

1. Assessment Plan - Three Column



PIE - Continuing Education: Contract ED/Community Ed Unit

Narrative Reporting Year

2019-20

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Summary of Notable Achievements: TBA

Program Planning (Equity, Retention and Success): TBA

External and Internal Conditions Analysis: External conditions affect every aspect of our operation. The COVID19 Pandemic has made it very clear that we are directly affected by local, regional, national and international conditions.

Critical Decisions Made by Unit: The effects caused by the COVID19 pandemic this year forced us to temporarily stop delivering instruction/training in all of our programs. That condition led us to adapt alternate methods of instruction/training delivery. An online delivery strategy was developed and will stay in place until current conditions allow us to return to a more traditional operational environment.

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Advocacy and Partnerships - Advocate for noncredit and community education students to remain a critical part of the California community college mission through partnerships, as well as community, regional and state involvement.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20, 2020-21</p>	<p>Request - No Funding Requested - Conference and travel funding to attend and participate in partnerships and other activities that advocate for non noncredit and not for credit students at the local, regional and state levels.</p> <p>*Describe Plans & Activities Supported (Justification of Need):</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 100</p> <p>By using our Management travel funds, the director and staff have been able to attend and participate in conferences and workshops that are not only relevant to our work, but also advocate for noncredit and not for credit students.</p> <p>Plans and activities for 2018-2019 for this goal were</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
	<p>The Community and Contract Education Department will actively advocate for noncredit and not for credit activities in 2019-2020 by:</p> <ol style="list-style-type: none"> 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 <p>What would success look like and how would you measure it?: CRITERIA for success:</p> <ol style="list-style-type: none"> 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 <p>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.</p> <p>Planning Unit Priority: High Total Funding Requested: 0</p>	<p>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)</p>

Data - Ensure equity, access, completion, and success of	Request - No Funding Requested - Staff time to evaluate, update and	Reporting Year: 2018-19 % Completed: 75
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>educational goals for all students. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21</p>	<p>administer surveys. *Describe Plans & Activities Supported (Justification of Need): The Community & Contract Education Department will continue to collect and analyze student input on program design and planning by doing the following activities in 2019-2020:</p> <ol style="list-style-type: none"> 1. Evaluating and updating current program surveys 2. Administering student survey once per semester <p>What would success look like and how would you measure it?: CRITERIA for success:</p> <ol style="list-style-type: none"> 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. <p>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 Total Funding Requested: 0 Request - No Funding Requested - Staff time to create, communicate expectations and implement use of progress report. *Describe Plans & Activities Supported (Justification of Need): The Community & Contract Education Department will establish, collect, and evaluate student</p>	<p>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.</p> <p>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)</p> <p>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%, Satisfactory 14.3% and Needs improvement 1%.</p> <p>Plans and activities for this goal were successful. A progress</p>

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

learning outcomes and program quality data. The following activities will take place in 2019-2020:

1. Continue using and improving the student progress report created for the College for Kids program.
2. Communicate expectations to participants
3. Faculty will meet to discuss student learning and program evaluation data every Spring 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. Expectations will be communicated to all students in all syllabi.
2. A progress report will be provided to each participant for each class they take.
3. Progress report results will be gathered, saved and analyzed every year.
4. Faculty to meet to discuss data and propose program changes by yearly during the Spring term.

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: Medium

Total Funding Requested: 0

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)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Teaching and Learning - Expand and support innovation in teaching, learning, academic support, and management within SCE.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20, 2020-21</p>	<p>Request - No Funding Requested - Access to marketing department resources as well as funding to cover outreach and staffing expenses.</p> <p>*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 2019-2020:</p> <ol style="list-style-type: none"> 1. Utilizing Mt. SAC marquee 2. Visiting prospective businesses and attending chamber meetings consistently to market Contract Education programs 3. Producing and mailing a Community Education schedule twice a year <p>What would success look like and how would you measure it?: CRITERIA for success:</p> <ol style="list-style-type: none"> 1. The Mt. SAC marquee will advertise Community & Contract Ed programs consistently in 2-week cycles. 2. Will attend 2 chamber events and have 8 to 10 business contacts monthly. 3. Increase the number of new community education courses by 5 or more per year. <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: Medium</p> <p>Total Funding Requested: 0</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 100</p> <p>We have created a process where our programs are 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.</p> <p>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)</p>

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

Request - No Funding Requested -
Funding to cover the cost of new equipment.

