

Program Review All Fields

Program Review: Hollister Site Fall 2021

Main

Overview

Academic Year 2021 - 2022

Originator Rodriguez, Judy

Division Non-Instructional Admin Units

Department Administrative Services

Program

Hollister Site

Program Type

Administration

Co-Contributors

Contributor

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).

Gavilan College Hollister Site engages in providing student services, educational courses and customer service to empower student success and help enrich their educational experience. The Hollister site provides Student Services in Admissions/Records, FAFSA Application assistance, Counseling, Student Picture ID's, Library services, Tutoring, AEC Counseling, EOPS/CalWorks Counseling, Computer Drop-in labs and Bookstore services in a limited capacity. The Hollister Site, with its limited services, aims to make the student's visit satisfying by creating a "one-stop" shop where they can receive the triage of information to guide them on the right path towards their educational goals. Services are currently limited as we are coming back from having been closed due to the Covid-19 Pandemic. As we are transitioning back and beginning to offer in-person courses, we will also work at providing services to support students living in the Hollister Community.

On the PIPR website, locate and review your previous program plan and subsequent annual updates. After studying, please list:

Response and follow-up to previous program reviews

1. **1) Increase the college going culture and opportunities in San Benito County- During the 3 year plan we partnered with the San Benito Community Food bank to serve our Hollister students as well as increased workshops and presentations at San Benito High School.**

2)Optimize course offerings in Hollister to meet students' needs-During the 3 year plan we added specialty courses such as Anthropology 1 and Accounting to help students complete their academic goals per administered survey and continued to offer general ed courses needed to complete the general education plan. ie English, Math, History

3)Support community and college integration in meeting Hollister educational needs reflected in the Educational Master Plan-Monthly meetings with VP, participation in local community governance and shared governance on main campus to advocate and support the college and continue the relationship between college and community in which we serve. As well as being the liaison between what courses are needed at Hollister site to help ensure that students receive a variety of courses to choose from.

2.
3.

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

Yes, due to the shut down as a result of the Covid-19 Pandemic, the site has taken a hit with regards to services provided as well as courses offered. What was a vibrant day-to-day serviceable campus has become a limited service providing an office with minimal functionality in regards to student services and course offerings.

Student and Program Outcomes

College Goal for Student Achievement

The following questions refer to data regarding student achievement.

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)?

See Success and Retention dashboard in Tableau's Program Review section.

The Hollister site welcomed a maximum of 1200 students at full enrollment during the Fall and Spring semesters with a 1/3 of this population using student services at Hollister site throughout any given semester.

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).

Optimize course offerings in Hollister to meet students' needs. Now, more than ever, we need to engage our student population and provide them with courses that will be useful to get students on the path to their academic goals. A template of courses should be developed based on the needs of students by integrating the guided pathways model and designing an attractive schedule that will change from Fall to Spring and Summer. While keeping a window of flexibility open for specialty courses ie Accounting, AJ, ART, CD, CSIS, RE, WTRM

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: LOCATE Success and Retention dashboard in Tableau's Program Review section. 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).

Please find Equity information in Tableau's Success and Retention dashboard. Contact your support team for any needed assistance in using Tableau.

Data unavailable in Tableau at this time.

Our Equal Employment Opportunity (EEO) Plan States

"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.

The Hollister Site works with Student Support Services to provide limited services to those students attending courses at the Hollister site. Creating a "one-stop shop" approach, students can walk-away feeling that their needs were satisfied either by the service or resources provided to them (i.e. Admissions/Records, Financial Aid, Counseling, Library and tutoring services). Classrooms are updated to improve student learning, enhance curriculum and programs in order to help students meet their educational, career, and personal goals. Courses are offered in the morning, afternoon and evening to make it easier for students to attend classes. Preparing students for transferring, technical and public service careers, life-long learning and participating in a diverse global society, are ways of helping students succeed in their educational goals.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on creating opportunities for success of students who have historically been underserved? How do you plan to address EEO outcomes in your employee hires?

By adopting the same template of the main campus in Gilroy, Hollister will align with what is being done to accommodate and create opportunities for success for students. Using the Guided pathways framework will help with a seamless path for success for all students and, periodically, through surveys, students can provide information to help understand changing trends and services needed for their success. With regards to the

hiring process everyone should have equal access to employment opportunities based on merit. This access to equal employment should be without fear of discrimination or harassment playing a role in decision-making in the area of employment.

Learning and Area Outcome

Have you reviewed all of your Service Area Outcomes (SAOs) to ensure that they remain relevant for evaluating the performance of your area?

Are your SAOs mapped in curiQunet?

No

Are your SAOs up to date in curriQunet?

No

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 your assessments into compliance (200 words or less)?

