Program Review All Fields
Program Review: Fresh Success Fall 2020

Main

Overview
Academic Year Fall 2020

Originator Gutierrez, Annette

Division Non-Instructional Service Areas

Department Fresh Success

Program

Fresh Success
Program Type

Student Services

Co-Contributors

Contributor

- Cisneros, Carina
- Maringer-Cantu, Jane
- Reyes, Simone
- Zamora, Ozzy

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).

Fresh Success was established at Gavilan College in June 2016 as a pilot program within the EOPS/CalWORKs office. Fresh Success is an Employment and Training (E&T) program in partnership with Santa Clara (SCC) and San Benito (SBC) Counties. The Gavilan College Fresh Success program provides a variety of high touch support to students who reside in SCC or SBC, are receiving or eligible to receive CalFresh benefits, and who are enrolled in eligible credit, non-credit, and/or Community Education (CE) courses at Gavilan College. This program is designed to support students in achieving academic success and becoming more employable. Participation in Fresh Success is voluntary for purposes of CalFresh eligibility.

Fresh Success services include: academic counseling, case management, textbook vouchers, parking permits, payments for required ancillary items & fees, transportation, technology PG&E, rental and vehicle repair assistance. Fresh Success target populations include males, foster youth, low income, homeless/housing insecure and students who are enrolled less than full time. Through Fresh Success, participants gain education and training that will lead to greater employment opportunities and a bridge to economic self-sufficiency.

On the PIPR website, locate and review your previous program plan and review (self-study) and subsequent program plan updates. After studying, please complete the following questions:

Response and follow-up to previous program reviews

1. **Fresh Success has never been reviewed**

   Accomplishment
   N/A

2. **Accomplishment**

3. **Accomplishment**

Briefly describe the activities and accomplishments of the program with respect to
- a. **PIPR recommendations; and**
- b. **Each goal since the last program plan and review.**

This is the first formal review of the Fresh Success program at Gavilan College.

However, during 2018-2019 fiscal year we established the following three-year goals.
- Increase number of Fresh Success students who will complete their educational goal by 3%. We plan to accomplish this goal by imposing early interventions for students who are not passing at the 10-week mark or do not submit a progress report.
- 60% of Fresh Success students will develop a resume prior to exiting Gavilan. We plan to accomplish this goal by conduct individual and group resume writing workshops at least once per term.

Have the services of your program changed over the past three years? Please explain (300 words or less).

The program has established a strong presence on campus which has resulted on average, a steady increase in students served. We attribute this success to the campus community being aware of the program and services through our heavy outreach efforts to targeted populations. Additionally, we have been able to cast a wider net with the inclusion of serving EOPS eligible students and the ability to serve Community Education students.

Furthermore, we have been able to maximize our reimbursement rate by leveraging all possible sources of funding. During the 2017-2018 fiscal year, only three years into offering Fresh Success, we became self sufficient and no longer needed general fund dollars to sustain staff or direct services to students.

Lastly, in January of 2019 we moved out of our original location within EOPS to our own office. This move afforded us the opportunity to increase our Office Assistant from part time to full time while giving our staff and students their own space. This has allowed us to offer in depth follow up and direct student support all year round.

Student and Program Outcomes

College Goal for Student Achievement
Increase Scorecard Completion Rate for Degree and Transfer

The College has a primary aspirational goal of increasing the Completion rate from 46% to 53.5% on the CCCCO Scorecard Completion Rate for Degree and Transfer by 2022. The completion rates in the Scorecard refers to the percentage of degree, certificate and/or transfer-seeking students tracked for six years who completed a degree, certificate, or transfer-related outcomes (60 transfer units).

As you answer the questions below, please consider how your program is helping the college complete this aspirational goal of increasing the Gavilan College Degree, Certificate, and Transfer Completion rate by 7.5 percentage points on the CCCCO Scorecard by 2022.

Success
The following questions refer to data regarding student achievement.

What are your set goals for course success? Do your individual course and department rates meet this goal?

Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?

