

1. Assessment Plan - Three Column



PIE - Student Services: High School Outreach Unit

2. Where We Are Now: Year at a Glance

2020-21

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Summary of Notable Achievements: • Connect 4 2020-21: Based on the 6,644 graduating high school students who applied for Fall 2020:

3,460 (52%) applied through high school outreach (9% increase from 2019-20), 83% completed an assessment, 31% completed an Ed. Plan, 52% Enrolled in Fall 2020 (58% full-time, 62% part-time; 5% decrease from 2019-20). Conversely only 22% of non-Connect 4 applicants registered in classes (12% decrease from 2019-20), with only 40% enrolling full time (11% decrease).

- Community/High School Partners: 146 of local high school administrators, counselors, career technicians, and teachers participated in HSO hosted events that provided updates and trainings from both Instruction and Student Services programs (11% decline from 2019-20). Providing training to our community partners will assist in disseminating the correct info about our college to potential new incoming students and their guardians.
- Online Virtual Services due to COVID 19: 1,577 students served through the following services (26% increase from 2019-20/69% of 2020-21 services were 1:1 appointments): Virtual Help Center, Virtual Summer Program Info Sessions, Virtual Financial Aid & Outreach Assistance, Virtual Honors, Transfer, & Outreach Info Sessions, Get Connected; Stay Connected Event, Virtual Open Houses, 1:1 appointments
- Community Collaborative Event (Get Connected; Stay Connected): 83 Students
- Special Program Presentations 2020-21: 534 students attended (Summer Programs, ACCESS, DREAM, EOPS)
- Approximate Student Count for Connect 4 steps completion 2020-21: Presentations/Workshops: General Presentations 6,980, application workshop 5,229, AQ workshop/Account Claim General Presentations 2,420 (65% decrease from 2019-20), application workshop 1,633 (69% decrease from 2019-20), AQ workshop/Account Claim 707 (x% decrease from 2019-20)
- Virtual College Fairs 2020-21: slightly over 40.
- Continued Campus Partnerships: DREAM, Financial Aid (Cash for College), REACH, Bridge & STEP recruitment, Promise+Plus (NEW), General Counseling, Student Life-New Student Welcome planning, EOPS recruitment, Marketing (web development and marketing materials), Broadcasting Services-virtual campus tour (NEW)

Program Planning for Retention and Success: Considering the population and income dynamics of our feeder districts, our events include information specific to address the socio-cultural-economic needs of the students we serve (e.g. FAFSA and CA Dream Act, Equity Program, ACCESS participation). In addition, during each presentation at the high schools or during 1:1 appointments, the staff highly encourage students to get connected to Counseling and special support programs that address the student's specific needs.

External and Internal Conditions Analysis: 1. Mt. SAC physical campus closure and no in-person visits to the high schools due to COVID-19 resulted in transitioning services to online and phone services only.

2. Limited access to high school students due to limited virtual instructional hours. HSO was not permitted to present during instructional time. Because all scheduled

workshops took place outside of instructional time, there was a decrease in workshop attendance.

3. Difficulty in connecting to high school counselors, they also reported their challenges with communicating and connecting with students due to virtual learning environment.

Critical Decisions Made by Unit: 1. Transitioned all services to digital, online Zoom and phone services

2. Due to lower interest in STEP and Summer Bridge, HSO hosted Zoom Summer Programs Virtual Info Sessions with in increased focus in districts with the most disproportionately marginalized populations (Baldwin Park, Basset, Pomona, Hacienda/La Puente)

awareness. The events were in collaboration with Bridge, STEP, Promise+Plus, and Financial Aid.

4. Created a HSO Mt. SAC YouTube channel with "How to" videos that students could follow along as resources of information (e.g. How to apply, how to access the online orientation, how to register).

5. Did not host a virtual Juniors' or Seniors' Saturday. When the specialists were connecting to their students, the students were expressing feeling overwhelmed with online learning and multiple online services; Instead collaborated with other areas and offered the Get Connected; Stay Connected Event.

