

ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER ANNUAL PROGRAM PLAN WORKSHEET FOR 2020

Program: North County Campus **Planning Year:** 2019-2020 **Last Year CPPR Completed:** 2018

Unit: North County Campus **Cluster:** Student Services & College Centers

Please complete the following information. Please note that responses are not required for all elements of this document.

I. GENERAL PROGRAM INFORMATION

A. Describe changes to program mission, if applicable.

The North County Campus educational services are aligned to the District's mission in ensuring equitable and comparable services are provided at the site.

B. Describe any changes in primary relationships, internal and external, to the District.

There were no changes to the leadership on the North County Campus as Dr. Maria Escobedo continues in her role of Dean of the North County Campus and South County Center. Dr. Escobedo continues to work across the District's divisions to continue to provide and enhance services to students and the community. In addition, Dr. Escobedo is engaged in institutional and participatory governance committees, such as: President's Cabinet, Accreditation, College Council, Enrollment Management, and continues to serve as the Co-Chair of the Institutional Program Plan and Review Committee.

In May 2017, Dr. Mark Sanchez was appointed as the Assistant Superintendent/Vice President of Student Services and College Centers. Dr. Sanchez brings a wealth of community college professional experience, which has been instrumental in providing guidance and leadership to the College Centers and the District. In 2019, the Student Services and College Centers cluster underwent a reorganization of various departments with the vision of streamlining student support services and the student experience.

In July 2018, Dr. Jill Stearns was appointed as the new Superintendent/President of Cuesta College. Dr. Stearns has brought a new vision for growth to Cuesta College and her innovation for the District is to be commended as her focus is to ensure we keep our students at the forefront when decisions are made by the leadership.

In June 2019, Dr. Deborah Wulff, Assistant Superintendent/Vice President of Academic Affairs retired from her position. In July 2019, Dr. Jason Curtis was appointment as the Interim Assistant Superintendent/Vice President of Academic Affairs. The change in leadership in academic programs was a seamless transition as Dr. Curtis served in the

Dean role for Math, Science, Nursing, Kinesiology, and Athletics. In the latter part of 2019, Isabelle Saber was appointed as Interim Dean for Math, Science, Nursing, Kinesiology, and Athletics.

In September 2019, Dr. Genevieve Siwabessy was hired as the Dean of Student Services to replace the vacancy in this position. Dr. Siwabessy brings to Cuesta College a wealth of experience in oversight and leadership with student services programs.

- C. List any changes to program service, including changes and improvements, since last year, if applicable.

The designated role of the North County Campus and South County Center Dean, is to take the lead in the overall management of the North County Campus and South County Center. Dr. Escobedo continues in her role as the Dean and her continuous collaborations with the various departments and divisions in ensuring the needs of the North County Campus are met by continuously developing strategies that are effective, efficient and are aligned with the District's Mission. The following are some of the efforts implemented in collaboration with various campus managers:

- Collaborated with Chief Bryan Millard in the planning and implementation of the campus-wide participation in the "October Earthquake Drill".
- Collaborated with various department leads in the marketing of their respective events (workshops, trainings, student activities) in displaying the information on campus TV monitors. Ensuring the content of the information being displayed meets the institution's marketing standards.
- Collaborated with Que Dang, Director of Student Equity and Student Success Centers and her staff in the development and implementation of the various equity projects that impacts our campus community as well as the community-at-large.
- Collaborated with Carina Love, Library Faculty Chair with events, such as the "Book of the Year" event held on the North County Campus.
- Collaborate with the Vice President of Academic Affairs and Academic Deans in matters that impact the North County Campus.

- D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

None

II. **ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES**

- A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.

The continuous strategic planning for the North County Campus is taken from a holistic approach, which includes areas such as budgets, design and implementation of direct student services, academic planning, continuing education and community programs, educational community partnerships, staffing needs, and community partnerships that continue to support the District's mission.

"Cuesta College is an inclusive institution that inspires a diverse student population to achieve their educational goals.

We effectively support students in their efforts to improve foundational skills, earn certificates or associate degrees, transfer to four-year institutions, and advance in the workforce.

Through innovative and challenging learning opportunities, Cuesta College enhances lives by promoting cultural, intellectual, personal, and professional growth. We prepare students to become engaged citizens in our increasingly complex communities and world."

- B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

Dr. Escobedo collaborates with various managers/leads from the respective institutional divisions to strategically design and implement projects respective to the North County Campus. The following are the projects that are aligned to the Institutional Goals.

