YEARLY PLANNING DISCUSSION TEMPLATE
General Questions

Program Name <u>Noncredit Student Success and Support Program</u> **Academic Year** <u>2022-2023</u>

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.

Area of Focus Discussion Template
INNOVATIVE SCHEDULING

Innovative Scheduling embraces mapping, scheduling, and student outcomes. This focus includes a review of modalities, times, days, and sequence of courses. It supports areas of interest. It is based on student success, retention, and completion/graduation data. Sample activities include the following:

Possible topics:
- Analyze Staff and faculty scheduling

In Fall 2022 we surveyed 77 noncredit students to gather feedback about staff/faculty availability hours and services provided in SM, LVC, and SY. Below are the results.

1. 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

2. Hours of operation are convenient for my schedule
   97% yes
   1% no
   1% do not know

3. 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

4. What registration method(s) do you use?
   70% In person building S
   20% Internet (myHancock)
   6% Phone
   5% Text message

5. 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

6. Would you like the college to offer classes
   61% In-person
   3% zoom
   36% both

7. Would you like the college to offer services
   57% In person
   3% zoom
   40% both

8. Which is the best way for us to communicate with you?
   36% Phone
   20% Text
   19% Email
   25% In-person
   1% zoom

- Assess scheduling of meetings with students or meetings in general

  Below are Fall 2022 faculty/staff/peer advisor student data meeting results.

  Noncredit (LVC) - 22 students or 81% did show up for their Counseling Appointment
  Noncredit (LVC) - 8 students or 100% did show up for their Drop In
  Noncredit (SM) - 142 students or 75% did show up for their Counseling Appointment
  Noncredit (SM) - 55 students or 55% did show up for their Drop In
  Noncredit (SY) - 5 students or 83% did show up for their Counseling Appointment
  Noncredit Coordinator - 202 students or 91% did show up for their Appointment
  Noncredit Coordinator - 3 students or 100% did show up for their Drop In
  Noncredit Peer Advisor - 122 students or 82% did show up for their Appointment
  Noncredit Peer Advisor - 96 students or 60% did show up for their Drop In

  Overall, counseling services were provided to either noncredit or credit students in SM, LVC, and SY. Students received one-on-one counseling/advising, assistance with registration, development of student education plans, follow-up and other services. Unfortunately, the stats above do not reflect the number of appointments and drop-ins noncredit counselors had with credit students.

  The staff met monthly to discuss program activities, student progress, and future activities/events for noncredit students. Counselors attended monthly counseling meetings to stay up-to-date with current majors/careers/jobs/transfer and more. (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).

- Examine scheduling of calendar events

  During the Estudiantes Unidos (EU) 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. The EU events were offered in the morning, afternoon, and in the evening. (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 EU numbers- 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.

  Also, New Student Orientations (NSO's) were conducted within the first two months of instruction 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 NSO in-class setting numbers- 98 students participated from Santa Maria, Guadalupe, Lompoc, and Santa Ynez.

  Because of EU and NSO presentations, applications for a noncredit certificate (s) increased in Santa Maria while they decreased in Lompoc and Santa Ynez due to limited course offerings needed to complete the certificate at those locations. (SLS2: To support student access, SLS3: Ensure students are directed)

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

1. What data were analyzed and what were the main conclusions?

   - Counseling services appointments/drop-ins, EU, NSO presentations, and the student survey were analyzed.
   - We concluded that:
     - We need a bigger survey sample size.
     - Most students are showing up to their scheduled appointments.
     - Student appointment reminder calls help with showing up.
     - Lompoc and SY students do show up to their scheduled appointments because they need the services.
     - Need consistent noncredit counseling and Community Education services in Lompoc and SY.

2. Based on the data analysis and looking through a lens of equity, what do you perceive as *challenges* with student success or access in your area of focus?

- Need consistent noncredit counseling and Community Education services in Lompoc and SY.
- Need staff that speak Mixteco or other Mexican indigenous languages to communicate effectively with that population.
- Need translation services for those students that speak Mixteco or other Mexican indigenous languages.
- Survey was done via paper and in Spanish and English. Need someone to read it out loud for those students taking Spanish Literacy classes (learning how to read and write in Spanish) since they can't fully read yet.

3. What are your plans for change or *innovation*?

- Hire a specialist or program assistants
- Hire an office services tech. 1
- Hire a full-time counselor
- Hire two evening counselors
- Hire staff/peers that speak Mixteco or other Mexican indigenous language.
- Purchase technology to assist with interpretation.
- NC Pathways Counseling Specific to an Area of Interest (ECSN)

4. How will you *measure* the results of your plans to determine if they are successful?

- By hiring additional staff and faculty, there will be an increase in Student Education Plans and counseling services provided in the morning and evening in Santa Maria, Lompoc, and SY.
- Increase in counseling services offered to the Mixteco population via the bilingual staff/peer.
- Provide interpretation services at the EU, NSO's, workshops, and events via interpretive devices/technology or by hiring interpreting services.
- Schedule counseling services appointments through zoom, especially for those students that live in Lompoc and SY.

Based on the narratives for the prompts above, what are some program planning initiatives and resources needed for the upcoming years? Use the tables below to fill in **NEW** resources and planning initiatives. ***This section is only used if there are new planning initiatives and resources requested.***

Mission	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).
Goals	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.)
Program planning initiatives	Provide comprehensive counseling services and outreach for historically underrepresented populations.
Actions/ Resource Request	• Hire a specialist or program assistants • Hire an office services tech. 1 • Hire a full-time counselor • Hire two evening counselors • Hire staff/peers that speak Mixteco or other Mexican indigenous language. • Purchase technology to assist with interpretation. • NC Pathways Counseling Specific to an Area of Interest (ECSN)

The tables below are to create objectives/planning initiatives that come from the discussion and narrative above.

