1. Assessment Plan - Four Column

PIE - Continuing Education: Contract ED/Community Ed Unit

Narrative Reporting Year

2017-18

Contact Person: Paulo Madrigal
Email/Extension: pmadrigal@mtsac.edu
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 2017-18 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. There is more and more competition for our services around our district which prompted 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 agreed that there was a need to find new content experts for our contract training unit to complement our current pool of trainers.

In Winter 2018, the Director of Community and Contract Education met with the Water Technology faculty to discuss industry needs, enrollment trends and marketing efforts. The group decided to modify the names of two of the classes offered in order to better reflect current industry standards and terminology. Cross-Connection Control Certified Tester was re-named Cross-Connection Control Program Specialist, and Cross-Connection Control Certified Specialist was re-named Backflow Prevention Assembly Tester. 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.

Also in the Spring of 2018, the Community and Contract Education Director met with a group of College for Kids faculty to discuss and define what student success means in the College for Kids program and to apply that into a student progress report card. The student progress report card was finalized at that meeting and will be utilized during the 2018 summer program.

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.

2. Some of our programs are regulated by external agencies. Water Technology (State Water Resources Control Board), Phlebotomy (California Dept of Public Health), Motorcycle (California Highway Patrol). 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 declining enrollment trend 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 opened in December 2017, which has helped the academic pursuits of 1,041 unduplicated candidates as of June 12, 2018. Our SCE Testing Center has proctored 1,234 tests since we opened our doors in December 2017.

We currently proctor tests for Pearson Vue, ETS-HiSET, ETS-TOEFL, Comira, Kryterion, TASC and Castle. Also, our CPR program issued 3,132 CPR completion cards and we certified 1,033 participants during the 2017-18 school year.

Notable Achievements for Theme B: To Support Student Access and Success: The Community Education Department introduced 15 new fee-based courses during the 2017-18 school year.

The course registration process has become more accessible. The 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 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 closed out our 2016 ETP contract with a 93% efficiency by November 30, 2017. In December 2017, we applied and received a new contract for $274,939, which represents an increase in funding of $69,557.   We are set to a good start and on target to meet our goal of spending at least 70% of the ETP contract by September 2019.

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

3. The SCE Test Center opened in December 2017. We currently proctor tests for Pearson Vue, ETS-HiSET, ETS-TOEFL, Comira, Kryterion, TASC and Castle.

4. The district is contributing $55,000 seed money for two years to help pay for staff salaries to run the Testing Center.

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. Completed a full year of a highly successful partnership with LACOE and currently in talks to continue our partnership during the 2018-19 school year.

3. We started our new 2018 ETP contract with 11 employer partners and will be adding more during the course of the contract.

Contributors to the Report: Paulo Madrigal - Continuing Education
Annette Limon - Continuing Education
Ivonne Landeros - Continuing Education
Sheryle Rodriguez - Continuing Education

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Testing Center: - Develop, grow, and promote the Testing Center. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Date Goal Entered (Optional):** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 75 The Testing Center now has its own website, housed within the School of Continuing Education. Vendors have added Mt. SAC's Testing Center to their test providers. The Testing Center information will be included in the Fall 2018 booklet, the Mt. SAC marquee has been used to raise awareness about the Testing Center. The Test Center continues to grow. Currently, there are 6

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
	Report directly on Goal	test vendors contracting with the Test Center: - ETS - Prometrics - Pearson VUE - Castle - Comira - TASC The Testing Center has proctored 1,234 tests to 1,041 unduplicated candidates since it opened its doors in December 2017. (06/13/2018)	
	In Progress - Hire Testing Center Staff **Describe Plans & Activities Supported:** Staffing **Lead:** Paulo Madrigal **One-Time Funding Requested (if applicable):** 58000 **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Have staff hired and certified by all different testing agencies by December 2017.	**Reporting Year:** 2017-18 **% Completed:** 100 In the 17-18 academic year we hired two additional part time staff for a total of three. (03/27/2018)	
		Reporting Year: 2016-17 **% Completed:** 75 We have hired a part time staff member and are looking to hire a second staff to help manage the facility. (06/27/2017)	: No data available to report at this time. Once opened and fully operational we expect to have a positive impact on the success of students accessing this service. A follow up assessment will help determine to what extent the implementation of this plan has impacted student success. (06/27/2017)
	In Progress - Facility **Describe Plans & Activities Supported:** Open a facility that meets the requirements to deliver secure testing in order to operate the Testing Center. Staff will be trained and certified in order to proctor various tests. Staff will proctor tests and manage the day-to-day activities of the Testing Center. Promote the Testing Center. **Lead:** Paulo Madrigal	**Reporting Year:** 2017-18 **% Completed:** 100 The Testing Center opened on December 4, 2017. We started with two test proctoring vendors and we currently have agreements with four partner vendors. (03/27/2018)	
		Reporting Year: 2016-17 **% Completed:** 75 Fee-based Testing Center facility has been finished and we plan to be ready to open next Fall 2017. (06/27/2017)	: To data available to report at this time. As a result of implementing this goal, we will be able to deliver test proctoring services to a wide segment of our community that would otherwise