6. Revamped the HSO website to include additional resources for students and the community.

7. Collaborated with Broadcasting Services to film an on-campus guided virtual tour to replace our in-person campus tours.

8. Did not host the annual Principals' Breakfast. Instead, invited administrators to attend the virtual High School Educators conference which includes various high school personnel.

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| <i>Unit Goals</i> | <i>Resources Needed</i> | <i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i> |
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| <p>Campus Promotion and Outreach - Increase college awareness within the local feeder high schools by informing potential students of Mt. SAC academic programs and student services.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 09/01/2016</p> | <p>Request - Full Funding Requested - HSO Cell Phones and media plan</p> <p>Describe Plans & Activities Supported (Justification of Need): Specialists are consistently on the go from one high school to the next and the high school counselors often need to communicate with them directly. Additionally, students are more likely to text questions than to call.</p> <p>Lead: Immediate Manager</p> <p>What would success look like and how would you measure it?: Ability to communicate with the specialists.</p> <p>Type of Request: NON INSTRUCTIONAL EQUIPMENT: Tangible property with useful life of more than one year, other than land or buildings improvements, equal and</p> | |

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

over \$500 per individual item. Used for administrative or non-instructional purposes.

Planning Unit Priority: Urgent

On-Going Funding Requested (if applicable): 4000

Total Funding Requested: 4,000

Request - Full Funding Requested -

Mt. SAC Printed promotional marketing brochures outreach events, College/Community/Career Fairs, and presentations/ workshops in K-12.

Describe Plans & Activities

Supported (Justification of Need):

Professionally printed materials are necessary as resources of information for students, parents/guardians, and the community.

Lead: HSO Director

What would success look like and

how would you measure it?: Use of printed materials by intended audience

Type of Request: MARKETING:

Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 15000

Total Funding Requested: 15,000

Request - Full Funding Requested -

Promotional items for outreach and recruitment

Describe Plans & Activities

Supported (Justification of Need):

Dissemination of promotional items

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| <i>Unit Goals</i> | <i>Resources Needed</i> | <i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i> |
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at college fairs, presentations, workshops, and outreach sponsored events. Necessary in maintaining competitive edge over the competition.
Lead: Director of HSO
What would success look like and how would you measure it?: Student use of promotional items
Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.
Planning Unit Priority: High
One-Time Funding Requested (if applicable): 15000
Total Funding Requested: 15000

Training for High School Partners -
 Provide services, events, and workshops to students and high school employees to raise awareness of Mt. SAC academic programs and student services.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21
Goal Entered: 09/01/2016

Request - Full Funding Requested -
 Catering/Food for lunch and learn workshops for high school employees at the high school sites.
Describe Plans & Activities Supported (Justification of Need):
 Keeping our high school partners up to date with what our college offers is crucial. Each year we host slightly over 100 local educators on campus, however, most counselors and career techs are unable to attend. We need to take the information to their high school site by offering lunch and learn workshops for high school employees, more specifically at high need districts (e.g. Bassett, Pomona).
Lead: Director of HSO
What would success look like and how would you measure it?:

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Attendance at lunch and learn events
Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.
Planning Unit Priority: Medium
One-Time Funding Requested (if applicable): 10000
Total Funding Requested: 10,000

Analysis of Outreach Data - Collect qualitative and quantitative data on HSO events, activities, and services related to Student Learning Outcomes and Goals/Objectives.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21
Goal Entered: 09/01/2016

Request - No Funding Requested - RIE Support
Describe Plans & Activities Supported (Justification of Need): Event and services assessment design
Lead: Director of HSO
What would success look like and how would you measure it?: Evaluation of our services at events
Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking).
Planning Unit Priority: High
Total Funding Requested: 0

Connect 4 Early Registration Facilitation - Provide potential students with enrollment related services to facilitate registration/enrollment: (1) Apply; (2) Assessment; (3) Orientation; and (4) Register.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21
Goal Entered: 09/01/2016