New Program Planning Initiative	
Title:	Hire a specialist or Program Assistants
Planning years:	2023 to 2024-25

Description:
(A more detailed version of initiative. Please include a description of the initiative, why it is needed, who will be responsible, and actions that need to happen, so it is completed.)
The noncredit student population is over 5,000 students. There's currently no specialist assigned to noncredit counseling. A specialist or program assistants will assist with student follow-up, outreach, workshops, and noncredit orientations to assist with certificate completion and transitioning from NC to CR courses.

<table>
<tr><td colspan="2" align="center">**Resources:**</td></tr>
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Priority Level: Low   Medium   <u>**High**</u>
Resource Type: Equipment <u>**Staff**</u> Faculty   Supplies and Materials
Quantity: 1-3
Per Item Price: $120,000   **Price with taxes/shipping, etc.:**   N/A
Description:
Hiring a specialist or program assistants will provide consistent counseling services in SM, Lompoc, and SY and an increase in counseling services provided in the morning and evening in Santa Maria, Lompoc, and SY. It will also increase counseling services through zoom, phone, and in-person, especially for those that live in Lompoc and SY.

New Program Planning Initiative	
Title:	Hire an Office Services Tech. I
Planning years:	2023 to 2024-25

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<tr><td align="center">**Description:**</td></tr>
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The former office services tech I position was never replaced. There's currently no permanent program assistant assisting noncredit counseling.

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<tr><td align="center">**Resources:**</td></tr>
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Priority Level: Low   Medium   <u>**High**</u>
Resource Type: Equipment <u>**Staff**</u> Faculty   Supplies and Materials
Quantity: 1
Per Item Price: $47,000   **Price with taxes/shipping, etc:** N/A
Description:
Hiring an Office Service Tech. I will provide consistent front-desk student assistance and support to the department activities. In the past few years, student service, events, conferences, tours, workshops, meetings, and outreach have greatly increased in noncredit counseling. This level of work requires the attention, expertise, and experience from an Office Services Technician.

New Program Planning Initiative	
Title:	Hire a full-time counselor and two evening counselors
Planning years:	2023 to 2024-25

Description:
Hiring a full-time counselor and two evening counselors will provide consistent counseling services in SM, Lompoc, and SY and an increase in career and personal counseling provided in the morning and evening in Santa Maria, Lompoc, and SY.

Resources:
Priority Level: Low   Medium   **High** **Resource Type:** Equipment   Staff   **Faculty**   Supplies and Materials **Quantity:** 3 **Per Item Price:** $150,000   **Price with taxes/shipping, etc:** N/A **Description:** With additional noncredit counselors, there will be an increase in Student Education Plans completed throughout the year via zoom, phone, and/or in-person, especially for those that live in Lompoc and SY. It will also assist with students completing a NC certificate and/or transition from NC to CR courses.

New Program Planning Initiative	
Title:	Hire staff/peers or bilingual interpreters that speak Mixteco or other Mexican indigenous language.
Planning years:	2023 to 2024-25

Description:
Hiring staff/peers or bilingual interpreters that speak Mixteco or other Mexican indigenous language will increase counseling services offered to the Mixteco population therefore, increasing enrollment in noncredit programs.

Resources:
Priority Level: Low   **Medium**   High **Resource Type:** Equipment   **Staff**   Faculty   Supplies and Materials **Quantity:** 2 **Per Item Price:** $20,000 for Staff, $17,827 for Peer **Price with taxes/shipping, etc:** N/A **Description:** Provide interpretation services at events such as Estudiantes Unidos, New Student Orientations, and workshops.

Resources:

Priority Level: Low   **Medium**   High
Resource Type: **Equipment**   Staff   Faculty   Supplies and Materials
Quantity: 2
Per Item Price: $5,582   **Price with taxes/shipping, etc:** $488.43
Description:
Provide interpretation services at events such as Estudiantes Unidos, New Student Orientations, and workshops via interpretive devices/technology.

New Program Planning Initiative	
Title:	NC Pathways Counseling Specific to an Area of Interest (ECSN)
Planning years:	2023 to 2024

Description:
(A more detailed version of initiative. Please include a description of the initiative, why it is needed, who will be responsible, and actions that need to happen, so it is completed.)
Since students in ECSN do not participate in the NC Estudiantes Unidos or NSO's, it is critical they hear this information for NC certificate completion and to motivate transition from NC ECS to CR ECS courses to pursue a certificate and/or degree.

Resources:

Priority Level: Low   Medium   **High**
Resource Type: Equipment   Staff   **Faculty**   Supplies and Materials
Quantity: 2
Per Item Price: $3,000   **Price with taxes/shipping, etc.:**   N/A
Description:
Two NC counselors will participate in this initiative where students will hear the NC New Student Orientation, develop a Student Education Plan, and refer students to participate in student support activities to increase NC certificate completion and/or transition to CR courses.

Program Review Signature Page:

_____
Mayra Morales (Sep 14, 2023 08:30 PDT)
Program Review Lead

_____
Yvonne Teniente
Program Dean

_____
Genevieve Siwabessy (Sep 20, 2023 13:31 PDT)
Vice President, Student Services

_____
Sep 14, 2023
Date

_____
Sep 14, 2023
Date

_____
Sep 20, 2023
Date

2022-2023 Combined Yearly Planning Update and Program Review

Final Audit Report   2023-09-20

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