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
	One-Time Funding Requested (if applicable): 100000 **Type of Request:** Facilities **Planning Unit Priority:** High **What would success look like and how would you measure it?:** The Testing Center is successful launched, operation, and is growing. Success would be measured by: 1) The Testing Center is open for business 2) The Testing Center has a website 3) The Testing Center has a contract with at least 4 major test vendors 4) The Testing Center serves at least 700 test takers during the 2017-18 academic year		have to look for the same services in other areas within our district. They now have it here locally on our campus. (06/27/2017)
Convert "Special Projects Manager: Contract Training" to a permanent position - Convert this position to a permanent status with equivalent benefits as that of all other managers. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Date Goal Entered (Optional):** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 0 There is still no progress on this particular goal. We will keep trying to justify the conversion as we assume and support the expense through the Contract Education budget. (06/13/2018)	
	In Progress - Convert "Special Projects Manager: Contract Training" to a permanent full time position. **Describe Plans & Activities Supported:** Create a job description that fully describes the responsibilities and duties for this position, and then convert this position to a permanent management position. **Lead:** Paulo Madrigal **One-Time Funding Requested (if applicable):** 120000 **Type of Request:** Staffing **Planning Unit Priority:** High	**Reporting Year:** 2017-18 **% Completed:** 0 We just transferred the salary budget for this position to our department from a district account where it was funded for two years. We will keep trying to justify the conversion as we assume and support the expense. (07/07/2017)	: No changes to report yet on this request. (07/07/2017)
		Reporting Year: 2016-17 **% Completed:** 0 No progress on this particular goal. We will keep trying to convert this position to be not only permanent, but also to have all the employee benefits that it currently lacks. (06/27/2017)	: No progress to report yet on this request. (06/27/2017)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	What would success look like and how would you measure it?: The Special Projects Manager: Contract Education, will be converted to full time permanent position.	
Program Growth: - Maintain or increase enrollment in both Community and Contract Education. **Status:** Active **Goal Year(s):** 2016-17, 2017-18 **Date Goal Entered (Optional):** 09/01/2016	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 50 In 2017-18, the Community and Contract Education Department enhanced marketing efforts and explored new ways to raise awareness of the numerous opportunities available within its department. The fall publication of the course schedule was mailed to approximately 25,000 households and the winter publication was mailed to about 28,000 households. Staff participation in the following activities this year led to the direct contact of at least 20 businesses to promote the department's programs: - Attended about 40 chambers of commerce events - Sponsored 4 lunch and learn workshops on campus - Received referalls from current and previous clients - Participated in business listings to promote our programs with new prospects (06/18/2018)	
	Completed - Staffing time to promote Contract Education and in particular ETP funded training activities **Describe Plans & Activities Supported:** Find, contact and train incumbent employees from local employers. **Lead:** Director, Community and Contract Education and Contract Training Manager **Type of Request:** Staffing **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Spend at least 70% of the total amount of	**Reporting Year:** 2017-18 **% Completed:** 100 The increase of ETP funds available to us has allowed us to provide expanded access to employers to utilize our services. We have met and exceeded our goal of increasing the number of participating employers in our ETP program (07/07/2017)	: We have reached over 140 incumbent employees from 14 participating employers so far within this contract. We expect to serve at least 175 by the end of 2017. (07/07/2017)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
	the current ETP contract. **In Progress -** Classroom space **Describe Plans & Activities Supported:** Actively search for classroom space to deliver both fee-based classes and contract training on campus. Obtain a classroom for the exclusive use of the Community and Contract Ed department. Communicate and collaborate with the Instruction Office to find classrooms to accommodate our program needs (5 classrooms). **Lead:** Director, Community and Contract Education **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Success would mean that the Community and Contract Ed department has an adequate number of classrooms to meet its programmatic needs. Success would be measured by: 1) Having a classroom for the exclusive use of Community and Contract Ed. 2) Obtaining at least 5 classroom from Instruction that are generally available to the Community and Contract Education department 3) All classes will have a room before the official start of the class	**Reporting Year:** 2017-18 **% Completed:** 25 After finishing phase three of the building 40 remodel, we now have Room 126 which will replace the old Room 103 we had assigned to Community and Contract Education. (06/14/2018)	: No progress to report yet. (07/27/2017)
	In Progress - Staff time **Describe Plans & Activities Supported:** Staff time for marketing and promoting programs and to research potential new course offerings and instructors to teach them. Raise awareness of our	**Reporting Year:** 2017-18 **% Completed:** 50 This will be an on-going effort. We added fifteen new fee-based courses during the 2017-18 school year and added three new trainers in Contract Education. (06/13/2018)	: No progress to report yet on this project. (07/27/2017)