Institutional Goal 1: Completion

Increase the rates of completion for degrees, certificates, and transfer-readiness overall for all students.

1) Student Success Center (Tutoring), Mid-Term Madness and Studythons (Finals):

The Student Success Centers are under the leadership of Que Dang, Director and Siboney Guardado, Associate Director at both the North County Campus and San Luis Obispo Campus. Leadership continues to ensure the students on the North County Campus are provided with equitable and comparable services in the planning and implementing of Fall and Spring Semester Mid-Term Madness and Studython. This service provides the students with the opportunity to receive enhanced tutoring support in preparation for their mid-terms and finals examinations.

The Student Success Center staff reports data for the North County Campus tutoring services is as follows: a total of **15,515 hours** (4,847 - Fall 2018; 4,722 - Spring 2019)

and 5,946 - Fall 2019) of tutoring services were provided and a total of **1,241 students unduplicated** (396 – Fall 2018, 361 – Spring 2019, and 484 – Fall 2019) received services. The students are assisted in 16 different subject areas across all various disciplines, such as: Art, Biology, Business, Chemistry, Criminal Justice, Communications, English, English as a Second Language, History, Nutrition, Paralegal, Political Science, Psychology, Sociology, and Spanish.

In addition, faculty members and Library staff participate during the Student Success Center in Mid-Term Madness and Studython to enhance student support services during this critical time when students need the additional student academic support enhance their learning.

2) Associate Degrees for Transfer (ADTs):



Cuesta's leadership continues to recognize that our North County students (current and future) have challenges in traveling to the San Luis Obispo Campus to obtain their college degree. The North County Campus Associate Degrees for Transfer provide an avenue for these students to obtain their community college degree.

Dr. Escobedo's continued collaboration with the North County Faculty Cluster Coordinators and the Assistant Superintendent/Vice President of Academic Affairs in ensuring the North County students have this continued opportunity to complete one of the six ADTs on the North County Campus. In Fall of 2016 the first edition of the six ADTs was implemented on the North County Campus. In Fall 2018, the second edition of the six ADTs was implemented and currently being offered at the North County Campus. The six ADTs are: Agriculture Plant Science, Business Administration, Communication Studies, Psychology, Sociology, and Administration of Justice. These six ADTs are designed to provide students the opportunity to complete the selected ADT within a two-year timeframe.

To date, Dr. Escobedo, North County Campus Faculty Cluster Coordinators, and the leadership in Academic Affairs are in the planning and design phase of the next edition of the ADTs that meet needs of the North County Campus students.

3) Academic Counseling:

Under the leadership of Glenda Moscoso and the counseling team multiple student workshops were designed and implemented with the goal of assisting students in their educational journey in completion of their certificate, associate degrees, and transfer-readiness. The following are examples of the workshops/events that were held on the North County Campus:



- Cougar Welcome Days
(Academic Counseling Workshops)
- Career Exploration
- Student Success Festivals (Information Booth/Counseling Support)
- CSU Application
- Transfer Application Assistant
- Classroom Presentations
- Back on Track
- Registration/Orientation

4) Student Life and Leadership and Cultural Center:

Dr. Antony Gutierrez, Student Life and Leadership Coordinator reports that a total of 4,222 students (1,423 Fall 2018; 1,367 Spring 2019; 1,432 Fall 2019) visited and received services at the Student Life and Leadership Office on the North County Campus

Allison Phelps, Cultural Center Activities Assistant, regularly schedules diverse student and community events on the North County Campus supported by Student Equity funds. The following are examples of various activities that have been held on the North County Campus:

Fall 2018

- Stop the Stigma Presentation and Resource Fair (Cultural Center)
- Constitution Day Voter Disenfranchisement Workshop (ASCC/Cultural Center)

- Day of the Dead (Cultural Center/Latina Leadership Network (LLN) Student Club)

Spring 2019

- Black Ink: The Power of African American Literature (Cultural Center)
- Recovery & Wellness: Growing Through Co-occurring Disorders (Cultural Center)
- Screening of Selma for Martin Luther King Day (Cultural Center)
- Screening of Latin History for Morons (Cultural Center/Book of the Year)

Fall 2019

- Cultural Center Open House (Cultural Center)
- Constitutional Controversies Debate Screen (ASCC/Cultural Center)
- Skull Making Party (Cultural Center/LLN Student Club)
- Día de Los Muertos Celebration (Cultural Center/LLN Student Club)
- Cultural Appropriation Discussion (Cultural Center/LLN Student Club)

Institutional Goal 2: Access

Increase student access to higher education.