Path: GavDATA (http://www.gavilan.edu/about/research/index.php) - Program Review/ Equity - D3. Course Rates by Unit

Although in Fresh Success, we do not have any course offerings, the Fresh Success program helps the college meet the goal of increasing persistence and completion rate by ensuring that our Fresh Success students maintain progress towards reaching their educational goal. This helps the student maintain momentum towards their educaitonal goal and supports the college's goal of increasing Gavilan College Degree and Certificate Completion rate. Further, since all of our Fresh Success students are enrolled in a Career Education major, we anticipate that this also assists with the district's goal of improving employment.

Given the preceding sections, what goals need to be set and what initiatives need to be developed to support success and retention? Address these initiatives in your Three-Year Program Plan at the end of this document.

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

Path: GavData (http://www.gavilan.edu/about/research/index.php) - Program Review/ Equity - D4. Milestone Tracking Summary

Fresh Success is not a statewide program and is just beginning to invest in a database for easier reporting and tracking beginning October 2020. However, 2019-2020 data shows that 80% of students served passed their courses with a 2.0 GPA or better and 74% of students were retained from fall 2019 to spring 2020. During the 2019-20 year 9 Fresh Success students petitioned to graduate.

2017-18, 111 students served, 2018-19, 167 students served, 2019-20, 133 students served.

The Fresh Success program continues to engage students through semester check ins such as educational plan development, mid semester check ins, and semester service plan development. During these check points we also refer students to internal and external resources and supports as needed. Furthermore, Gavilan College Fresh Success program provides eligible students monthly transportation assistance, semester textbook vouchers, required tools/materials/clothing, one time rental, PG&E, vehicle repair and technology assistance.

Refer to your previous three-year plan (http://www.gavilan.edu/staff/program_planning/Past_Plans.php) for your stated outcomes and initiatives that were evaluated. Using your previous plan, consider and comment on the following questions.
1. **What were the measured outcomes of specific initiatives over the past three years?**
2. **What groups are you measuring? Is there a comparison group—for example, against the college average or students who do not participate in your activity?**
3. **What indicators are you measuring?**

(300 words or less)

In 2018-19 we identified two measurable outcomes which include: (1) Increase the number of Fresh Success students who will complete their educational goal by 3% and (2) 60% of Fresh Success students will develop a resume prior to exiting Gavilan College. We are using 2018-19 CalWORKs outcomes as a baseline to compare moving forward each year.

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).

Work with the institutional researcher to collect data.

Equity

Equity
Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: Using the path below, locate your program in GavDATA. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Path: GavDATA (http://www.gavilan.edu/about/research/index.php)-Program Review/ Equity - D7. Disproportionate Impact with Margin of Error by Year - locate your program - Filter by Year

Contact your support team for any needed assistance in using GavDATA.

No data available

Equal Employment Opportunity:

Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination.

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.

- Participating in diversity informational and awareness trainings.
- Participating in hiring committees where EEO training is provided.
- Sharing infomration about CalWORKs student barriers and successes campus wide to increase understanding and awareness around low income parents who are students.
- Partnering with departments accross campus such as Financial Aid, Admmissions & Records, AEC, EOPS, Non-Credit, Academic Affairs, and the off-sites

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on closing achievement gaps across student populations? How do you plan to address EEO outcomes in your employee hires?

Fresh Success was established to address inequities among Gavilan College students. Our efforts to engage and support students include frequent high touch points with an understanding that every student comes to us with varying backgrounds and abilities. We work with each student's situation individually providing them direct support as well as providing warm handoffs to internal and external supports to help Fresh Success students meet their needs and reduce barriers to completing their educational goals. We lean on our campus and community partners to fill in the gaps when necessary. Fresh Success staff sit on various committees which provides opportunity for equity minded input and awareness to be part of discussions and decision making on campus.

Our current staff make-up represents the students we serve. According to our Fresh Success tracking tool over three years, students served identified as over 85% female and over 70% Hispanic. Our current staff make up is 75% female and 100% Hispanic. Furthermore, three of the four staff have all been a CalWORKs student during their own undergraduate academic journey, which brings invaluable insight, awareness and high level of sensitivity to student needs.

curriQunet

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?
Are your SAOs mapped in curiQunet?

Yes

Are your SAOs up to date in curriQunet AND on the reporting website?

Yes

Have your SAOs been assessed in the last five years?

Yes

Have you reviewed all of your SAOs to ensure that they remain relevant for evaluating the performance of your area?

