

YEARLY PLANNING DISCUSSION TEMPLATE

General Questions

Program Name Noncredit Student Success and Support Program **Academic Year** 2022-2023

1. Has your program mission or primary function changed in the last year?

- No

*(The **mission** of the Noncredit Student Success and Support Program (NC3SP) is to help students enrolled in adult basic education, noncredit English as a second language, citizenship, and short-term vocational skills classes navigate the educational system of the college from admission until students reach their educational goal(s). The **goal** is to provide a range of quality educational services that include orientation, assessment and placement, counseling (academic, career, and personal), advising, student educational planning, and follow-up services. These services support the college's mission to provide educational opportunities that enhance student learning.)*

2. Were there any noteworthy changes to the program over the past year? (eg, new courses, degrees, certificates, articulation agreements)

- Yes. Two noncredit Personal Development courses were developed.
 - **PDNC 7000- College Success Strategies for noncredit students.** In this course, students will learn about the tools, study skills and resources to be successful in noncredit courses. This course is aimed to support students who are new, current and returning noncredit students.
 - **PDNC 7001- Noncredit Bridge to Credit Seminar.** This course will provide students the tools, study skills and resources to help their successful transition to credit courses. This course aims to support students who are new, current and returning noncredit students.

Learning Outcomes Assessment

- a. Please summarize key results from this year's assessment.
- This year we did a general survey. 77 students participated. Following are the results.

Gender-

47% identify as male

53% identify as female

Age-

22% 16-20

36% 21-35

18% 36-45

15% 46-55

9% 56 and over

First time taking classes?

27% yes

73% no

Race/Ethnicity

95% Hispanic

4% white

1% other

Hispanic/Latino

7% El Salvador

86% México

3% Guatemala

1% Venezuela

3% other

City

87% Santa Maria

3% Lompoc

1% Santa Ynez

1% Los Alamos

3% Nipomo

1% Oceano

1% Guadalupe

1% Buellton

Native Language

79% Spanish

8% English

12% Indigenous language

1% other

Appointments to see a counselor are provided in a timely manner

96% yes

1% no

1% I do not know

1% I have not had one

Orientation is informative and helpful

99% yes

1% no

Hours of operation are convenient for my schedule

97% yes

1% no

1% do not know

The Noncredit Counseling staff was informative and helpful in referring/directing me to the steps I needed to follow

96% yes

1% no

1% do not know

1% I have not had one

The Counselors provide clear, concise, and accurate information

96% yes

1% no

3% do not know

The Noncredit Counseling office had an adequate number of counselors to assist students

90% yes

5% no

4% do not know

I am pleased with the overall service I received from staff

97% yes

3% no

On which campus do you access counseling services most frequently

69% Santa Maria Noncredit office building S

28% Santa Maria Noncredit building A

3% Lompoc Noncredit Counseling

1% Santa Ynez Noncredit Counseling

Are you aware of the following services offered at AHC?

Financial Aid- 85% yes, 15% no,

Learning Assistance Program- 72% yes, 28% no

AIM to Dream Center- 70% yes, 30% no

Tutoring Center- 78% yes, 22% no

Computer and Hotspot Lending (Library)- 77% yes, 23% no

Career Center 75% yes, 25% no

Basic Needs Office- 75% yes, 25% no

What registration method(s) do you use?

70% In person building S
20% Internet (myHancock)
6% Phone
5% Text message

From the following registration methods, which ones did you know were available to you?

46% In person building S
27% Internet (myHancock)
13% Phone
14% Text message

Would you like the college to offer classes

61% In-person
3% zoom
36% both

Would you like the college to offer services

57% In person
3% zoom
40% both

Which is the best way for us to communicate with you?

36% Phone
20% Text
19% Email
25% In-person
1% zoom

Did you receive help filling out this survey?

58% yes
42% no

- b. Please summarize your reflections, analysis, and interpretation of the learning outcome assessment and data.
- The survey sample was too small to determine an accurate picture of what noncredit students need. And most students that took the survey were from Santa Maria. Also, Lompoc (LVC) has fewer students than Santa Maria because we have limited, or at times, no services at the Lompoc Center or in Santa Ynez (SY). We need to survey more students attending Lompoc and SY to address their needs.
 - Zoom counseling appointments are vital for Lompoc and SY since there's limited counseling or staff appointments available at those centers.
 - Need more counseling and specialist appointments in the evening for SM, Lompoc, and SY.

- Phone calls, texting, and in-person seem to work best to communicate with the students.
- We found that the Mixteco or other dialects community is increasing at the college.

c. Please summarize recommendations and/or accolades that were made within the program/department.

- Hire a full-time, tenure-track counselor to serve Lompoc and Santa Ynez.
- Hire two part-time evening counselors to serve in Santa Maria.
- Hire two full-time specialists to serve in Santa Maria/Lompoc/Santa Ynez.
- Hire a full-time program assistant to serve in Santa Maria/Lompoc/Santa Ynez.
- Continue to hire peer advisors to support program activities in Santa Maria/Lompoc/Santa Ynez.

d. Please review and attach any changes to planning documentation, including PLO rubrics, associations, and cycles planning.