***Describe Plans & Activities**

Supported (Justification of Need):

The Community & Contract Education Department will add new and innovating courses to the College for Kids program. The following activities will take place in 2019-2020:

1. Research new and innovating age appropriate courses that will add value to the program
2. Identify and purchase equipment if necessary
3. Faculty will develop curriculum to launch new class during the 2021 College for Kids program

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 equipment will be introduced and utilized during the 2021 College for Kids program
3. Curriculum will reflect the use and benefits of newly acquired equipment.

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: 100

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)

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

Total Funding Requested: 0

Request - No Funding Requested -

Plan to create or modify curriculum for online teaching/training.

***Describe Plans & Activities**

Supported (Justification of Need):

Create protocols to convert/adjust existing Community and Contract Education curriculum to be used on an online teaching platform. As the availability of online courses becomes more popular, we have to stay competitive and offer similar opportunities to potential students. (Update: When the COVID19 pandemic arrived in our region, we were not prepared or equipped to move our Community or Contract Education programs to an online environment. Our goal is to create procedures that will allow us to continue operation when similar emergencies affect our ability to deliver in-person teaching/training.)

What would success look like and how would you measure it?:

1. We will create a list of current courses/training that are good candidates for online teaching by Fall 2019.

2. We will have coordinated with presenters/trainers ways to convert/modify curriculum for selected programs/trainings by Summer 2020.

3. We will have an online option for at least 50% of all courses/trainings selected by Spring 2021.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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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: Medium
Total Funding Requested: 0

Student Support - Increase access to high quality student services to support student goals and promote pathways for a diverse noncredit population.
Status: Active
Goal Year(s): 2018-19, 2019-20, 2020-21

Request - No Funding Requested - Registration assistance coverage both remotely and in person.
***Describe Plans & Activities 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. We will deliver services remotely during our stay-at-home period and in person when we return to our offices.
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. Continue to operate and serve students remotely until we can return to our offices.
 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

Reporting Year: 2018-19
% Completed: 100
 The continuous effort to provide access to timely 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)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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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

Total Funding Requested: 0

Request - No Funding Requested -

Assistant Director, Community and Contract Education

***Describe Plans & Activities**

Supported (Justification of Need):

Work with the Human Resources department to convert current temporary Contract Training Manager position into a permanent Assistant Director for the Community and Contract Education department. The addition of an Assistant Director will provide added leadership, stability and long-term success to the Community and Contract Education department.

What would success look like and how would you measure it?:

1) A meeting and discussion with Human Resources to discuss on this issue will have taken place

2) Position will be created by July 1, 2020

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

Total Funding Requested: No funding requested as position will be funded through income generated by Community and Contract Education activities.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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Request - No Funding Requested -
 Coordinator, Testing Center
***Describe Plans & Activities Supported (Justification of Need):**
 Work with the Human Resources department to create a Coordinator, Testing Center permanent position. This would benefit students who seek services from the Testing Center. This permanent position is also critical for the long-term success of the Testing Center. It is a challenge to invest in the training of staff, on various aspects of the daily needs of the Testing Center, and risk losing them to other permanent employment opportunities on campus or outside.
What would success look like and how would you measure it?: 1) A meeting and discussion with Human Resources to discuss on this issue will have taken place
 2) Permanent position will be created and ready to fly by Fall 2020.
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
Total Funding Requested: No funding requested. Position will be funded through income generated by the Testing Center.

Communication - Increase effectiveness and consistency of communication among stakeholders.
Status: Active
Goal Year(s): 2018-19, 2019-20, 2020-21

Request - No Funding Requested -
 Staff time to create/update documents and departmental websites.
***Describe Plans & Activities Supported (Justification of Need):**

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

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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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 following in 2019-2020:

1. Revising standard template for course offerings and descriptions
2. Updating template in fee-based registration system
3. Having faculty communicate learning outcomes on course proposals to our office and their syllabi to class participants
4. Continuous updating of 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: Medium
Total Funding Requested: 0

continuous basis. (05/28/2019)