Unit Goals	Resources Needed	*Where We Make an Impact: Closing the Loop on Goals and Plans*
	current course offerings. Promote our programs and use professional networks to find and attract trainers who will add value to our programs. Search for new class and training opportunities to expand our offerings in both fee-based and contract training. **Lead:** Director, Community and Contract Education and Contract Training Manager **Type of Request:** Staffing **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Success would mean program growth or an increase in the course offerings and enrollment. It would be measured by: 1) 20,000 households will receive the Community Education course schedule twice a year 2) At least 20 new prospect businesses for Contract Education will be contacted 3) Director or Contract Manager will attend at least 2 events per local chamber a year 4) We will find and submit for approval at least 5 new offering per calendar year	
Student Services: - Increase access to high quality student services to meet the needs of the diverse noncredit populations. **Status:** Active **Goal Year(s):** 2017-18 **Date Goal Entered (Optional):** 06/27/2017	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 75 In 2017-18, the Community and Contract Education Department aimed to enhance student support services to accommodate the unique needs of its students. Registration hours were extended one extra hour Monday through Thursday. Therefore, the Registration Desk is now open from 8:00 a.m. to 7:00 p.m. on Monday through

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
	Report directly on Goal	Thursday. On Friday's, it is open from 8:00 to 4:00 p.m. All full-time staff has been trained in SARS so there are more employees now able to schedule counseling appointments. The faculty manual has been updated to include information on all student support services offered in the credit and non-credit areas. This will make it easier for faculty to refer students to the appropriate service if and when necessary. (06/18/2018)	
	No Funding Requested - SARS Training **Describe Plans & Activities Supported:** Registration staff will be trained on SARS to schedule appointments for all SCE students in search of counseling services. Arrange with the counseling department to provide adequate access to SCE registration staff to the SARS system. Train all the staff to use the software and subsequently be able to schedule counseling appointments. **Lead:** Director, Community and Contract Education **Type of Request:** Staffing **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Success would mean that students can schedule counseling appointments at anytime when the registration office is open. Success would be measured by having 100% of full-time registration staff trained on SARS. Every registration staff member will be trained in SARS and will have access to schedule counseling	**Reporting Year:** 2017-18 **% Completed:** 50 Staff have been trained and have started to schedule counseling appointments. (07/27/2017)	: Staff have had some training and have started to schedule counseling appointments. Later data will determine the impact of this services. (07/27/2017)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
	appointments for all SCE students. **No Funding Requested -** Staff time **Describe Plans & Activities Supported:** Arrange staff schedules to allow adequate coverage with our current staff to open the registration area Monday - Thursday at 8:00 AM and close at 7:00 PM and from 8:00 AM to 4:00 PM on Fridays. The office would provide longer registration hours. Collect and make available information on student services and programs offered on and off campus. Inform faculty of student support services on campus so they can refer students if and when necessary. **Lead:** Director, Community and Contract Education **Type of Request:** Staffing **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Success would mean that the registration office would have longer office hours from Monday – Thursday. Students would be informed of services available on and off campus. Success would be measured by: 1) having registration hours extended by one extra hour Monday-Thursday 2) updating the faculty manual to include all the student support services available to students on campus so faculty can refer students if and when necessary.	**Reporting Year:** 2017-18 **% Completed:** 75 Registration hours were extended one extra hour Monday through Thursday. Therefore, the Registration Desk is now 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. The faculty manual has been updated to include information on all student support services offered in the credit and non-credit areas. This will make it easier for faculty to refer students to the appropriate service if and when necessary. (07/27/2017)	: No changes to report yet. Changes to be implemented in August 2017. (07/27/2017)
Communication: - Update and communicate accurate information	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 50	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans	