Yes

If you answered no to any of the above questions, what is your plan to bring SLOs into compliance (200 words or less)?

N/A

Outcome Assessments

Services Area Outcomes (SAO)
What is your set goal for SAO success for each SAO (200 words or less)?

Fresh Success students will gain understanding of the program requirements and services available upon completion of the Fresh Success new student orientation within the first semester enrolled as a Gavilan College Fresh Success student.

This SAO will be measured through the orientation completion and quiz.

Institutional Learning Outcomes (ILO)
How do your SAO support the college ILOs? Be specific (200 words or less).

ILO A. Think Critically & Creatively

Fresh Success students will be able to better understand program elements, resulting in their ability to identify solutions to barriers, understand what services exist, and know how to reach out for support if needed.

Gap Analysis
Are you meeting your SAO success goals? What patterns stand out in your results? If your SAO results are lower than your goals, what are your plans to improve them (200 words or less)?

N/A

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **2018**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

   111
   Full Time Faculty

   0
   Part Time Faculty

   1
   Full Time Staff

   0

Part Time Staff

2

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

2. **2019**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

167

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

2

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

3. **2020**

How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?

133

Full Time Faculty

0

Part Time Faculty

1

Full Time Staff

0

Part Time Staff

2

Full Time Mgr/Admin

0.00

Part Time Mgr/Admin

1.00

Percentages

Percentage Full to Part Time Faculty

Year:2018
FT = 0%
PT = 100.00%

Year:2019
FT = 0%
PT = 100.00%

Year:2020
FT = 0%
PT = 100.00%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

Since Fresh Success launched 2015-2016 faculty, staff, and manager split time between CalWORKs, Fresh Success, & in 2018-19 EDD TAA program was added. Additionally, one staff person and the manager also split time with the food pantry. Fresh Success is still a newer program and we continue to assess trends. We anticipate that once we are able to return to face to face interaction our numbers will rise.

Additional Comments

Program Productivity

Program Productivity Measurements
Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

- **2019 - 20**

  Total Number of student contacts

  133

  Total allocated budget

  0.000

  Total spending

  265361.000

  Total cost per student (Student Contact/ Total Spending)

  $1995

- **2018 - 19**

  Total Number of student contacts

  167

  Total allocated budget

  0.000

  Total spending

  235610.000

  Total cost per student (Student Contact/ Total Spending)

  $1410

- **2017 - 18**

  Total Number of student contacts

  111

  Total allocated budget

  0.000

  Total spending

  228122.000

  Total cost per student (Student Contact/ Total Spending)

  $2055

Year and Student count

Year:2017 Count:111
Year:2018 Count:167
Year:2019 Count:133

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?

Yes

Resource Allocation

1. **235,610**

   Funding Source

   Grant

   Academic Year

2018-19
Purpose of Funding

Fresh Success Program
Result

Renewed Funding

2. **228,122**

Funding Source

Grant
Academic Year

2017-18
Purpose of Funding

Fresh Success Program
Result

Renewed Funding

3. **265,361**

Funding Source

Grant
Academic Year

2019-20
Purpose of Funding

Fresh Success Program
Result

Renewed Funding

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?

- Financial Aid ensuring direct aid to students is included in their financial aid package including subsidized employment, grants, gas and meal cards.
- Business Services, FS gas cards.
- Onboarding and matriculation assistance for all FS students.
- EOPS/CARE to provide eligibility verifications, ensure that services are not duplicated, and streamline case management.
- Community Education Career Ed programs by streamlining enrollment processes.
- Guided Pathways, Measure X planning, Business Serivces providing input around student needs & processes related to serving non-traditional students.
- Career Center through the career fair as well as sharing student friendly employment information.
- AEC through case management of shared students, services ,and resources.
- Basic Needs information sharing accross campus through college wide presentations.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan (http://www.gavilan.edu/administration/budget/EducationMasterPlanFlipbook.php), changes in matriculation or articulation, student population, community and/ or labor market changes, etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?