The landscape of the North County Campus continues to change with the implementation of the Measure “L” projects, community support, and community partnerships. Dr. Escobedo’s continued collaborations with on and off campus leaders and community organizations has increased the visibility of the North County Campus. In addition, the great work that is being done by various campus programs and departments to ensure community-wide and student events are held on the North County Campus has provided consistency and awareness of what the North County Campus has to offer. The following is a snapshot of programming held on the campus.

1) Justin Winery Grant – North County Young Scholars Program:

Early access to higher education is key in preparing our youth to plan for their future careers. In January 2019, the grant proposal was submitted to Justin Winery for the implementation of the North County Young Scholars Program. Designed by Dr. Escobedo to host five career exploration events to middle school youth from the North County area wherein the youth would visit the North County Campus and participate in the events. To-date, three separate groups have participated in the Young Scholars Program; youth from the Mid Central Coast Boys and Girls Club - Paso Robles site, Shandon Middle School students, and youth from the Paso Robles Housing Authority Youthworks Program. The youth participated in workshops focused on careers, educational pathways to higher education, faculty lead sessions, how to pay for college, tips and tricks on how to be a successful student, and how teamwork and leadership impact being a successful student. The various groups participated in a campus tour and had the opportunity to have lunch in the North County Campus dining area along with college students. The youth completed a feedback survey regarding their experience and participation in the Young Scholars Program. The

following are some of the comments from the youth about their experience and what they learned:

- “There are programs that help you pay for college”.
- “I can take two years here and transfer to another college to get more than an associate’s degree.”
- “I liked the tour because it shows people what college has to offer to the students.”
- “I liked the library a lot because I love to read. Also, because it seems like a good place to do work.”
- “I learned Do’s & don’ts Do’s, as well as tips for college. I learned how even in tough situations you should continue perusing your dreams.”
- “Me gusto por las personas son amables y atentos y me gusto mucho todo el lugar.”
- “Me ayudaron a decidir mi destino”



2) Outreach:

Enhanced outreach (community-at-large) and in-reach (on campus awareness) were conducted during this reporting period. An established “Outreach” Office was created to address the need for comprehensive campus-wide outreach activities. Under the leadership of Jeffery Alexander, Outreach and Enrollment Services Director campus-wide events have continued to be strategically designed and implemented. The various outreach activities are designed as unified outreach strategies to represent the District as a team, those events are: Cougar Welcome Days, Connect@Cuesta, and Community and Resource Fair events on the North County Campus. These events brought together representatives from an array of areas (student services and academic affairs) to provide students the opportunity to apply, enroll, complete their financial aid package, information of campus and community support services, and

have the opportunity to speak to the faculty from the various departments represented at this event.

3) North County Campus Plant Sale:



Faculty Dean Harrell is the lead instructor for the North County Campus Agriculture Plant Science Facility. Mr. Harrell has continued with his hands-on approach in learning whereby he held his second annual "Plant Sale" event on the North County Campus and expanded this event to the San Luis Obispo campus. This brought students and community members to one event. All of the proceeds of the agriculture plant science event were designated to enhance the academic program.

Mr. Harrell and Troy Quimby, Lab Technician have continued to work in partnership to ensure the Agriculture Plant Science Facility continues to flourish and provide a dynamic place for students to learn the mechanics of agriculture. The lab compliments the theoretical learning they experience in the classroom. This past year, both Mr. Harrell and Mr. Quimby planted 50 vineyards on the site to compliment the new viticulture class.

4) Enhanced Outreach | Class Schedules:



In the summer of 2017, The Cuesta College Class Schedule project was spearheaded by Dr. Mark Sanchez, Vice President of Student Services and College Centers with the goal to brand Cuesta College and bring awareness of the educational opportunities available to the community.

The continued practice to provide the community with printed class schedules has been key to ensure the numerous community agencies, businesses, and school districts throughout the county continue to be aware of the opportunities and access to Cuesta College. In addition, the schedules are distributed across campus at the three institutional sites: San Luis Obispo Campus, North County Campus, and the South County Center at Arroyo Grande High School.

5) Student Health Services:



The new site for the Student Health Services is located in the Campus Center. The site now has two exam rooms, two offices for Mental Health counseling, and a front lobby area. During this reporting period, Nicole Johnson was appointed as the permanent Director of the Student Health Service Centers.

