Student Services Program Review Annual Update – Form

Allan Hancock College Program Review-Student Services Division
2019-20 Annual Update

Date:	June 8, 2020
Program and Department:	Central Coast Cal-SOAP Consortium
Additional programs included in this review:	
Date of last comprehensive review*:	April 24, 2019
Submitted By:	Diana Perez
Attachments:	☐ Advisory Board Meeting Minutes/Recommendations ☐ 6-year assessment plan ☐ Other:

*Copies of the Comprehensive program reviews can be found in the Program Review matrix. These will list the date when they were submitted.

I. Program Mission/Goal

Explain how the program mission aligns with the college mission.

> The Central Coast Cal-SOAP Consortium's (Cal-SOAP) mission is to increase the number of low-income, first generation students attending college. The program serves elementary, middle school, high school, and community college students from the Central Coast. Cal-SOAP's primary goals are to provide academic tutoring, student peer advisors, financial aid information and workshops, college admission information and college enrollment assistance.

II. Program Accomplishments

Please summarize your program accomplishments, successes, and highlights for the year, and describe how it supports the college's strategic goals.

> During 2019-2020, Cal-SOAP was provided with an operating budget of $460,000 and an additional award of $100,000 in Cal-SOAP funds to provide tutoring services at 48 school sites and two youth centers. These additional funds allowed the consortium to expend up to $560,000 and hired approximately 100 college students throughout the academic year. Cal-SOAP hosted 41 Cash for College events on the Central Coast from Santa Ynez to Paso Robles. In the effort to increase FAFSA completion, the consortium awarded 10 grad night tickets and various food gift cards. The Consortium served a total 1,725 students with FAFSA/CADAA completion at all Cash for College events during the 2019-2020 academic year. In addition, Cal-SOAP supported the second annual Winter Promise event which assisted 101 high school seniors with FAFSA completion during the winter break at Allan Hancock College in 2019. Under tutor training, 85 tutors were AVID certified during one weekend training event. All of these efforts are aligned with strategic goal SLS2: to support student access, achievement and success.

III. Program Challenges

Please summarize your program challenges for the year.

> One challenge was the delay of the hiring of the Fiscal Administrative position that was not filled during the 2019-2020 academic year. The consortium was partially supported by part-time, temporary employees. We were authorized late spring 2020 semester to begin the hiring process for the Fiscal Administrative position with the hope that we will be fully staffed in the 2020-2021 year. During the spring 2020 semester, the Consortium was audited by the California Student Aid Commission for our records from the 2017-2018 academic year. It was determined that a few items were out of compliance during that fiscal year even though during the current year most of the out of compliance items had already been corrected. Our local Cal-SOAP board acted in correcting the membership and meeting structure at their January 16, 2020 meeting which is what remained as an outstanding audit finding.

In addition, an effort was made to change the local school policy and require high school seniors to complete a FAFSA as part of the graduation requirement, which ultimately did not pass. Lastly the COVID-19 mandatory school closures starting March 13th, 2020, required all departments including the Central Coast Cal-SOAP Consortium to transition to remote services. Due to these extreme changes, unfortunately, our tutors were not utilized as much by our school partners due to lack of technology at the homes of many elementary school aged children. However, we continued to fund our tutors during COVID-19.   Our next priority for the 2020-20201 year is to prepare to move from in person events to online/remote events.

IV. Online Services & Service Locations:

List the services offered online and at other district locations.

Cal-SOAP website is located on the AHC website under Services, Student Services. The website lists a number of direct services offered to local partnership high schools such as Cash for College workshops open to the public, financial aid resources, program services such as tutoring at all partnerships schools including the Abel Maldonado Youth Center and Boys and Girls Club of Santa Maria Valley.

Compare the accessibility and effectiveness of these services and how they are equitable compared to the services offered at the primary campus.

Cal-SOAP serves six school districts from Lompoc to Paso Robles. All services are open to the public and any other school sites may participate in any Cal-SOAP activities. Students at partnership school sites have access to all general and intensive services provided at each school site. Cal-SOAP students will receive tutoring and FAFSA completion and will be entered into the Cal-SOAP database to be tracked for future reporting purposes. All Central Coast high schools will be invited to participate in Cash for College events to complete financial aid applications regardless of partnership status. In addition, Cal-SOAP assigned one part-time program specialist/coordinators, one at each of the following sites: Paso Robles High School, and Delta High School and each coordinator assisted with financial aid, college applications, and college/career information for students. The additional support increased the number of financial aid applications at each site significantly. Paso Robles High School recorded the highest number of financial aid applications completed in their history during this academic year, most of that work done by our Cal-SOAP coordinator. Further, once again, Pioneer Valley High School made the top ten list on the Race to Submit FAFSA completion in the State of California.

V. Learning Outcomes

A. Program Outcomes

☐ Check here if any Program Learning Outcomes (PSLO) changes were approved by your department in 2019.

None approved by my department

B. Student/Service Learning Outcomes

☐ Check here if any Student Learning Outcome (SLO) changes were approved by your department in 2019.

Please list any new or revised student learning outcomes (SLO). Describe what SLO changes were made by listing the new/modified SLO and the old SLO.

It was determined that moving forward SLO #1 and SLO #3 will be eliminated to focus on SLO #2 FAFSA completion.

