
Student Services Program Review Annual Update – Form



**Allan Hancock College Program Review-Student Services Division
2020 –21 Annual Update**

Date:	April 5, 2021
Program and Department:	College Achievement Now (CAN) - TRIO
Additional programs included in this review:	None
Date of last comprehensive review*:	2019-2020
Submitted By:	Mary Dominguez & Lilian Perez-Cardona
Attachments:	<input type="checkbox"/> Other:

*Copies of the Comprehensive program reviews can be found in the Program Review matrix. These will list the date when they were submitted.

I. Program Mission/Goal

Explain how the program mission aligns with the [college mission](#).

CAN-TRIO's mission is to provide personalized quality educational opportunities and services that help increase retention, graduation, and transfer rates for traditionally disadvantaged college students who are first generation, economically disadvantaged, and/or students with disabilities evidencing academic need. CAN Scholars are determined to be first-generation college students according to the U.S. DoE's guidelines, which states that neither parent(s), nor legal guardian, earned a bachelor's degree.

The program supports the college's mission by providing quality educational opportunities that enhance student learning outcomes and the creative, intellectual, cultural, inclusive, and economic vitality of a diverse community. Additionally, the program's mission and purpose support the Strategic, Educational, and Integrated Plans by providing comprehensive support services and counseling to promote student success and ensure students are meeting institutional learning outcomes and are: directed, nurtured, focused, valued, connected, and engaged while defining their course of study. The CAN-TRIO is unique in its program objectives and its delivery of services that allow students immediate access based on the degree of student urgency.

II. Program Accomplishments

Please summarize your program accomplishments, successes, and highlights for the year, and describe how it supports the college's [strategic goals](#).

The CAN-TRIO program supports the college's strategic goals (Goal SLS1; SLS2; SLS 3; SLS 4; SLS 5, SLS 6; SLS7; E1; IR3) and provides services that are aligned with the system-wide goals of the California Community College Vision for Success, as follows:

- Increasing the number of students annually who acquire associate degrees, certificates, or specific skill sets that prepare them for an in-demand job
- Increasing the number of students transferring annually to a UC or CSU
- Decreasing the average number of units accumulated by students earning associate's degrees
- Reducing equity gaps

Strategic Goals

Goal E1: To identify the institutional capacity to fulfill the college mission.

- Program staff continues to virtually work collaboratively with several student services and academic affairs departments to increase student services and are cross-trained.
- Program staff conducted virtual outreach presentations with other student services programs, instructional faculty, and student activities to increase collaboration and program awareness.
- The program collaborated with Information Technology (IT) and Public Affairs to increase program awareness to Allan Hancock College students who are eligible for the program.
- The CAN-TRIO program participated in several virtual ASBG and campus events, such as Bow-wow, Hancock Hello, , , and other college events.
- The CAN-TRIO program participated in the pre-launch to college at Santa Maria High School and the Launch to College events hosted at the Santa Maria campus.
- The program coordinated several virtual Open House events in which program eligible students learned more about the program and the next steps to be part of the program.
-

Goal SLS1: To ensure continuous improvement based on Student Learning Outcomes assessment data.

- The 2020-2021 Student Learning Outcomes (SLO) have not been developed as the program is in the process of hiring a new Supervisor.
- Student Learning Outcomes (SLO) data was used to enhance 2019-2020 student services with a focus on increasing the number of students who acquire associate degrees, graduate, and transfer; along with student persistence; number of students in good academic standing; and financial aid package completion.
- In preparation for the 2019-2020 SLOs assessment, special reports and online survey tools were created and used to capture student data related to financial aid packaging and student input.

Goals SLS 2, 3, 4, 5, 6, and 7: Goal SLS 2: To support student access, achievement, and success; Goal SLS3: Ensure students are directed; Goal SLS4: Ensure students are focused; Goal SLS5: Nurture students; Goal SLS6: Engage students; Goal SLS7: Ensure students are connected.

- New and continuing students received information regarding online tools and resources (e.g. DegreeWorks; SuccessNet; website; student portal; financial aid; Zoom; Cranium Cafe) via face to face and remote individual appointments, weekly emails, and/or CAN-TRIO's virtual Student Conference in an effort to increase student success.