Under Ms. Johnson's leadership and her vision for growth and ensuring students and employees receive the services that are needed, the Student Health Centers has extended the hours of services, added a part-time bilingual (Spanish) therapist to meet the needs of the bilingual population, and the full-time Marriage and Family Therapist (MFT) is now part of the Student Health Services staff. Ms. Johnson continues to support staff professional development training to ensure staff are well-trained in a variety of areas. To name a few; trauma informed care training, sounds of healing for self-care, counseling in the era of equity, human trafficking, cresting a weight of a tolerant culture, and alcohol withdrawal management. In addition, educational events such as Mental Health First Aid and QPR (Suicide Prevention) with the Student Services Cluster were conducted. Lastly, Director Johnson and the MFT participate and are part of various community agencies to help connect students to additional health services within the community. The images below were taken at two activities that the Health Center sponsored: 1) The image on the bottom right was taken at the "Open House" held in 2019 fall semester, in the image there are

multiple students gathered and are eating lunch and 2) the image on the bottom left was taken at the “Journey of Hope” event held in partnership with Transitions Mental Health and Cuesta College, held on the North County Campus in February 2020 that focused on mental health matters. In the image a Mental Health Counselor is staffing an informational booth.



Ms. Johnson reports the Student Health Center provided services to **514** students (duplicated) health services (156-Fall 2018; 157-Spring 2019; and 201-Fall 2019). A total of **223** students (unduplicated) served (87-Fall 2018; 67-Spring 2019; and 99-Fall 2019). Conducted a total of 14 health education presentations and outreach on the North County Campus. The staff collaborated with both on and off campus community partners and participated in 14 campus events, to name a few: Welcome Cougar Days, NCC Blood Drive, Flu Vaccine Open Clinics, Great American smoke out/Tobacco Education, and Talk Saves Lives (Suicide Prevention) training.

6) Veterans Center:

The North County Campus Veterans Center opened its doors in fall 2018. This new site brought the opportunity for veteran students who are attending the North County Campus a place where they can find support and a place to connect and network with other veteran students. The Veterans Center is adjacent to the Student Health Services and Student Life and Leadership Offices. This provides the students easy access to additional support services and campus engagement activities. In the 2019 fall semester the Veterans Center held its first annual Veterans BBQ where they raised slightly over \$700. In addition, veteran community members from the Paso Robles Veterans Center came out to support the college veteran students.



7) Book of the Year | Student Equity:

The annual book of the year event sponsored and lead by the Library staff had its second event on the North County Campus. In spring 2019, the campus community and community-at-large had the opportunity to meet and hear Ana Castillo, the renowned author of *Black Dove: Mamá, Mi'Jo and Me*, about the life of a writer and what inspires her to write.

Cuesta College 2019 Book of the Year Presents
In partnership with SLO County Public Library SLO Reads Program

Ana Castillo

AUTHOR OF BLACK DOVE: MAMÁ, MI'JO AND ME

Lecture and book signing
Tuesday March 5, 2019 | 5-7PM

Q&A Student Events with Ana Castillo
Tuesday, March 5, 2019

North County Campus	San Luis Obispo Campus
Learning Resource Center	Building 5400
Dallons Hall, N3102	Room 5401
10:00 a.m. – 11:00 a.m.	1:30 p.m. – 3:00 p.m.

8) Book Club | Library:

Dr. Rachael Barnett, English Faculty member has continued to hold “book club” meetings on the North County Campus to provide staff and faculty the opportunity to have dialogue on the content of the respective book, interpretations of the readings, and in-depth discussions on social justice issues. In spring 2019, the book club read *A Mercy*, by Toni Morrison and in fall 2019, *Ceremony*, by Leslie Marmon Silko.

9) Campus Center:

In May 2018, the new North County Campus Center opened its doors to the public. This new educational site was made possible by the Measure “L” Bond. The Campus Center houses multiple key departments that directly impact the students’ and community access to education. The Campus Center has become one of the central areas where the students and community can receive seamless assistance – whether they are enrolling in courses or needing guidance on getting started with their educational journey. The comprehensive student support services are as follows: Academic Counseling, Enrollment Services (Admissions and Records), CaFE Center, Financial Aid, Monarch Center (Dreamer Center), Assessment, Continuing Education, Bookstore, Student Health Services; Student Life and Leadership and Cultural Center; Campus Police, Campus Dining, Cuesta Bookstore, Veterans Center, Cashier’s Office, and the Dean’s Office.