C. Mapping

Review current mapping and list any changes made on your SLO or PSLO. You may attach an elumen summary map report with marked changes or if mapping changes were already made please indicate when and how the changes were made. N/A if no changes are needed.

N/A

VI. Assessment Data

A. eLumen Report Analysis

Summarize the student learning outcomes that has been assessed this past year (what were they, how were they assessed, and what were the notable results).

SLO #1 is defined as Tutors/Peer Advisors will enroll students in Cal-SOAP. Last year the Lacai database was implemented in Fall 2019 and currently has 9,661 students within the geographical area from which our tutors are served. The major emphasis of school sites currently available in Lacai include students in the Santa Maria Joint Unified School District: Santa Maria HS: 2901, Pioneer Valley HS: 2938, Ernest Righetti HS: 2421, Delta HS: 376, and 1025 from other school sites between grades K-8. From the beginning of Fall 2019 to Spring of 2020 of approximately 100 Cal-SOAP tutors assisted students at a range of local school sites from K-12; collectively Lacai data contacts demonstrates a total of 22,903 times students was supported by tutoring services throughout the fiscal year. For future reports Cal-SOAP may be no longer be assessing SLO #1, with further emphasis focused on SLO # 2 FASFA completion success amongst high schools.

SLO #2 Cal-SOAP will provide assistance with FAFSA completion to Santa Maria, Pioneer Valley, and Righetti High Schools. Results: Cash for College events at 41 events on the Central Coast. These additional efforts increased the number of attendees from 1409 in 2019 to 1,725 in 2020. In addition, Pioneer Valley High School ranked number 9 in FAFSA/Dream Act Completion Statewide.

SLO#3 Future SLO may be assessing the success of student post-secondary and post-Allan Hancock College. We have recently invested in the National Clearing House premier services and with high school data we may be able to evaluate if students from the central coast are successfully completing undergraduate degrees. This is data the California Student Aid Commission would be interested in assessing when evaluating the effectiveness of a Cal-SOAP project.

Provide examples about how the faculty/staff use or have used data to change or improve services and delivery method.

The Cal-SOAP part-time database analyst has provided several trainings and oversight to our tutors in order to successfully implement the new Lacai database.

B. Service Quality and Institutional Effectiveness

Dissemination Plan (the process for sharing these assessment results):

Success and challenges will be shared at Cal-SOAP Governing Board meetings, Allan Hancock College retreats, Cal-SOAP staff meetings, SMJUHSD meetings, CSAC commission conferences and events.

Service Quality Plan (describe your program use of assessment data to improve services & student learning):

The new Lacai database will provide new fields and access to new technology not available in the past. The key to data will be determined by how and what it is collected at the partnership school sites. At this time, the Santa Maria Joint Union High School district is the only district that uploads all students from 9-12 grades into the database. This data allowed us to better track services during 2019-2020. How data will be collected in the future will be determined by the California Student Aid Commission as they are investing in processing future data at the state level.

Six-Year Plan (brief update of your current 6 year plan progress):

Currently, all Cal-SOAP projects are funded on a renewal annual grant. The next fiscal year a new competitive RFA is scheduled to be released and open to competition statewide. A six-year plan should be considered if and when the new competitive grant is available to the Central Coast.

VII. Internal/External Conditions

Quantitative and Qualitative Data

Summarize major trends and opportunities that have emerged in the program.

The California Student Aid Commission has encouraged adopting and is supportive of a new bill that would require all high school seniors to complete a financial aid application as part meeting the high school graduation requirement. The bill AB1617 would significantly change the landscape of financial aid completion as it would shift the responsibility to parents and high school counselors. In addition, in June 2021 the California Student Aid Commission will be voting on whether the next Cal-SOAP application will be a new competitive RFA grant.

List all internal conditions that have influenced the program in the past year. You may also list any changes in technology, budget, staffing, resources, enrollment management, or facilities issues, etc.

Due to COVID-19, the Central Coast Cal-SOAP Consortium is in the process of transitioning from in person services to online and/or remote services. These changes include the reduction of tutoring services to begin to focus toward financial aid services. Remote tutoring services are now being provided by some school districts therefore Cal-SOAP

will begin to reduce and/or terminate this service. The future focus of CSAC will be to transition to financial aid completion, college and admission enrollment, FAFSA follow up, summer melt activities in 2020-2021.

VIII. Status of Final Plan of Action

Summarize the progress made on the recommendations from your last 6-year program review plan of action.

EXISTING Recommendations	STATUS
Transition Cash for College events to online and train student employees to assist with FAFSA/CADAA. Focus on increasing the number of financial aid application completion.	In progress.

List any new or modified recommendations below, including rationale for these in the table below.

ADDITIONAL Recommendations to Plan of Action	Rationale
Pending new additional one time funds to be awarded to the Central Coast Cal-SOAP to be expended in 2020-2021.	In progress/pending.

MODIFIED Recommendations to Plan of Action	Rationale

IX. Request for Resources

Type	Item and Need	Justification	**Strategic Goal** and **Educational Master** Plan Alignment	Est. Cost	Requested Previously
Facility Needs					☐Yes No ☒
Technology Needs					☐Yes No ☒
Staffing Needs					☐Yes No ☒
Equipment (non-technology)					☐Yes No ☒
Other Resources					☐Yes No ☒