

1. Assessment Plan - Four Column



PIE - Student Services: High School Outreach Unit

Where We Are Now: Analysis and Summary

2018-19

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External Conditions, Trends, or Impacts (Student Services): 1. Technology-High School classrooms have limited new technology or computer labs to accommodate the increase of online resources needed when assisting students with their transition to Mt. SAC (e.g. online application workshops, assessment multiple measures survey, mymtsac account claim, Assessment Test Info Sessions)

2. Technology-High School classrooms have slow internet or blocked internet that prevents students from login into the student portal to complete any enrollment related steps (e.g. AQ, online orientation).

3. Some high school administrators limit class time for community college presentations/visits. They prefer lunch time or after school visits which are least preferred time/method of student interaction for HSO.

4. Increased services/recruitment to our local in district schools by Rio Hondo and Chaffey College. Higher competition for classroom time and student interaction.

5. Students are being instructed by High Schools to select the community college they will attend so that they can only participate in events or workshops for that particular college. For example, students are not allowed to do an early registration program/process for two community colleges simultaneously at the high school.

6. SSSP/SB1456: Completion of Ed. Plans (SSSP) affects early registration of Connect 4 students for the Fall semester. If students complete an on-line orientation but do not complete an ed plan, they become ineligible to receive Connect 4 early registration.

7. Increase in need of individual student appointments with HSO specialists at the schools and at Mt. SAC due to more sensitive/personal student issues (e.g. deportation, death in the family, mental illness, housing issues, self esteem/self efficacy, lack of parent support, lack of finances for basic necessities)

8. Some high schools prefer that we provide limited services/visits to their students. This impacts student's level of awareness of resources and their confidence with the transition from high school to college (e.g. Sierra Vista HS, Los Altos HS, Bassett HS, Glendora HS)

9. Some high schools do not want to bus their students to Mt. SAC for multiple events because coordinating and planning of the field trips is challenging. This presents obstacles to students wanting to complete orientation but have challenges providing their own transportation (e.g. Seniors' Day, Connect 4 Testing@Mt. SAC, New Student Orientation)

10. Citrus and Rio Hondo College offer 2 semesters of early registration to their incoming freshmen that participate in their outreach program. We only offer 1 semester.
11. Implementation of AQ with programing issues that impacted students.

Internal Conditions, Trends, or Impacts (Student Services): 1. Communication between Counseling and HSO needs improvement. Decisions are made by Counseling that affect our incoming freshmen with no consultation with HSO.

2. Counseling changed the New Student Orientation to only an online option. Our high school partners have expressed confusion and frustration with our ever changing enrollment process in regards to orientation format. This confused the schools and students.
3. Implementation of Assessment Questionnaire (AQ) in May 2018. We had already tested over 1,500 students that were then communicated to "re-take" the revised AQ. Once again, we had to go back and change the process. This confused the schools and students.
4. Open and Limited office work space that makes it uncomfortable for students and/or families meeting with the specialists. Additional challenges include safe and organized storing of marketing materials, event materials, and promotional items.
8. HSO Marketing Budget: HSO does not have a marketing general funds budget to print multiple brochures that highlight the campus at college/career/community fairs, local schools, libraries, etc.
9. Student Services Information Sign is much larger than the High School Outreach sign. Students and/or families, high school partners wanting to meet with the outreach staff experience difficulty finding our department.
10. The MAP workshops and online orientation do not teach students how to register for classes.
11. Implementation of Promise+Plus program began in March 2018, late for the High School academic year.

Critical Decisions Made by Unit: 1. To address the missing registration component of orientation or MAP, HSO facilitated 10 Registration 101 workshops in June 2018.

2. To inform students to take the revised AQ, over 4,000 potential new students received a mailed letter and email.
3. To inform students to apply for Promise+Plus, close to 5,000 potential new students received a mailed letter and email.
4. Specialists sometimes work out of POD-building 6 for privacy.

