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First Name: Amaliya
Last Name: Blyumin
Email: Amaliya.Blyumin@gcccd.edu
IP Address: 160.227.129.208

Page 1: I. Program Overview and Update

Q1 Service Area(s) Reviewed:

Transfer Center (TC)

Q2 Lead Author and Collaborators:

Amaliya Blyumin, Alisa Rowland and Full time General Counselors

Q3 Lead/Dean:

Amaliya Blyumin/Nicole Jones

Student Services Program Review Annual Update

Q4 Service Area Update (Required): Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review annual update. Note you can access previous years' program reviews here (requires a District username and password).

The primary mission of the Transfer Center is to assist students with the process of transferring to four-year colleges and universities by providing the most current information available to ensure a smooth and successful transition. The Transfer Center enhances overall educational experiences and operates as an integral part of the institution's overall mission.

The transfer requirements continuously changing. For instance, Cuyamaca College has two local public universities, San Diego State University and University of California, San Diego. SDSU has established transfer pathways and discontinued the use of their Transfer Admission Guarantee program for any major associated to an ADT Associate Degrees for Transfer. Admission to SDSU has changed significantly in the past years, they utilizes tier systems for admission priority as well as a student's "local" or "non-local" status; with each pathway's tiers and "local" eligibility criteria being defined in a different way. UCSD has phased out their Transfer Admission Guarantee and has made significant changes to University Link by capping students' household income at \$40,000/year to qualify and creating selection criteria in the form of required major preparation for several of their majors. Changing policies continually impact our students and their transfer ability. Counselors are kept informed of policy changes but more training is needed to make sure that all counselors full-time and part-time in all areas of counseling services are informed.

The Transfer Center (TC) has a yearly schedule with peak periods between August through November, January through May. Career/Transfer educational planning is provided throughout the year in addition to the application workshops. TC also hosts workshops for students who have been admitted to UCSD, SDSU and UCSD University Link during the spring semester. Annual fall and spring Transfer Fairs are providing students with transfer options. The Annual Transfer Achievement Celebration celebrates transfer students and their accomplishments during spring semester.

Transfer Center Coordinator has been involved with Cuyamaca College Guided Pathways Steering Committee. Which then lead into becoming a faculty co-chair in one of the Guided Pathways workgroups, Pillar 3 Team.

There have been no changes in the classified staffing, but there have been changes in hours offered to only one part-time counselor assigned to the TC: the hours have been decreased because TC does not have the allocated budget for the part-time counselor and relies on general funds in general counseling. Transfer Center Coordinator resumed full time duties in 2017-2018 after serving as an Acting Counseling Department Chair in 2016-2017.

Page 2: II. Student Learning Outcomes/Student Services Outcomes Assessment Reflection

Q5 Please provide a summary of your service area's student learning outcome (SLO) and student services outcome (SSO) assessment efforts and findings from 2017/18. For assistance locating assessment information stored in TracDat, please contact the Institutional Effectiveness, Success, and Equity Office at brianna.hays@gcccd.edu.

The Transfer Center serves all students, including: undecided, college prepared, and transfer focused students. Our student population includes recent high school graduates, re-entry students, military veterans, and English learners.

TC has 3 SLOs:

- 1) Student will become familiar with AA-T/AS-T degrees and how to use these degrees to enhance their transfer to SDSU.
- 2) Student will be able to navigate through UC TAG online application and successfully complete the application.
- 3) Students who will attend CSU Application Review will acquire knowledge regarding SDSU Supplemental Application.

Q6 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

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Q7 How did (or will) your service area use its 2017/18 SLO and SSO assessment findings to advance student success and improve services to students?

The overall # 1 and # 2 SLO assessments results indicated that students who attended CSU Application Workshops, are gaining more knowledge about transfer process into CSU system. However, based on UC Transfer Admission Planner (TAP) website, there were 29 students who started the UC TAG application but only 14 of those students submitted the UC TAG application by September 30th. Based on the SARS data, only 2 students utilized the UC TAG drop in times to meet with a Counselor. TC Coordinator emailed all TAG students that were listed on UC TAP website to inquire the reasons why students did not utilize help and most of the responses was that they used Grossmont College TC since they had more support.

