space for our offerings.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: The SCE Test Center continues to be instrumental in helping the academic pursuits of 2,072 unduplicated test candidates during the 2018-2019 year. Our SCE Testing Center has proctored a total of 2,890 tests since July 1, 2018 up to date. We continue to proctor tests for Pearson Vue, ETS-HiSET, ETS-TOEFL, Comira, Kryterion, TASC and Castle. Also, our CPR program issued 3,036 CPR completion cards and we certified 347 participants during the 2018-19 school year.

Notable Achievements for Theme B: To Support Student Access and Success: The Community Education registration hours have been extended one hour extra Monday through Thursday. The Registration Desk is open from 8:00 a.m. to 7:00 p.m. on Monday through Thursday. On Friday's, it is open from 8:00 to 4:00 p.m.

All full-time staff has been trained in SARS to allow to schedule counseling appointments to all SCE students. Also, the Community Education faculty manual has been updated to include information on all student support services offered in the credit and non-credit areas.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. We will be closing our 2018 ETP contract with a 99% efficiency by June 30, 2019.   We have exceeded our original goal of spending 70% of the $274,939 contract by September 2019.   We have already applied for a new ETP contract set to start in August 2019.

2. We continue to contract with Metropolitan Water District to provide specialized Welding training to their apprenticeship and journeymen participants.

3. We secured a $250,000 training contract with LADWP Joint Safety and Training Institute.

4. We continue to proctor tests for Pearson Vue, ETS-HiSET, ETS-TOEFL, Comira, Kryterion, TASC and Castle.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Our College for Kids programs continues to be near capacity despite the increase in competing summer programs around our district.

2. Our Motorcycle Training program continues to be one of the largest in the state of California.   So far during the 2018-2019 year we have trained 1,504 participants.

3. We started a new partnership with LADWP Joint Safety and Training Institute in November, 2018. Since November 2018 until May 15, 2019, we have trained 495 of their employees.

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Unit Goals	*Resources Needed*	*Where We Make an Impact: Closing the Loop on Goals and Plans*
Advocacy and Partnerships - Advocate for noncredit and community education students to remain a critical part of the California community college mission through	**Request - No Funding Requested -** Conference and travel funding to attend and participate in partnerships and other activities that	**Reporting Year:** 2018-19 **% Completed:** 100 By using our Management travel funds, the director and staff have been able to attend and participate in

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans

partnerships, as well as community, regional and state involvement.
Status: Active
Goal Year(s): 2018-19

advocate for non noncredit and not for credit students at the local, regional and state levels.

Describe Plans & Activities Supported (Justification of Need):
The Community and Contract Education Department will actively advocate for noncredit and not for credit activities in 2018-20109 by:
1. Attending and participating in ACCE meetings and conferences
2. Attending and participating in Contract Education meetings and conferences
3. Attending and participating in chambers of commerce meetings and events

What would success look like and how would you measure it?:
CRITERIA for success:
1. Continue to actively participate in ACCE
2. Continue to actively participate in the California Community College Contract Education Collaborate (CCCCEC)
3. Continuously attend and participate in other partnerships and events involving noncredit and not for credit students

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

conferences and workshops that are not only relevant to our work, but also advocate for noncredit and not for credit students.

Plans and activities for 2018-2019 for this goal were successful. The director and staff actively participated in ACCE by attending workshops and conferences. The director delivered a presentation on "Adding Test Proctoring Services to Your Community Education Programs" at the Spring 2019 ACCE conference. Also, the director and staff actively participated in the Contract Education Summit and other Contract Education activities during the year. Lastly, the Director and staff consistently attended multiple Chamber of Commerce meetings and activities during the year. (05/28/2019)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Planning Unit Priority: High	

Data - Ensure equity, access, completion, and success of educational goals for all students.
Status: Active
Goal Year(s): 2018-19

Request - No Funding Requested - Staff time to evaluate, update and administer surveys.
Describe Plans & Activities Supported (Justification of Need): The Community & Contract Education Department will improve and expand the process to collect student input on program design and planning by doing the following activities in 2018-19:
1.　　Evaluating and updating current program surveys
2.　　Administering student survey once per semester
What would success look like and how would you measure it?:
CRITERIA for success:
1.　　At least 75% of students will be surveyed by the end of course.
2.　　From the survey findings, 2 areas will be identified for improvement.
Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.
Planning Unit Priority: High

Reporting Year: 2018-19
% Completed: 75
Surveys evaluated and a decision was made to add items asking students for specific reasons for taking the class. Updated survey has been posted for all instructors to use.

Instructors started using the updated survey in May, 2019. At this point, we have not reached the 75% percent of students taking the updated survey.　Due to the insufficient data collected, we have not yet been able to identify areas of improvement. (05/28/2019)

Request - No Funding Requested - Staff time to create, communicate expectations and implement use of progress report.
Describe Plans & Activities Supported (Justification of Need):

Reporting Year: 2018-19
% Completed: 100
Student progress report for the College for Kids program was created and used during the 2018 Summer program. Collected data during the 2018 Summer program showed that participant performance was Excellent 84.7%,