A copy of SAOs can be uploaded to put onto curriQunet so that it can be mapped. Once mapped they can be updated.

Outcome Assessments

Services Area Outcomes (SAO)

Review your SAOs data located in curriQunet. What is your department's acceptable achievement score goal for each outcome?

SAOs are not located in Curriqunet and therefore have no access to achievement goal.

Institutional Learning Outcomes (ILO)

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

By means of administering a survey to the Hollister students, we can define issues/problems and collect important information so that we can better serve our students. Come up with resolutions and brainstorm new ideas to produce positive outcomes that will benefit the cohort of students attending the Hollister site. We also do outreach to practice social responsibility, which helps communicate to our San Benito Audience what Gavilan has to offer and the Site Director is involved in various committees throughout the SB Community to help cultivate a well-being for the students by providing resources and communicating effectively the information that is available to students as well as what Gavilan can provide to the community.

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)?

Gavilan College Hollister is meeting its SAO success goals currently at a minimum based on the current course schedule and availability of resources. Due to Covid, many meetings and activities are taking place via Zoom, therefore making it difficult at times to reach all of the key players in our community. Outreach efforts are still taking place to local high schools and course offerings are in the planning to provide more courses at the Hollister site. The director is still meeting with community members via zoom and participating on several community committees.

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. **2020**

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

1200

Full Time Faculty

1

Part Time Faculty

19

Full Time Staff

1

Part Time Staff

2

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

2. **2019**

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

2400

Full Time Faculty

7

Part Time Faculty

33

Full Time Staff

1

Part Time Staff

2

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

3. **2018**

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

2400

Full Time Faculty

6

Part Time Faculty

28

Full Time Staff

1

Part Time Staff

2

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

Faculty Percentages

Percentage Full to Part Time Faculty

Year:2018

FT = 17.60%

PT = 82.40%

Year:2019

FT = 17.50%

PT = 82.50%

Year:2020

FT = 5.00%

PT = 95.00%

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)?

There is a projected retirement in about 2 years more or less of our Site Specialist, the expertise and knowledge of this person will definitely create a setback in the way things are run at the office with regards to student services. Someone will have to be hired and trained in the areas of Admissions, Financial Aid, Gilroy Campus resources and the functionality of the Hollister site.

Additional Comments

Year 2020 shows a much lower number across the board as we went into Covid-19 lockdown and closed up the Briggs.

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?

No

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.**

- **2020 - 2021**

Total Number of student contacts

120

Total allocated budget

Total spending

Total cost per student (Student Contact/ Total Spending)

- **2019 - 2020**

Total Number of student contacts

0

Total allocated budget

Total spending

Total cost per student (Student Contact/ Total Spending)

- **2018 - 2019**

Total Number of student contacts

2400

Total allocated budget

Total spending

Total cost per student (Student Contact/ Total Spending)

Year and Student count

Evaluate your program costs. Are your costs in alignment with your budget? If not, what improvements can be made? Please explain any trends in spending, inconsistencies and unexpected results.

To my knowledge our costs are in alignment with the budget, however with the Covid-19 pandemic there was a huge decrease in students service at the Hollister site.

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration, etc.) 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)?

In partnering with Guided pathways, because completion rates are an important key to achieving student success, the Hollister site is committed to mirroring what is being done on the Gilroy Campus. Providing a one-stop shop so that students can get the help they need in continuing on their educational path. By providing essential courses at the site, to keep in mind the student's end goals and follow the model of guided pathways, we can ensure that the Hollister site will play an important role for those students who take courses in Hollister and attend Gavilan College overall. As we recover from the impacts of Covid-19, we will increase our student services and course offerings to ensure and support success and completion for students.

Gavilan College overall.

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, changes in matriculation or articulation, student population, community and/ or labor market changes, EMSI data and etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?

Due to the impact of Covid-19 our site was closed for almost 2 years. It will take quite some time to rebuild the sense of community gathering we had amongst students. Over the next 3 years, through outreach, student services and the increase of course offerings, we can start to invite the academic community back to our site and create what we had prior to Covid-19. A place of being able to take 12 units in a given semester, a place to sit and study and do homework, a place for students to come and apply to the college, fill out their Financial Aid paperwork, speak with a counselor and register for classes. Tutoring and Library services were available, as well as bookstore services. Services can be redesigned with Guided Pathways making it an opportunity to create a new and improved site.

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, we provide professional development for staff. i.e. Mental Health, Race and Equity, Undocally Training, and Covid-19 Training,

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.

There is a need for professional support and faculty given that the college will be opening a new campus in San Benito County by the 3rd year of this report. We look forward to providing a well rounded facility with an expansion of courses and student services. Hiring faculty to teach in all areas of academia and bringing on board classified employees to help support the student services departments. In keeping with the College's mission, we intend to engage, empower and enrich students by creating a facility that will hopefully get them to their completion goal. Welcoming students of all backgrounds and abilities to build their full academic, social and economic potential using Guided Pathways and guide to accomplish and help students succeed.