about Community Education offerings. **Status:** Active **Goal Year(s):** 2017-18 **Date Goal Entered (Optional):** 06/27/2017	**Report directly on Goal**	In 2017-18, the department created a process to maintain fee-based course information in the Community Education registration system updated and accurate. A standard class description template was created in 2017-18 for fee-based instructors to use. Current and prospective faculty are required to use this template to fully describe each proposed course, which must include student learning objectives. Staff has updated descriptions for all active courses in the registration system and have added course and student expectations. As faculty update their template, staff will add changes to the registration system. Therefore, this will be an ongoing process. (06/18/2018)	
	In Progress - Staff time **Describe Plans & Activities Supported:** Develop a class description template for fee-based presenters to achieve and maintain class description uniformity in our programs. Specifically: 1) Create a standard template for instructors to report course description updates and student expectations 2) Require instructors to provide student learning expectation for each course 3) Update all course descriptions in the Community Education registration system to include course updates and student expectations Develop and distribute this tool to all active fee-based presenters and then update information as presenters return it the Community Education office. New and returning presenters will be using the new template as part of their request to teach a class.	**Reporting Year:** 2017-18 **% Completed:** 25 Staff has updated descriptions for all active courses in the registration system and have added course and student expectations. As faculty update their template, staff will add changes to the registration system. Therefore, this will be an ongoing process. We have started implementing this project and plan to continue implementing as par or our daily processes. (07/27/2017)	: About 25% of our classes now have new and updated descriptions. (07/27/2017)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Lead: Director, Community and Contract Education **Type of Request:** Facilities , Non-Instructional Supplies **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Success would mean that course information in the Community Education registration system will be updated and accurate. Success will be measured by: 1) Developing a template form for course updates 2) Having 75% of instructors of current courses use the template form to update their course information 3) Updating course information, including student expectations, for 100% of currently scheduled courses	
Maintain the level of educational interpreting services to fee-based participants - Continue to offer educational interpreting services to all deaf/heard of hearing students enrolling in fee-based class offerings **Status:** Archive **Goal Year(s):** 2016-17 **Date Goal Entered (Optional):** 09/01/2016 **Date Goal Archived/Inactivated (Optional):** 09/18/2017		
Use of data: - Excel in use of data for tracking, assessment, planning, and reporting. **Status:** Active **Goal Year(s):** 2017-18 **Date Goal Entered (Optional):**	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 75 In 2017-18, the department aimed to develop a tool to define student success in the College for Kids Program to inform ways to improve it. Therefore, a College for Kids report card was developed. It was presented to the faculty,

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
12/18/2017	**Report directly on Goal**	discussed, and modified. The report card will be implemented in Summer 2018. It is expected that all faculty will use it so that the program will have student success data each year. (06/18/2018)

In Progress - Staff time
Describe Plans & Activities Supported: Staff will collect and analyze data College for Kids data. To produce, analyze, and use data from the College for Kids Program, the department will:
1. Meet with faculty to discuss and define student success and ways to report it.
2. Develop a draft report card that meets the needs of the College for Kids Program
3. Evaluate the effectiveness of collecting and reporting student success in the College for Kids Program
Lead: Director, Community and Contract Education
Type of Request: Staffing, Non-Instructional Supplies
Planning Unit Priority: Medium
What would success look like and how would you measure it?: Success would mean that there will be College for Kids progress data to use to inform ways to improve the program. The activities related to this goal would generate valid College for Kids data that could be used for planning and reporting purposes. Success would be measured by accomplishing the following:
1) Establishing a College for Kids report card
2) 100% of College for Kids faculty use

Reporting Year: 2017-18
% Completed: 25
A College for Kids report card has been established. It was presented to the faculty, discussed, and modified. The report card will be implemented in Summer 2018. It is expected that all faculty will use it so that the program will have student success data this Summer 2018 and each year thereafter. (06/21/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	the progress report for each class they teach 3) The College for Kids Program will have student success data each year	