Notable Achievements for Theme B: To Support Student Access and Success: 1. 2018- Of the 1,691 high school students who applied for Fall 2018 through the Connect 4 program: 99% completed an assessment, 98% completed an abbreviated educational plan, 91% enrolled in classes, 61% enrolled full-time. Conversely only 25% of non-Connect 4 applicants registered in classes, with only 42% enrolling full time. Unit: Involve (i.e. comm

3. Juniors' Day 18-19- Outcomes: 597 Students from 18 high schools participated.
4. Seniors' Day 18-19- Outcomes: 270 graduating seniors/potential new students and 180 family and/or friends.
5. Increased visibility of Mt. SAC in the surrounding community through increased participation in: out of district college/ career fairs, K-8 events, K-8 campus tours. 45 fairs

attended. Unit: Involve (i.e. comm

6. Principals' Breakfast 18-19: 23 high school administrators participated. Unit: Involve (i.e. comm

7. HSO specialists served 1,500 potential incoming students through presentations of specialized programs to specific student populations (e.g. Students with disabilities - DSPS, Foster Youth-REACH, Undocumented Students-DREAM, Basic Skills & Income- EOPS) , Financial Aid general presentations and application assistance, Bridge presentations and application assistance.

8. Campus Tours (3,415 guests/122 tours total) : Large Campus Tours (including middle schools, elementary, high schools)-70 tours, 3,161 guests, Small family tours-52 tours, 254 guests. Unit: Involve (i.e. comm

9. High School Educators' Conference 18-19: 96 high school counselors, career techs, instructors, and special education coordinators attended. 96% of attendees surveyed indicated "the information presented in this conference will help me as I help students transition to Mt. SAC". 96% felt the information presented was applicable to the issues they faced in helping students transition to college; 95% were more aware of resources and programs available to students at Mt. SAC. 96% indicated that they would recommend the conference to colleagues. Unit: Involve (i.e. comm

10. Presentations/Workshops: Close to 9,000 student received a Mt. SAC general presentation, 6,000 participated in an application workshop, close to 2,000 students received a one-on-one appointment with a HSO specialist/Office hours at the schools, close to 8,000 participated in an AQ workshop and/or test preparation-explanation workshop that included instructions on account claim.

11. Two alternative high schools, 40 potential incoming students participated in an all day event catered to the specific needs of this student population.

12. Specialists represented the college at slightly over 40 local college fairs. 180 caretakers learned valuable information on how to support their student and had a safe space to express their concerns and receive info.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. High School Educators' Conference 18-19: 96 high school counselors, career techs, instructors, and special education coordinators attended. 96% of attendees surveyed indicated "the information presented in this conference will help me as I help students transition to Mt. SAC". 96% felt the information presented was applicable to the issues they faced in helping students transition to college; 95% were more aware of resources and programs available to students at Mt. SAC. 96% indicated that they would recommend the conference to colleagues. Unit: Involve (i.e. comm

2. Continued strong Campus Partnerships: DREAM, Financial Aid (Cash for College), REACH, Bridge recruitment and event participation, Financial Literacy planning, Student Life-New Student Welcome planning, DSPS- Planning for College event planning, EOPS recruitment, Marketing (web development and marketing materials), Student Life-New Student Welcome, Assessment Center-Dual Enrollment Assessment coordination, In-Reach Services-New Student Welcome, Campus Info booth coordination. Unit: Involve (i.e. comm

3. HSO Staff training from other departments: Career & Transfer Ctr., STEM Ctr., Fire Tech Program, Honors Program, Athletics, DSPS, Tutoring Centers, Financial Aid, EOPS, International Students

4. All HSO events include participation from Student Services Division and Instruction Division via workshops/presentations, tours of instructional areas, and resource fairs.