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?

The Hollister site welcomes faculty and classified professionals of all backgrounds and supports all professional training/mentoring to assure that students get the most out of their experience at Gavilan College.

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

Gavilan College Hollister is in it's 25th year of providing service in downtown Hollister. Gavilan College was born in San Benito county back in 1919 and never completely left this service area. Providing courses at local elementary schools and high schools as well as open hall facilities. It was in 1997 that Gavilan made the commitment to open up an off-site campus at the Briggs Bldg. in Hollister with 5 classrooms providing courses in math, English, ESL, history, computers and political science, to name a few. Opening with an enrollment of about 300 students per semester and working it's way up to 1200 students per semester pre-covid. Now with the passing of Measure X, Gavilan is again committing to an even larger campus with 8 classrooms, which 2 of them will be science labs, something that the Hollister site is lacking, to be completed in Spring of 2024. This commitment is to the students of San Benito County and open to neighboring counties as well, to give students of all backgrounds the opportunities of an education and the path to success.

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.

I would suggest that the program leads/teams reach out to the Authors frequently for those under review to show support and check in. Although the teams were good at responding, I feel that the teams could have been a little more involved in the process.

Goals

Three-Year Program Plan Goals

- 1. With the planning and building of new campus, increase the college going culture and opportunities in San Benito County**

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

By making opportunities in San Benito County available, we will ensure students of all backgrounds and abilities build their full academic, social, and economic potential.

Proposed Activity to Achieve Goal**

Support outreach efforts via Jr. Rams Club, SBHS visits/workshops and community partnerships i.e. San Benito Community Foodbank to serve our students.

Responsible Party

Site Director and Outreach Coordinator

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

\$1,500

Total Three Year Resource Allocation Request

4500

Timeline to Completion Month / Year

On-going efforts

How Will You Evaluate Whether You Achieved Your Goal

By the collection of data from each event

2. **Optimize Course Offerings to meet students' needs**

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf)
and SAO Results

By providing opportunities in courses offered and student services in San Benito County available, we will ensure that students of all backgrounds and abilities build a full academic, social and economic potential.

Proposed Activity to Achieve Goal**

Conduct an annual survey and based on results advocate for students regarding courses and services requested.

Responsible Party

Site Director, department deans and student services directors

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

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

On-going

How Will You Evaluate Whether You Achieved Your Goal

Using results of the survey will show if there is a need/change or satisfaction in course and student services offerings

3. **Support community and college integration in meeting the educational needs of San Benito County as reflected in the Educational Master Plan**

Connection of Goal to Mission Statement, Strategic Plan

(http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf)
and SAO Results

With the building of a new campus in San Benito County, we commit to making opportunities in San Benito County available and ensure students of all backgrounds and abilities build their full academic, social and economic potential.

Proposed Activity to Achieve Goal**

Participate in community and college planning committees including the committee planning the new campus in San Benito County and serve as liaison/ambassador to the community.

Responsible Party

Site Director

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

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

On-going

How Will You Evaluate Whether You Achieved Your Goal

Reporting back to supervisor through monthly or bi-monthly meetings

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).

Outreach and communication will be key factors in completing our 3-year goal as we move forward to re-open the Gavilan College Hollister site after Covid-19 pandemic and the planning and building of a new campus in San Benito County. Prior to the pandemic, we were providing a wide range of course offerings both in GE and non-credit as well as providing student support services to about 1200 students a semester. To bring back the vibrancy the Hollister site once had, we need to work on making the San Benito community aware of our commitment to serving our diverse population by providing essential courses. We need to offer a "one-stop shop" providing student services. With the passing of the Measure X bond, we can work on a seamless transition to the new campus that is due to be completed in Spring of 2024. The opportunity of building a new campus will provide our diverse population the tools, classrooms, science labs, student services, and course offerings using the Guided Pathways framework. Now more than ever, it is important to listen and create an inclusive environment where we can listen to our target audience and give them a voice. Thinking critically and creatively by using surveys, we will continue to advocate for students' needs and be able to make opportunities available in San Benito County to ensure that students of all backgrounds and abilities can build their full academic, social and economic potential. Continue supporting outreach and create an inviting atmosphere for recruitment and retention, continue working with local high schools and community partnerships. Through practice and social responsibility, we can begin to create partnerships needed to engage the San Benito Community with our commitment to provide a stellar campus that will cultivate a well-being for all who attend.

Attach Files

Attached File

SAOs.xlsx (/Form/Module/_DownloadFile/120/45281?fileId=201)