In addition, there are two multi-purpose classrooms located on the second floor, and art classroom on the first floor, as well as a workroom for faculty, and staff. There are also two conference rooms (one on the first floor and one on the second floor) to provide opportunities for on and off campus meetings and/or events. The campus community has utilized the Campus Center to host various department programs and community meetings. In addition, the monthly Food Bank distributions are held in front of the Campus Center for the campus and community-at-large, yet another opportunity to showcase the direct services they have available to them.

The Dean’s Office is now located in the Campus Center, which has provided the students, campus community, and community members easy access to Dr. Escobedo for support and guidance on the matters that impact them, the operations of the North County Campus and the District. These matters are not exclusive, but many times are inter-related and having the Dean readily accessible is instrumental in the overall support and guidance that is provided to all of the stakeholders.

Institutional Goal 3: Partnerships

Develop and Sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, businesses, and industries.

1) Educational | Civic Organization Partnerships:

Dr. Escobedo, Dean, North County Campus and South County Center, has continued her partnerships with various community and educational entities during this reporting period, such as participation in the Paso Robles/City/Cuesta quarterly meetings lead by the Paso Robles School District Superintendent. Dr. Escobedo is currently a Board Member of the Paso Robles Hispanic Business Association, Board Member for the Mid Central County Boys and Girls Club, is part of the community group known as "Paying It Forward", and most recently was appointment as a Commissioner for the San Luis Obispo County Commission on the Status of Women. In addition, continued the partnership with the Paso Robles High School Career Counseling Office in the planning and implementation of the "College Career Day" held on the North County Campus for the last three years, focused on junior and senior high school students. Finally, Dr. Escobedo continuously participates in multiple community activities held by different community groups with the goal of keeping Cuesta College at the forefront of the community.

2) YMCA | College Day Event:

In partnership with the Dr. Escobedo, Wes Martin, Community Programs and staff from YMCA, the second annual Summer Day Camp was held in August of 2019. Approximately 25 young children from the YMCA participated in a one-day college day event on the North County Campus. The youth participated in various Science, Technology, Engineering, and Math (STEM), Art, and Plant Science activities. The activities were led by a combination of Cuesta faculty and staff and YMCA staff.

3) North County Campus Ambassadors:

Dr. Escobedo continues to work with community members known as the North County Campus Ambassadors. These NCC Ambassadors are strong advocates for higher education with Cuesta College at the forefront. This group of community and board members have a long-standing history in the support they provide to the North County Campus; some of these individuals were even at the forefront of the development of the North County Campus and are still long-time residents of the North County.

- **Meet and Greet (Fall and Spring Semesters)**

A welcoming event held for students at the beginning of each semester. Ambassadors volunteer their time during the first week of each semester to provide information to students and welcome them to the college. This past year, Ms. Amy Pike, Administrative Assistant organized these events.

- Holiday Gift Giving (December)



In addition, the NCC Ambassadors work directly with some of the institution’s student support programs (i.e. Veterans Center, CARE, and Extended Opportunity Programs and Services) to provide holiday gifts for 16 students and their families. The leads from the respective student support programs identify students and their children who need support during the holiday season. This event has been a long-standing tradition for the North County Campus. In addition, the “Paying It Forward” community group joined the “Gift Giving” project and provided funds to ensure two additional Cuesta students and their families (spouse and children) had something to unwrap on the holidays. As a result, as noted above 16 Cuesta students and their family had a joyous holiday.

4) **Campus Police and Paso Robles Police Department Partnership:**



Chief Bryan Millard collaborates and has a long-standing agreement with the Chief of Police from Paso Robles Police Department for support to the North County Campus when needed.

For example, when all of the Cuesta Police Officers are in trainings, the Paso Police Department is ready and available to respond to emergency needs of the Campus. In partnership with Chief Millard and the Dean’s Office, the continued practice of campus-wide participation in the “Great California Shakeout” has provided the campus community the ability to practice the protocols when such an emergency arises. In addition, the Campus Police Office held the “911 Remembrance” on both

campuses. One of our North County Campus veteran students was the lead for this event and read the summary of the events that took part on this tragic day and to remember those who lost their lives on “September 11”.



5) Cuesta College Food Pantry and San Luis Obispo Food Bank:

Cuesta College established a partnership with the San Luis Obispo Food Bank to provide support to the campus and local community with monthly food services; this partnership continued during this reporting period. A total of 804 (community and students) utilized this service on the North County. The project lead is Dr. Anthony Gutierrez, Coordinator of Student Life and Leadership in partnership with staff from various offices from the North County Campus. In addition, a total of 4,888 students (1,348 Fall 2018; 1,542 Spring 2018; and 1,998 Fall 2019) utilized the Cuesta “Food Pantry Services”. It is important for the college to continue providing this service to all of our students, thereby, supporting their educational goal.