5. Incorporation of family and friends (caretaker) component of Senior Saturday.

Contributors to the Report: Tannia Robles

Amanda James

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Inform (i.e. Incoming students) - Serve and inform 52 high schools, 11 school districts, and nearly 5,000 students about Mt. SAC services and programs; deliver information regarding Mt. SAC enrollment processes and procedures, financial aid, assessment overviews, transitional services (i.e. Bridge, EOPS), transfer/degree requirement information, motivational presentations, and special population services.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19</p> <p>Goal Entered: 09/01/2016</p>	<p>Request - Full Funding Requested - HSO Cell Phones and media plan</p> <p>Lead: Immediate Manager</p> <p>Type of Request: NON INSTRUCTIONAL EQUIPMENT: Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.</p> <p>Planning Unit Priority: Medium</p> <p>One-Time Funding Requested (if applicable): 35000</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 0</p> <p>No progress (08/19/2018)</p>
	<p>Request - Full Funding Requested - Mt. SAC Promotional Items for HSO events, College/Community/Career Fairs, and presentations/ workshops in K-12.</p> <p>Lead: SSSP Coordinator,</p> <p>Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.</p> <p>Planning Unit Priority: High</p> <p>One-Time Funding Requested (if applicable): 10000</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 100</p> <p>Allocation of SSSP funds to spend in marketing materials for Senior Saturday, Summer Programs campaign, (03/22/2018)</p>
		<p>Reporting Year: 2018-19</p> <p>% Completed: 25</p> <p>\$30,000 17-18 allocation to other services acct. (03/22/2018)</p>
	<p>Request - Full Funding Requested - Outreach Marketing Materials (Connect 4 brochures, college brochures, CTE brochures, SS brochure)</p> <p>Lead: SSSP Coordinator,</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 100</p> <p>\$30,000 allocation of SSSP funds in other services acct. (03/22/2018)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.</p> <p>Planning Unit Priority: High</p> <p>One-Time Funding Requested (if applicable): 10000</p>	
<p>Invest (i.e. training, Resources) - Provide training services, events, activities, and workshops to students, staff, teachers, administrators, elected officials, and parents to promote and market Mt. SAC.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19</p> <p>Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 0</p> <p>\$15,000 in catering services for specialized training and workshops at the high school sites (e.g. administrators, caretakers). (03/22/2018)</p>
<p>Investigate - Collect qualitative and quantitative baseline data on HSO events, activities, and services related to Student Learning Outcomes and Goals/Objectives.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19</p> <p>Goal Entered: 09/01/2016</p>		
<p>Increase College Going Culture - Increase college going culture at area high schools by promoting higher education via physical presence, presentations, and involvement with the high school community.</p> <p>Status: Active</p> <p>Goal Year(s): 2015-16, 2016-17, 2017-18, 2018-19</p> <p>Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested - Restructure HSO: Hire FT permanent Project/Program Coordinator</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 0</p> <p>Restructuring to include program coordinator not approved. A coordinator is needed so that the director has a stronger presence at the high schools. focus on strengthening relationships, and increase presence at high schools to supervise and teach staff. (03/22/2018)</p> <hr/> <p>Reporting Year: 2018-19</p> <p>% Completed: 0</p> <p>Was pushed forward to PAC in 17-18 for consideration as a</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Describe Plans & Activities Supported (Justification of Need): new resource allocation but was not approved. (09/29/2017)
 Funding for Program Coordinator Range 95
Lead: Immediate manager
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 93097

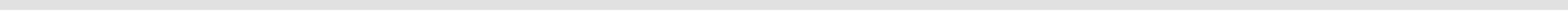
Connect 4 - Provide high school students services to secure successful registration/enrollment: (1) Apply; (2) Assessment; (3) Orientation; and (4) Register.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016

Involve (i.e. community, schools) 2 - Work collectively with other Student Services programs to connect students with specialized needs with specific services that address those needs (e.g. REACH, Dream, DSPS, EOPS/Care, Financial Aid)
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016

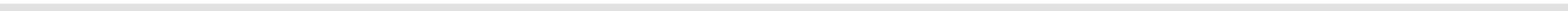
Identify (i.e. Seniors, non traditional students) 2 - Identify the LGBTQ club or liaison at the high school sites and work collaboratively towards informing students of college resources.

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Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016



Involve (i.e. community, schools) 4 -
 Identify teen parents at the high school sites and work collaboratively with the high school and college programs to provide the teen parents with day care, support, and financial aid resources (e.g. Mt. SAC Child Development Center, CARE)
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016



Inform (i.e. Incoming students)_1 -
 Serve and inform 52 high schools, 11 school districts, and nearly 5,000 students about Mt. SAC services and programs; deliver information regarding Mt. SAC enrollment processes and procedures, financial aid, assessment overviews, transitional services (i.e. Bridge, EOPS), transfer/degree requirement information, motivational presentations, and special population services.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19
Goal Entered: 09/01/2016

Request - Full Funding Requested -
 HSO Cell Phones and media plan
Lead: Immediate Manager

Request - Full Funding Requested -
 Mt. SAC Promotional Items for HSO events, College/Community/Career Fairs, and presentations/ workshops in K-12.
Lead: SSSP Coordinator,

Request - Full Funding Requested -
 Redesign of Information/High School Outreach space. We have outgrown our space and do not have privacy because we are in an open space.
Lead: Immediate manager

Request - Full Funding Requested -
 Outreach Marketing Materials (Connect 4 brochures, college brochures, CTE brochures, SS brochure)
Lead: SSSP Coordinator,