This clearly indicates that Transfer Center does not provide comprehensive support to transfer students who are interested in UC due to limited support and faculty presence in the Transfer Center. However, TC does a great job explaining CSU, specifically admission process to SDSU.

In addition, having a comprehensive Transfer Center Guided Pathways Model that includes more part-time faculty and classified staff will help advances student success and improve services to students.

Q8 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

CUSUC-Survey-fall2017-Analyses.docx (14.5KB)

Q9 What are your service area's assessment plans (i.e., which SLOs and/or SSOs will be assessed) for 2018/19?

Same SLOs will be assessed in 2018-2019 year because TC will be working with new group of students that are ready to apply to the four-year university.

Q10 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

Page 3: III. Student Achievement and Institutional Effectiveness

Q11 Please review any research data and/or reports for your service area and summarize the findings and implications for practice.

1. Please review any research data and/or reports for your service area and summarize the findings and implications for practice. The SARS data was desegregated. The group that is compared to the college-wide demographic data is group of students who met with a Transfer Counselor in the Transfer Center. There is no comparison of the groups of students who utilized the Transfer Center as a resource center.

If we compare TC demographic data to the college-wide demographics data, there are no significant equity gaps in students served. However, to address equity gaps we need additional personnel to increase awareness and participation in the TC services along the GP model for students in specialized programs like UMOJA, EOPS, CalWORKs, Veterans, DSPS, Foster youth, and others who are disproportionately impacted. TC would like to work with the IE unit to disaggregate transfer data by race, culture, ethnicity, etc, however, due to having no support staff, this cannot be accomplished at this moment.

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Q12 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Transfer Center Demographics 2017-18.pdf (95.8KB)

Q13 What steps will the service area take to improve services and/or outcomes (e.g., course success, persistence, degree/certificate completion, or transfer) for the College's disproportionately impacted student groups? To access a detailed report on the College's equity data, click here. To access college-wide student demographic and outcome data, click here.

Currently, no steps can be taken to improve services for the College's disproportionately impacted student groups because TC does not have a comprehensive center. Cuyamaca College can bring TC to full scale with appropriate resources to serve disproportionately impacted student groups.

Q14 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

Page 4: IV. Previous Goals: Update (If Applicable)

Q15 Would you like to provide an update for your previous program review goal(s)? **Yes**

Page 5: Previous Goal 1

Q16 Previous Goal 1:

The Transfer Center will implement smooth and efficient day to day operations.

Q17 Link to College Strategic Goal(s): **Guided Student Pathways**, **Organizational Health**

Q18 Goal Status **In Progress**

Q19 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

TC does not have a comprehensive center, thus this goal will remain but will be reworded for the clarification.

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Q20 Please provide the rationale for this goal:

TC does not provide smooth and efficient day to day operations. TC coverage relies on student hourly workers and at times they cannot be in the center due to class conflicts. TC still has not replaced the 1.0 student services specialist position that has been vacant since 2009. Based on College-wide data, the top three degrees awarded in 2016-2017 and 2017-2018 were University Studies Social and Behavioral Sciences, Business Administration for Transfer, and University Studies Science and Math a total of 182 students in 2016-2017 and 205 students in 2017-2018.

Furthermore, out of almost 10, 000 students that applied to Cuyamaca in the past two years over 60% of them indicated 'transfer' as their 'educational goal' at our college. This means that students need continued support and services from the Transfer Center.

Q21 Please provide the goal action steps for the year (previously "Activities"):

Continue to request 1.0 classified position through Program Review.

Q22 ****OPTIONAL**** Previous Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Q23 Do you have another goal to update?

Yes

Page 6: Previous Goal 2

Q24 Previous Goal 2:

The Transfer Center will publicize the new Associate Degrees for Transfer (ADT) to Cuyamaca College students.

Q25 Link to College Strategic Goal(s):

Student Validation and Engagement

Q26 Goal Status

Completed

Q27 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

This goal is completed because most students are familiar with ADT and how it guarantees admission to the CSU system.

Q28 Please provide the rationale for this goal:

This goal was in place because ADT was a relatively new concept for transfer students in the past five years. TC and General Counseling did an amazing job on helping students understand the ADT and how having this degree would help or diminish their chances of being accepted to the CSUs. This goal is completed.