6) Third Annual Paso Robles High School Career Day:

In March 2019, the North County Campus hosted the third annual Paso Robles High School and Cuesta College Career Day. This is a partnership between Dr. Escobedo, Dean and Heather Gillis, Career Counselor from Paso Robles High School.

The event is designed to provide junior and senior high school students the opportunity to attend career exploration workshops facilitated by various community professionals and Cuesta faculty members. To enhance the students’ knowledge of the various careers the students expressed an interest in pursuing.

Approximately 280 students had the opportunity to participate in three separate career exploration workshops, to learn about the admissions application process for Cuesta College, Cuesta College Promise opportunity, and the experience of being on a college campus. The partnership continues as the third annual event is currently in its planning stages and scheduled for April 24, 2020.

Institutional Goal 4: Facilities and Technology

Integrate and improve facilities and technology to support student learning and the innovations needed to serve its diverse communities.

1) R & B Shultz Early Childhood Education Center:



The Early Childhood Education project is part of the second phase of the Measure “L” Bond passed in November of 2014. After a generous contribution by the Shultz Family, the Early Childhood Education Building is now known as the “Shultz Early Childhood Education (ECE) Center”.

The ECE building is approximately 11,000 square feet. The location will have an outdoor play area that is approximately 12,000 square feet and will include a covered area on the backside of the main building that will provide the children an outdoor play area on those rainy and warm days. The areas will have two levels of care – one for preschool age and the other for toddlers. Finally, the site will have two exterior storage buildings for each of the play areas.



In fall 2018, the Board of Trustees selected the contractor for this project. Soon after the contract was approved, the construction company began its implementation of the contract, whereby the area was fenced off, contractor/construction modular buildings were placed within the designated site, and the community can visually see the next phase of Measure “L” Bond project.



The Shultz Early Childhood Center had its groundbreaking event on February 1, 2019 with the goal to be completed by the end of the 2020 fall semester, and fully operational at the beginning of the 2021 spring semester.

This site will increase the student childcare capacity and provide additional hands-on learning opportunities for Cuesta students enrolled in the Early Childhood Program.

Digital Signage:

The North County Campus continues to utilize its nine digital signage screens across campus, and these are located in the area of the Schwartz Learning Resource Center, Patricia D. Fox Building, and Campus Center. In collaboration with the Marketing Department, protocols and procedures were developed to ensure all signage met the District standards.

The digital signage has provided the venue to publicize campus-wide and North County Campus specific events and notices to the campus community. Since March 2019, over 100 campus events and notices have been publicized for the community to take notice of upcoming events and services. It is important to note that some of the notices are now being posted in Spanish and English. The following are examples of the postings by the respective department and activity:

<u>DEPARTMENT</u>	<u>ACTIVITY</u>
• Continuing Education	GED Certification & CBEST Testing
• Kinesiology	Promotion Fitness Classes
• Monarch Center	Latinx Teaching Experience
• Student Health Center	Journey of Hope/Resource Fair
• NCC Library	Pop-In: Conversations with Instructors
• Student Success Center	Mid-Term Madness & Finals Studythons
• Veterans Center	Veterans BBQ Fundraising Event

2) External Grants:

Janet Sheppard, Director of Grant Development for Foundation and Advancement, continues to be instrumental in working with the various divisions across campus to

identify the unmet student and divisions needs that need external funding. The grants are typically designed to either pilot programs (academic and student services) as a starting point with the goal to scale for implementation. Currently, there are 14 grants that are funded by various funding sources, which are currently in full implementation. The following are a list of some of the grants currently supporting the college's mission on student success:

- | | |
|--|----------------------------------|
| • California Apprenticeship Initiative | Funding: CCCCCO |
| • Award for Innovation – Dual Enrollment | Funding: CA Dept. of Finance |
| • Smoke and Tobacco Free Campus | Funding: CA Dept. of Justice |
| • Teacher Pathways | Funding: U.S. Dept. of Ed. – HSI |
| • Agriculture Guided Pathways/Latinx | Funding: U.S. Dept. of Ed. – HSI |
| • STEM Education | Funding: NSF |
| • Promise Scholars Program Replication | Funding: CCCCCO/San Mateo |
| • CCC Veterans Resource Center Program | Funding: CCCCCO |

ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research and Assessment website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

A. Data Summary

- Describe data collection tool(s) used.