- Staff assisted with supporting students, virtually and in person, in familiarizing themselves with resources and assisted in exploring alternative plans to assist students in accomplishing goals. Staff supported students with academic, academic major, and personal challenges by focusing on student strengths and interests.
- Staff connected students with tutorial services to assist with academic courses and support academic skill development, virtually and in person.
- CAN-TRIO Scholars received tutoring and peer-coach advising through virtual individual appointments.
- Program provided ‘holistic student’ advising and coaching, virtually and in person, to support the development of skills to increase college readiness, progression, and goal completion.
- A summer workshop series was held to support continuing program participants with developing personal statements and learning about financial literacy.
- The virtual fall 2020 student conference and spring 2021 financial aid parent conference and/or through individual appointments had an attendance rate with over 68 and 45 attendees/participants, respectively.

Goal IR3: To enhance and maintain currency in technology usage/application in support of students and faculty, staff efficiency and operational effectiveness.

- Collaborated with Public Affairs and Information Technology (IT) to outreach and increase program awareness.
- Utilized Adobe Sign so new CAN-TRIO Scholars may complete the CAN-TRIO Agreement

Furthermore, the CAN-TRIO program supports students through the six student success factors by ensuring students feel **directed**, **focused**, **nurtured**, **engaged**, **connected**, and **valued** through program services and workshops, family and student events, individual appointments, and service referrals.

- **Directed:** 95% of CAN Scholars completed a student education plan and received ‘holistic student’ advising from program staff (e.g. specialist and peer coaches), through video conferencing and phone calls. Streamline mid-progress report system with Hancock’s software program through the implementation of Starfish/SuccessNet.
- **Focused:** Program staff ensured that CAN Scholars were aware of how to meet their goal(s). If students encountered academic or personal challenges, via video conferencing and phone calls, they were provided with ‘holistic student’ support and guidance to overcome the challenges. Student were connected to on-campus resources and community resources to assist in overcoming obstacles.

- **Nurtured:** Program staff regularly followed-up with CAN Scholars, provided words of encouragement and praise, and encouraged students to take advantage of program and college resources to support them in being successful, via phone calls, emails, individual and/or video conferencing appointments/drop-ins.
- **Engaged:** CAN Scholars were regularly encouraged to participate in-class and professors' office hours. Students were encouraged to participate through a peer support model. The CAN Club, an extension of the CAN-TRIO Program and is student-led/coordinated, also encouraged students to participate virtually in fundraisers, and volunteer at school (e.g. students shared their experiences in the program and institution, for campus events via Zoom).
- **Connected:** Staff connect with students on a personal level via video conferencing and phone calls. The CAN-TRIO Program and Center continues to promote a sense of family and community so that students know that they are part of a family within the AHC community.
- **Valued:** Male students were encouraged to participate in the college's male support group through the weekly email. Students were able to provide their feedback during the college's virtual planning retreat, which permitted students the opportunity to network and have their ideas heard, along with their skills, talents, abilities, and experiences recognized.

Below is a chart that shows the number of attended appointments for the 2020-2021 Allan Hancock College academic year. This report is ***not representative of all 2020 – 2021 student appointments*** given the number of appointments is expected to be more by the end of the academic year since the data represented below was collected up to April 2021 (academic year ends in May 2021). Additionally, due to staffing challenges, the number of appointments is low compared to the year before of 970.

CAN-TRIO STUDENT APPOINTMENT REPORT	
<i>Academic Year</i>	<i>Appointments Showed</i>
2020 - 2021	385

The Department of Education Annual Performance Report (APR) was submitted in fall 2020. All program objectives were met and exceeded. Below are the program statistics for the 2020-2021 reporting

DEPARTMENT OF EDUCATION ANNUAL PERFORMANCE REPORT	
<i>Degree Completion per cohort</i>	76% of CAN-TRIO Scholars received an Associate's degree or certificate WITHIN four years
<i>Degree Completion and Transfer per cohort</i>	61% of CAN-TRIO Scholars received an Associate's degree/certificate AND transferred WITHIN four years
<i>Good Academic Standing</i>	96% of CAN-TRIO Scholars were in good academic standing
<i>Persistence</i>	94% of CAN-TRIO Scholars persisted from one year to the beginning of the next

III. Program Challenges

Please summarize your program challenges for the year.