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Q29 Please provide the goal action steps for the year (previously "Activities"):

Surveys were conducted and it was clear that students understand concept of ADT.

Q30 ****OPTIONAL**** Previous Goal 2 Additional

Respondent skipped this question

Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Q31 Do you have another goal to update?

Yes

Page 7: Previous Goal 3

Q32 Previous Goal 3:

The Transfer Center will provide classroom presentations regarding general transfer processes to Cuyamaca College students.

Q33 Link to College Strategic Goal(s):

**Student Validation and
Engagement**

Q34 Goal Status

Deleted

Q35 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

This goal is deleted.

Q36 Please provide the rationale for this goal:

This goal was in place to continue dialog between instructional and student services faculty and present transfer related information to prospective transfer students.

Q37 Please provide the goal action steps for the year (previously "Activities"):

TC Coordinator and designated transfer center part-time counselor have provided few classroom presentations. However, with Guided Pathways initiative, the student services and instructional faculty have been collaborating and trying to create new ways of communication that eventually will reach more students and provide them with essential information about transfer process. Moreover, that goal was not sustainable because it would be have not be possible for the TC Coordinator and transfer center part-time counselor to work with students in the office and do classroom presentations in large volumes.

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Q38 **OPTIONAL Previous Goal 3 Additional Documentation:** If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Q39 Do you have another goal to update? **No**

Page 8: Previous Goal 4

Q40 Previous Goal 4: **Respondent skipped this question**

Q41 Link to College Strategic Goal(s): **Respondent skipped this question**

Q42 Goal Status **Respondent skipped this question**

Q43 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

Q44 Please provide the rationale for this goal: **Respondent skipped this question**

Q45 Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Q46 **OPTIONAL Previous Goal 4 Additional Documentation:** If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Q47 Do you have another goal to update? **Respondent skipped this question**

Page 9: Previous Goal 5

Q48 Previous Goal 5: **Respondent skipped this question**

Q49 Link to College Strategic Goal(s): **Respondent skipped this question**

Q50 Goal Status **Respondent skipped this question**

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Q51 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Respondent skipped this question

Q52 Please provide the rationale for this goal:

Respondent skipped this question

Q53 Please provide the goal action steps for the year (previously "Activities"):

Respondent skipped this question

Q54 ****OPTIONAL**** Previous Goal 5 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Page 10: V. New Goals (If Applicable)

Q55 Would you like to propose any new goal(s)?

Yes

Page 11: New Goal 1

Q56 New Goal 1:

The Transfer center will be a comprehensive Center in alignment with Guided Pathways vision and will implement smooth and efficient day to day operations.

Q57 Link to College Strategic Goal(s):

Guided Student Pathways ,

Student Validation and Engagement ,

Organizational Health

Q58 Please provide the rationale for this goal:

Transfer is one of the metrics of success for college and one of the indicators for the performance based funding in Guided Pathways (GP). The one of the main roles of the Transfer Center is to provide support to transfer students. However, it is hard to provide ongoing support to students without a comprehensive Transfer Center. Currently, TC consists of the one full time faculty/coordinator.

Q59 Please provide the goal action steps for the year (previously "Activities"):

TC Coordinator will present a Transfer Center Guided Pathways Model to Counseling faculty, Dean of Counseling Services and Vice President of Student Services to get continues support and advocacy for the TC.

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Q60 How will the goal be evaluated?

This goal has not been completed because TC does not have a comprehensive center. There is no budget for the part-time counseling faculty allocated to the Transfer Center. TC still has not replaced the 1.0 student services specialist position that has been vacant since 2009. It relies on student hourly coverage and at times student hourly cannot be in the center due to class conflicts. Based on College-wide data, top three degrees awarded in 2017-2018 are combination between University Studies Social and Behavioral Sciences, Business Administration for Transfer, and University Studies Science and Math. This reflects a total of 205 students, which is higher than last year by 12.

Furthermore, out of almost 10, 000 students that applied to Cuyamaca in the past two years over 60% of them indicated 'transfer' as their 'educational goal' at our college. This indicates the need for the comprehensive center.

The TC Program Review will continue to include the classified position request with a goal of that position being hired in the near future. Also, Program Review will advocate to have funds allocated to the TC to hire part-time counseling faculty.