The information noted outlines the peaks and valleys in the campus data. The various data points that are tracked and are key in the strategic planning for the North County Campus. Such areas include, but are not limited to, outreach strategies and activities, student engagement, faculty needs, staffing needs, student services, and facilities support. In addition, working with the Academic Affairs leadership in identifying the courses and scheduling for the North County Campus. Finally, it is important to continue working with the community partners to identify the needs of the business entities.

The following is the North County Campus data retrieved from the Institutional Research Office website for the various categories of as outlined below.

**North County Campus
Headcount, Sections, Full-Time/Part-Time Status, Credit Status & FTES**

	2018 Fall	2019 Spring	2019 Fall
Headcount	3,475	2,574	3,426
Sections	261	182	266
Full-Time Students	642	540	569
Part-Time Students	2,833	1,440	2857
Non-Credit	507	594	575
Credit	2,968	1,980	2,851
FTES	733.5	441.6	749.1

Source: Cuesta College Institutional Research Office website

It is important to note the respective departments/offices within the District collect their own data, such as the Enrollment Services, Financial Aid, Counseling Office, Student Success Centers, Student Life and Leadership Office and Cultural Center, amongst other departments. The following are examples of two departments who are track and use data to plan for staffing efficiency, staffing needs, and department budgets.

Counseling Office Data:

The Counseling Office tracks and collects data on the number of students being served across the District. The following are the student counseling services provided on the North County Campus utilizing the SARS program:

- Fall 2018 = 1,073 students (670 walk-ins, 403 appointments)
- Spring 2019 = 912 students (572 walk-ins, 340 appointments)
- Summer 2019 = 408 students (232 walk-ins, 176 appointments)
- Fall 2019 = 1,122 students (662 walk-ins, 460 appointments)

Financial Aid Office Data:

The Financial Aid Office tracks and collects data on the number of students being served across the District. The following are the student services provided on the North County Campus utilizing the SARS program:

- Fall 2018: 842

Spring 2019: 806
Summer 2019: 243
Fall 2019: 733

- Include updates to program data results from the previous year, if any.

It is important to keep at the forefront the results from the RP Group Research: Cuesta College Student Focus Group highlights as outlined their report as the college continues to develop strategies to address the needs of students in course scheduling, student support services, associate degrees for the North County Campus.

B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.

Institutional Data:

The institutional data demonstrates enrollment trends are higher in the fall semesters; increased enrollment with the part-time students; a decrease in course offerings in the spring semesters; and growth in enrollment in the non-credit courses. These data points are key to strategic planning in academic programs and North County Campus overall program services. In addition, the campus leadership has been tracking the trends to identify various strategies to increase enrollment, such as reviewing the days and times of when courses are offered, explore offering a more robust course offerings in the evenings, Fridays and Saturdays, and adding hybrid courses that provide students taking distance education courses access to student support services.

The various departments, such as Financial Aid, Counseling, Student Life and Leadership, Cultural Center, Veterans Center as well all the other departments under the Student Services and College Centers, track their respective data to manage staff needs, determine peak times of services, identify the need for additional staffing and to continuously look for strategies to streamline their services that benefit the students.

- Identify areas if any that may need improvement for program quality and growth.

In the previous two years several, surveys have been implemented that deliver the District with valuable data and recommendations from the student and the community that provide the District with information when developing strategies for growth and addressing the needs of students for the North County Campus. These areas include, but are not limited to, course scheduling, student support services, and identifying which associate for degrees to offer on the North County Campus.

- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the [Resource Plan Worksheets](#).

None

III. ANNUAL PROGRAM OUTCOMES (ASOs AND SSOs), ASSESSMENT AND IMPROVEMENTS

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

- A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

The Student Learning Outcomes Assessments from last year have been reviewed and the following changes were made.

Student Learning Outcome 6: This outcome has been revised to every two years. The Dean will continue to work with Academic Affairs leadership in reviewing courses that will provide students the opportunity to achieve the certificates advertised for the site.

Student Learning Outcome 7: This outcome has been revised to continuously work with the Institutional Research Office to embed the North County Campus in all of the student satisfactory surveys that are implemented to continue to capture the needs of the North County Campus community.

Student Learning Outcome 9: This outcome is removed – the site no longer has modular buildings to be used for the intended purposes as outlined in the original SLOs.

- B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the [Resource Plan Worksheets](#) and review the Resource Allocation Rubric.