- See new 6-year plan attached

3. Is your two-year program map in place and were there any challenges maintaining the planned schedule?

- N/A

4. Were there any staffing changes?

- Yes.
 - One full time counselor went on maternity leave before the fall semester ended.
 - Limited program services through zoom and phone in the fall 2022 for Lompoc and SY.
 - One temporary program assistant was hired to assist in everyday office activities and provide consistent student assistance at the front desk.

5. What were your program successes in your area of focus last year?

- **Counseling Services-** Students were either noncredit or credit students. Students received one-on-one counseling/advising, assistance with registration, development of student education plans, follow-up and other services. (SLS1: To ensure continuous improvement based on Student Learning Outcomes assessment data, SLS2: To support student access, achievement, and success, SLS3: Ensure students are directed, SLS4: Ensure students are focused, SLS5: Nurture students, SLS6: Engage students, SLS7: Ensure students are connected)

In 2022, **2,210** (duplicate numbers) students were assisted from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

Whereas, in 2021, 2,628 (duplicate numbers) students were assisted from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

- **Estudiantes Unidos (EU)**- During these events, noncredit students were provided with a New Student Orientation to learn the various programs and services available to them at Hancock College. Counselor appointments were encouraged to develop a Student Education Plan and for follow-up services. (SLS2: To support student access, SLS3: Ensure students are directed, SLS4: Ensure students are focused, SLS5: Nurture students, SLS6: Engage students, SLS7: Ensure students are connected)

Fall 2022- Since classes were offered only in-person, EU events were held in-person. **443** students participated from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

Spring 2022- Since classes were offered virtually and in-person, EU events were held in both modalities and **706** students participated from Santa Maria, Lompoc, Santa Ynez, Guadalupe, San Luis Obispo County, and other local areas.

- **New Student Orientations (NSO's)** were conducted throughout the year in a class setting. New students were informed about the various programs and services available to them at Hancock College. Counselor appointments were encouraged to develop a Student Education Plan and for follow-up services.

Fall 2022

98 students participated from Santa Maria, Lompoc, and Santa Ynez.

Spring 2022

Due to the pandemic, all students were able to join a virtual EU event and there was no need to provide additional in-person off-campus NSO's (see #2 Estudiantes Unidos above).

- **Application for a noncredit certificate** (SLS2: To support student access, SLS3: Ensure students are directed). A decrease of noncredit certificates in Lompoc and Santa Ynez can be attributed to the lack of course offerings at these locations.

In 2022 **61** students were awarded from Santa Maria, **5** from Lompoc, and **1** from Santa Ynez Valley.

Whereas, in 2021 45 students were awarded from Santa Maria, 5 from Lompoc, and 0 from Santa Ynez Valley.

- **Outreach/Inreach**- Provided outreach/inreach to AHC students, local high schools, and the community. These included Foro de Inmigración, How to start your own business, myHancock portal, information tables, Hancock Hello!, Bulldog Bow-Wow, Career Exploration, Head Start

parent presentation, etc. (SLS2: To support student access, SLS3: Ensure students are directed, SLS4: Ensure students are focused, SLS7: Ensure students are connected)

In 2022 **1,525+** students were outreached to using a combination of in-person and zoom.

Whereas, in 2021 556+ students were outreached to using a combination of in-person, zoom, and video presentations.

- **Noncredit Newsletter**- Distributed the **fourth** and advancement towards the fifth edition of the noncredit newsletter to inform the campus community and community at large in Santa Maria, Lompoc, and Santa Ynez about noncredit counseling services available to students at all locations. (SLS7: Ensure students are connected, SLS8: Value student contributions).

The accomplishments above support the college's strategic goals in that student success and community outreach/in reach are core values and continued goals provided by NC3SP. In addition, the highlights of the year follow the strategic direction of Student Learning and Success in changing the odds by keeping students: directed, focused, nurtured, engaged, connected, and valued. Lastly, NC3SP is directly linked to the Integrated Plan: Basic Skills Initiative, Student Equity, and Student Success and Support Program by providing a seamless transition for students from noncredit to credit courses.

CTE two-year review of labor market data and pre-requisite review

6. Does the program meet documented labor market demand?

- N/A

7. How does the program address needs that are not met by similar programs?

- N/A

8. Does the employment, completion, and success data of students indicate program effectiveness and vitality? Please, explain.

- N/A

9. Have recommendations from the previous report been addressed?

- N/A

Validation for Program Planning Process:

10. Who have you identified to validate your findings? (Could include Guided Pathway Success Teams, Advisory Committee Members, related faculty, industry partners or higher education partners)

- Noncredit Counseling Staff/Faculty
- Noncredit Counseling Advisory Committee Members
- Community Education Staff/Faculty

11. Are there specific recommendations regarding the core topic responses from the validation team?

- The recommendations were approved and supported as stated in the plan, no additional suggestions.