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	The Community & Contract Education Department will establish, collect, and evaluate student learning outcomes and program quality data. The following activities will take place in 2018-19: 1. Create a student progress report 2. Communicate expectations 3. Implement progress report 4. Faculty will meet to discuss student learning and program evaluation data and propose program changes if necessary **What would success look like and how would you measure it?:** CRITERIA for success: (see sample, can be quantitative or qualitative) 1. A progress report with expectations will be developed by Fall 2018. 2. Expectations will be communicated to all students in all syllabi. 3. Faculty to meet to discuss data and propose program changes by Spring 2019. **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** High	Satisfactory 14.3% and Needs improvement 1%. Plans and activities for this goal were successful. A progress report with expectations was developed by Fall 2018. The syllabi were revised and course expectations are now communicated to students via the syllabi. College for Kids faculty met on February 23, 2019 to discuss data collected through the progress report and all agreed that this tool gives them a way to communicate to both parents and children how they rated their performance in class. (05/28/2019)
Teaching and Learning - Expand and support innovation in teaching, learning, academic support, and	**Request - No Funding Requested -** Access to marketing department resources as well as funding to cover	**Reporting Year:** 2018-19 **% Completed:** 100 We have created a process where our programs are

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans

management within SCE.
Status: Active
Goal Year(s): 2018-19

Describe Plans & Activities Supported (Justification of Need):
The Community & Contract Education Department will enhance marketing efforts to raise awareness of programs and services by doing the following in 2018-19:
1. Utilizing Mt. SAC marquee
2. Visiting prospective businesses and attending chamber meetings consistently to market Contract Education programs
3. Creating a Testing Center website and develop a plan for dissemination of information

What would success look like and how would you measure it?:
CRITERIA for success:
1. The Mt. SAC marquee will advertise Community & Contract Ed programs consistently in 2-week cycles.
2. Will attend 4 chamber events and have 8 to 10 business contacts monthly.
3. Increase the number of partners by 5 per year.
4. The Testing Center website will be created and published. The website will also be advertised in the Community Education brochure.

Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

Planning Unit Priority: High

Request - No Funding Requested -
Funding to cover the cost of new outreach and staffing expenses.

advertised in the Mt. SAC marquee in 2 week cycles. We have not noticed a change in registration patterns yet. Both the Community and Contract Education Director and the Contract Education Manager continue to visit prospect clients on a weekly basis. We also continue to attend and participate in chamber events. The Testing Center website is operational and has served as a marketing tool to attract new test candidates to our center.

The director and contract education manager attended an average of five chamber events during the 2018-2019 year. In the course of these chamber sponsored events and other types of contact, the director and staff contacted an average of 15 businesses a month. That figure does not include our Lunch and Learn events on campus which each average about 25 participants representing different businesses from around our district. The department added 7 new partners this year in both ETP funded training and traditional contract for fee. Testing Center website and information are included in the Community Education booklet/schedule. (05/28/2019)

Reporting Year: 2018-19
% Completed: 100

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	equipment. **Describe Plans & Activities Supported (Justification of Need):** The Community & Contract Education Department will improve currency in Water Technology curriculum with the use of equipment upgrades. The following activities will take place in 2018-19: 1. Research current industry standards for equipment 2. Identify and upgrade equipment as feasible 3. Faculty will enhance curriculum to embed new technology **What would success look like and how would you measure it?:** CRITERIA for success: 1. Earmark funds to acquire equipment and purchase it. 2. New technology (at least the Mid-West Model 845 backflow test kits) will be introduced. 3. Syllabi will reflect the use and benefits of new equipment. **Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over $500. **Planning Unit Priority:** High	Purchased Mid-West Model 845 Backflow test gages to replace outdated equipment. Students now utilize the same advanced measuring equipment as those currently used in the industry. Class syllabus now reflects the use and benefits of the new equipment. (05/28/2019)
Student Support - Increase access to high quality student services to support student goals and promote	**Request - No Funding Requested -** Registration counter staff coverage. **Describe Plans & Activities**	**Reporting Year:** 2018-19 **% Completed:** 100 The continuous effort to provide access to timely

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
pathways for a diverse noncredit population. **Status:** Active **Goal Year(s):** 2018-19	**Supported (Justification of Need):** The Community and Contract Education department will actively provide proper registration staff coverage to assist students with registration, schedule counselor appointments and respond to other student inquiries as needed. **What would success look like and how would you measure it?:** CRITERIA for success: 1. Maintain registration office open until 7:00pm Monday-Thursday 2. Registration staff will be able to schedule counselor appointments for noncredit students 3. Staff will be informed about all programs and services available to noncredit students **Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. **Planning Unit Priority:** High	information to students allows our division to promote access to quality services to noncredit students. For the last two years, our office has provided extended access to services by closing at 7:00pm Monday-Thursday. Our registration staff assists counselors by scheduling student appointments for them. Staff remains informed about all programs and services by communicating with all noncredit departments. They also provide relevant program information to past, current and prospect students. (05/28/2019)
Communication - Increase effectiveness and consistency of communication among stakeholders. **Status:** Active **Goal Year(s):** 2018-19	**Request - No Funding Requested -** Staff time to create/update documents and website. **Describe Plans & Activities Supported (Justification of Need):** The Community & Contract Education Department will improve in communicating fee-based offerings and expectations to Division staff, Community Education faculty, and students by doing the	**Reporting Year:** 2018-19 **% Completed:** 75 New class description templates were developed and disseminated in Spring 2019. The new template is being used by 100% of faculty. Registration staff updates registration website with new and updated content on a continuous basis. (05/28/2019)

	following in 2018-19:	
	1. Revising standard template for course offerings and descriptions	
	2. Updating template in fee-based registration system	
	3. Having faculty communicate learning outcomes on syllabi and progress to students on the template	
	4. Updating website content	
	What would success look like and how would you measure it?:	
	CRITERIA for success:	
	1. Revised standard template for courses and registration template	
	2. 100% of faculty syllabi will show use of new templates	
	3. The website will be updated	
	Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.	
	Planning Unit Priority: High	