Q61 **OPTIONAL** New Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Transfer Center GP Model.pdf (133.8KB)

Q62 Do you have another new goal?

Yes

Page 12: New Goal 2

Q63 New Goal 2:

Establish regular funding for annual Transfer Achievement Celebration and Annual Transfer Fairs.

Q64 Link to College Strategic Goal(s):

**Student Validation and
Engagement**

Q65 Please provide the rationale for this goal:

The Transfer Achievement Celebration is going into its 15th Annual year. This ceremony recognizes the accomplishments of students who have earned admission acceptance at a four-year college/university for the next academic year. The funds for this event come from different sources every year and are not permanent. Same when it comes to Annual Transfer Fairs, there are no permanent funds to purchase food/water for the university representatives.

Q66 Please provide the goal action steps for the year (previously "Activities"):

Since all three events are institutionalized, there must be a dialog with Dean of Counseling and Vice President of Student Services to discuss permanence of this line item in budget.

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Q67 How will the goal be evaluated?

To schedule a follow up meeting with Dean of Counseling and VPSS.

Q68 ****OPTIONAL**** New Goal 2 Additional

Respondent skipped this question

Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Page 13: VI. Resources Needed to Fully Achieve Goal(s)

Q69 Is the program requesting resources this year to achieve this goal? **Yes**

Page 14: V. Faculty Resource Needs

Q70 Are you requesting one or more faculty positions to achieve this goal? **No**

Page 15: Faculty Position Request(s)

Q71 Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of the Position Requested:

Respondent skipped this question

Q72 Related Program Goal(s):

Respondent skipped this question

Q73 Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

Respondent skipped this question

Q74 Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of Position Requested:

Respondent skipped this question

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Q75 Related Program Goal(s):

Respondent skipped this question

Q76 Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

Respondent skipped this question

Page 16: VI. Classified Staff Resource Needs

Q77 Are you requesting one or more classified positions to achieve this goal? **Yes**

Page 17: Classified Staff Position Request(s)

Q78 Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

TC 1.0 FTE Student Service Specialist

Q79 Classified Staff Position 1 Related Program Goal(s):

This relates to the TC goals # 1 and # 2.

Q80 Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here.

2018-19 Classified Position Request Form.docx (27.5KB)

Q81 ***OPTIONAL*** Please use the button below to upload the position classification description (obtained from HR).

STUDENT SERVICES SPECIALIST-TRANSFER CENTER-COUNSELING.doc (37KB)

Q82 Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested:

Respondent skipped this question

Q83 Classified Staff Position 2 Related Program Goal(s): Respondent skipped this question

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Q84 Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here.

Respondent skipped this question

Q85 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR).

Respondent skipped this question

Page 18: VII. Technology Resource Needs

Q86 Are you requesting technology resources to achieve this goal? **Yes**

Page 19: Technology Request(s)

Q87 Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: [Technology Request Form](#)

Description:

Multimedia Projector

One time or On-going

One time

Amount Requested \$

\$ 519 plus tax

Related Program Review Goal(s):

This relates to the TC goals # 1

Q88 Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: [Technology Request Form](#)

Respondent skipped this question

Page 20: VIII. Perkins and Strong Workforce Resource Needs

Q89 Are you requesting Perkins and/or Strong Workforce resources to achieve this goal? **No**

Page 21: Perkins Request and Strong Workforce

Q90 Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

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Q91 Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

Page 22: IX. Supplies/Equipment Resource Needs

Q92 Are you requesting supplies and/or equipment resources to achieve this goal?

No

Page 23: Supplies/Equipment Request(s)

Q93 Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q94 Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Q95 Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q96 Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Page 24: X. Facilities Resource Needs

Q97 Are you requesting facilities resources to achieve this goal?

No

Page 25: Facilities Request

Q98 Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: [Facilities Request Form](#)

Respondent skipped this question

Q99 Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here: [Facilities Request Form](#)

Respondent skipped this question

Page 26: XI. Professional Development Resource Needs

Q100 Are you requesting professional development resources to achieve this goal? **No**

Page 27: Professional Development Request

Q101 Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

Q102 Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

Page 28: XII. Other Resource Needs

Q103 Are you requesting any other resources to achieve this goal? **No**

Page 29: Other Resource Requests

Q104 Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

Q105 Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

Page 30

Q106 Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module. **Respondent skipped this question**