- The COVID-19 pandemic which is drastically impacting students, staff, AHC community, and the entire world.
- Counseling services at the CAN-TRIO program were reduced by the Counseling department and the program no longer has an assigned CAN-TRIO Counselor.
- The new TRIO grant award notification was late in being received.
- The program has been without a supervisor for approximately a year.
- We are in the process of hiring a supervisor for the program, so the program has not developed new student learning outcomes.
- Need for wireless internet on loaner laptops for students to access class assignments and complete homework.
- There is need for increased funding and support to provide food for program events, CAN outreach material, course materials, and for the CAN graduation recognition.
- Students are unable to schedule appointments with the CAN-TRIO Peer Coaches via the 24/7 online scheduling.
- Due to the new grant, the program will be serving a total of 400 students, so there is a need to hire new peer coaches/tutors and a program assistant to provide students with intrusive advising approach.

IV. Online Services & Service Locations:

List the services offered online and at other district locations.

In-person, email, video conferencing (e.g. Zoom and Cranium Café), and phone advising is used to provide students with support services from the program staff.

Students are able to schedule appointments 24/7 online with the CAN-TRIO staff, Specialist by using SuccessNet.

The CAN-TRIO program's main site is at the Santa Maria campus. Students are accommodated through different modalities and/or encouraged and referred to general counselors.

Compare the accessibility and effectiveness of these services and how they are equitable compared to the services offered at the primary campus.

The CAN-TRIO program does not have a physical space nor regular staff at the LVC/extended campus given the limited staffing resources. Students are referred to LVC staff for services and provided holistic student services via other modalities to support the scheduling of appointments with staff members, completing SEP's, signing-up for events, and utilizing tutoring services, etc.

V. Learning Outcomes

A. Program Outcomes

- Check here if any Program Learning Outcomes (PSLO) changes were approved by your department in 2016.

Please list any new or revised program outcomes (PSLO). Describe what changes were made by listing the new/modified program outcomes and the old program outcomes.

N/A

B. Student/Service Learning Outcomes

- Check here if any Student Learning Outcome (SLO) changes were approved by your department in 2020.

Please list any new or revised student learning outcomes (SLO). Describe what SLO changes were made by listing the new/modified SLO and the old SLO.

N/A

C. Mapping

Review current mapping and list any changes made on your SLO or PSLO. You may attach an elumen summary map report with marked changes or if mapping changes were already made please indicate when and how the changes were made.

N/A if no changes are needed.

N/A

VI. Assessment Data

A. eLumen Report Analysis

Summarize the student learning outcomes that has been assessed this past year (what were they, how were they assessed, and what were the notable results).

- The program does not have a supervisor as of today, April 19, 2021, so the 2020-2021 SLOs have not been developed.

Provide examples about how the faculty/staff use or have used data to change or improve services and delivery method.

The program does not have a supervisor yet, so the 2020-2021 SLOs have not been developed and unable to use data to change or improve services and delivery methods

B. Service Quality and Institutional Effectiveness

Dissemination Plan (the process for sharing these assessment results):

The program does not have a supervisor as of today, April 19, 2021, so the 2020-2021 SLOs have not been developed so there are not results to share, yet.

Service Quality Plan (describe your program use of assessment data to improve services & student learning):

The program does not have a supervisor as of today, April 19, 2021, so the 2020-2021 SLOs have not been developed so we have not been able to use the assessment data to improve services and student learning.

Six-Year Plan (brief update of your current 6-year plan progress):

The program does not have a supervisor as of today, April 19, 2021, so the 2020-2021 SLOs have not been developed so there is not update to the 6-year plan.

VII. Internal/External Conditions

Quantitative and Qualitative Data

Summarize major trends and opportunities that have emerged in the program.

- The program was regranted in September 2020. Thus, the program is in the process of recruiting 400 students, as stated in the new grant. This is an increase from the last grant of an additional 260 students.

- The program continues to virtually collaborate with staff from Cal Poly's admissions office or four-year institutions and/or students are referred to other remote opportunities so students may learn about admission requirements.
- Staff continue to meet and discuss collaboration opportunities or best practices with TRIO programs— Education Talent Search, Upward Bound, and Student Support Services.
- During COVID-19, the program continuously followed up with students individually, via phone, email, and video conferencing in which students were provided encouragement and resources to assist with their personal and academic well-being.
-

List all internal conditions that have influenced the program in the past year. You may also list any changes in technology, budget, staffing, resources, enrollment management, or facilities issues, etc.