The Fresh Success (FS) program serves students from within our direct service area, specifically San Benito and Santa Clara Counties who are receiving or eligiible to receive CalFresh benefits an who are enrolled in eligible courses or Career Education programs. FS is unique in that we are able to serve credit, non-credit and community education students. FS is dependent on federal, state and county collaboration. This program is funded via a reimbursable model. FS poses some challenges to staff since the program requires a moderate level of collaboration from San Benito and Santa Clara counties. Currently the FS program is not a CCCCO recognized categorial program so we do not recieve base funding nor do we have a statewide MIS system for tracking and reporting. This requires staff to be well informed, trained in a number of different systems and stay abreast of policy changes that may affect the program at any given level.

Fresh Success is looking to expand the number of students served by continuing to reach out to students accross the district. Prior to COVID we were able to bring students to the program through the daily interaction within the food pantry which is adjecent to the FS office.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?

Yes, the Foundation for Community Colleges hosts quarterly trainings specific to the Fresh Success program. Fresh Success staff have also participated in a number of external trainings around CalFresh requirements and Basic Needs of Community College studdents. Further, classified and faculty are welcome to take advantage of other regional and/or statewide trainings that are specific to their roles.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.

N/A

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?

Fresh Success (FS) classified and faculty have all been in their current positions for at least three years, each have had the opportunity to sit on hiring committees. The FS Supervisor is a member of the EEO committee providing input on college wide hiring practices and training around diversity and equity.

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?

Gavilan College was the first college within the California Community Colleges system to pilot the Fresh Success (FS) program back in 2016. Since the program launched we have become a permanent program, our funding has remained stable and grows each year, we continue to be the largest FS program in the state, and we are completely self sufficient and do not rely on general funding.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.

The process was pretty smooth with the exception of not having some data readily available for various reasons. It would be helpful if we could get persistence, retention, and completion data for each of our programs as the start of the PIIPR process. It took me a while to access data in GavData that made any sense. Also, it would be great if we could get financial reports from the business office so that we didn't have to calculate each year's budgets manually, especially since I manage multiple budgets. This would have allowed me to spend more time in assessing the data and writing my report.

Goals

Three-Year Program Plan Goal Setting Worksheet

1. **95% of Fresh Success students will develop a comprehensive ed-plan and complete the FS new student orientation by the end of their first term.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

   Mission statement: transfer pathways, career and technical education, developmental education, and support services prepare students for success. Strategic Plan: Strategy 1 and 2

   Proposed Activity to Achieve Goal

   Timely nudges and tracking of both ed-plan development and orientation completion.

   Responsible Party

   All FS staff

   Fund amount requested. If a collaboration, what % required from each partner?

   None

   Total Three Year Resource Allocation Request

   0

   Timeline to Completion Month / Year

   May 2022

   How Will You Evaluate Whether You Achieved Your Goal

   We will use canvas to track program orientation completion and student files for comprehensive ed-plan development.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

Fresh Success (FS) is an employment and training program that allows us to serve CalFresh participants in effort to assist them in gaining education and training that will lead to better employment and a path to economic self-sufficiency. Gavilan's FS program collaborates with both Santa Clara and San Benito Counties. FS offers a variety of services to eligible participants such as orientations, academic planning & advising, onboarding assistance, CalFresh and financial aid application and renewal assistance, intense case management and follow up, resource referrals, job readiness, and workshops. FS is able to serve credit, non-credit and community ed programs and courses. Federal funding allows us to maintain full time staffing offering year-round services to FS participants.Gavilan College FS supportive services include transportation assistance in the form of monthly gas cards or bus tokens, parking permits, textbook vouchers, PG&E, vehicle repair, and emergency rental assistance, in addition to required supplies, materials, tools, clothing and partial payment for eligible Career Education Community Education courses. Gavilan College FS program is celebrating our fourth full year as an Employment and Training Program. 2019-20 year marks the third consecutive year that we have been self-sustaining, not requiring additional college funds to run our program. This accomplishment is crititcal as Gavilan College deploys Guided Pathways, Equity efforts, and dives into the new funding formula.

Attach Files

Attached File
Gavilan College Provider ET Plan FFY 2020 .docx (/Form/Module/_DownloadFile/39/44788?fileId=36)
BudgetModificationGavilan2019Q4.xlsx (/Form/Module/_DownloadFile/39/44788?fileId=37)
FS CCE Matrix 2019.20.docx (/Form/Module/_DownloadFile/39/44788?fileId=38)