- During the 2020-2021 academic year, the CAN-TRIO program has been without a designated full-time counselor.
- Additionally, the program has been without a supervisor as of today, April 19, 2021. Challenges include fluctuating fiscal commitments to the program (e.g. there is a need for an ongoing allocation for the program recognition, food for events, etc.)
- The program continues to have a need for program services at the Lompoc Valley Center (LVC). Although CAN-TRIO staff provided services via video conferencing, phone, and email, along with referrals, an increase in student contacts is anticipated with the presence of a CAN-TRIO part-time Counselor at the LVC. In the past, CAN-TRIO participated in events at the LVC, but was unable to participate this year because of staffing which did not allow us to be at both the Santa Maria and LVC locations.
- It has been difficult to recruit students due to COVID-19.
- The program was able to purchase 45 new Chromebook and graphing calculators for students to use.
- The program provides new students an online orientation. They complete the CAN-TRIO Student Agreement via Adobe Sign after the live orientation via Zoom.
- The program's homepage designated days of the week and times to be available for students on a drop-in basis via Zoom, in which students may receive assistance with scheduling appointments and support with the transfer process, financial aid, time management, and study skills.
- The CAN-TRIO program has continued to use Cranium Café/ConexED to be available for students on a drop-in basis.

VIII. Status of Final Plan of Action

Summarize the progress made on the recommendations from your last 6-year program review plan of action.

EXISTING Recommendations	STATUS
Criteria One – Services and Curriculum	
Continue to use innovative technology.	Staff and students started using Zoom and Cranium Café to meet with students. and encourage staff interactions.
Hire male peer coaches/tutors.	Two male peer coaches were hired in the 2020-21 academic year to assist with male retention and outreach.
Collaborate with Public Affairs.	Public Affairs assisted with the promotion of TRIO.
Criteria Two – Student Support and Development	
Implement electronic SEP’s for all program participants via DegreeWorks.	95% of SEP’s were online.
Continue implementing SuccessNet	The district and CAN-TRIO program implemented SuccessNet software.
Criteria Three – Student Outcomes	
Request SLO training and support for the new SLO Liaison.	SLO Liaison has been unable to attend all SLO related retreats and meetings due to the position’s vacancy.
Increase collaboration with Financial Aid Department for financial and economic literacy workshops and training	The program coordinated with Financial Aid throughout the year to assist students in completing the financial aid process via phone and Zoom. The financial aid office had a staff member conduct a workshop for parents and students during the Spring 2021 Family Conference through Video Conferencing, Zoom. A Financial Aid staff member agreed to continue to sit on the CAN-TRIO Advisory.
Request funds for professional development activities for CAN-TRIO program staff	COVID-19 has permitted the CAN-TRIO staff to attend virtual professional development opportunities.
Criteria Seven – Community Outreach and Program Awareness	

Secure additional funding for in-reach/outreach materials	There is a continued need for CAN-TRIO specific outreach items.
Continue funding for staff retreats and advisory meeting expenses	Funding is available for one SLO retreat per year. There is a need for funding for advisory meetings.

List any new or modified recommendations below, including rationale for these in the table below.

ADDITIONAL Recommendations to Plan of Action	Rationale
N/A	

MODIFIED Recommendations to Plan of Action	Rationale
N/A	

IX. Request for Resources

Type	Item and Need	Justification	Strategic Goal and Educational Master Plan Alignment	Est. Cost	Requested Previously
Technology Needs	Surface pro for program use.	For staff and student use during meetings and program events for evaluations.	IE2, IR3	<u>\$1,500 per surface pro</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Internet (hot spots)	Students need access to reliable		<u>\$4,000</u>	

	<ul style="list-style-type: none"> • items for annual program recognition • professional development 	<p>Calculators and books to support student success.</p> <p>The program recognition highlights the accomplishments of students and encourages others to pursue higher education.</p> <p>Professional development enables educators to further develop the knowledge and skills to address students' learning challenges and strengthen program outcomes.</p>		<p><u>\$2,500</u></p> <p><u>\$3,000</u></p>	
--	--	--	--	---	--