Refer to North County Campus Resource Plan.

IV. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

- A. Student and staff demographic changes

The College continues to track the student demographics to ensure current and best practices are designed and implemented to assist students in their success in their educational journey. It is noted that the staff/faculty demographics are still not changing at the same pace of the student demographics across the service area, but measures to hire staff and faculty to mirror the student demographics are at the forefront of hiring practices. An increase in staff/faculty development opportunities focused on diversity matters, equity, implicit bias, and Equal Opportunity Employment (EEO) trainings have been implemented during this reporting period. The EEO and Implicit Bias Trainings are now combined to meet the EEO requirements and create a space for dialogue on Implicit Bias overall hiring practices.

B. Community economic changes – workforce demands

As the District continues to develop academic programs, it is important to keep abreast of the economic changes and workforce demands. In addition, as the new “Trades and Technology” Building is being designed during the fourth issuance of Measure “L” Bond, it is important for the planning for this new site that it have the academic programs that are relevant to the economic changes and workforce demands of the future.

C. Role of technology for information, service delivery and data retrieval

The North County Campus community (students, staff, and faculty) have access to WiFi throughout the campus. WiFi capabilities are within the four buildings on the campus – Schwartz Learning Resource Center, Campus Center, Patricia Fox Building, and the Math Annex Building. The next steps would be to ensure that the campus community have WiFi across all areas of the campus.

D. Providing service to multiple off-campus sites

Dr. Maria Escobedo, Dean of the North County Campus and Dr. Mark Sanchez, Vice President of Student Services and College Centers continue to work with all divisions across the District in ensuring the North County Campus continues to receive comparable and equitable services.

E. Anticipated staffing changes/retirements

The Faculty Support staff has recently submitted her letter of retirement effective in June 2020. It is important to note that she provides support to all of the faculty on the North County Campus. In addition, she is responsible for multiple duties that impact the following, but not limited to: managing classrooms/scheduling, classrooms scheduled for off campus instruction (credit courses), clerical duties, test proctoring, and tracking classroom usage. Replacement of this position is critical in supporting needs of the faculty on the North County Campus.

V. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit Plan). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel

It is important to note that a second Police Officer is needed as the North County Campus continues to grow. The R & B Shultz Early Childhood Education Center (ECE) is scheduled to open in the 2021 Spring semester, adding additional responsibility for campus safety. The ECE is scheduled to increase in the number of children being served and who will be on campus. This new ECE Building will add approximately 23,000 square feet (11,000 square feet for the ECE Building and 12,000 square feet for the outdoor areas) where services are going to be provided. Cuesta College leadership and Chief of Police Bryan Millard keep safety at the forefront of the services provided at the District. As the District plans for the opening of this new site, an additional police officer would be of great benefit to the District.

B. Equipment/furniture (other than technology)/C. Technology, and D. Facilities:

Dr. Escobedo collaborates with the North County Campus Cluster Coordinator to work together as one unit to identify the needs for the North County Campus. Each cluster coordinator is provided the opportunity to submit their respective cluster requests to be added to the North County Campus Resource Plan. Dr. Elizabeth Lobo was the only North County Campus Cluster Coordinator who provided information on the identified needs for her cluster. These areas are in Equipment, Technology, and Facilities and are all distinguished in the NCC Resource Plan Worksheets.

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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STUDENT SERVICES

STUDENT LEARNING OUTCOMES ASSESSMENT CYCLE

(This form is to be submitted to the Vice President Student Services and College Centers annually, by June 30th, for inclusion in the Student Services Assessment Report. It is anticipated that Student Services programs will have multiple outcomes and that each outcome will be measured twice in the period between CPPR's – Comprehensive Program Planning and Review)

Service Program: **North County Campus**

Date: **March 2, 2020**

Year of last Comprehensive Program Planning & Review (CPPR): 2017-2018 completed in Spring 2018

Year for next scheduled CPPR: 2022-2023 to be completed in Spring 2023

Program Outcome	Assessment Year
1. The North County Campus will meet, at minimum, the standard for an educational center as defined by CPEC and will generate the FTES required by the Chancellor's Office for Center funding – as evidenced by maintaining an on-site administration (not a president, chancellor or superintendent) offering programs leading to certificates or degrees to be conferred by the parent institution and achieving the minimum of 1,000 FTES annually.	Annual
2. Students, staff and faculty will have access to appropriate levels of instructional and student support services on the North County Campus.	2012-2013 and 2015-2016 Annual
3. Students on the North County Campus will demonstrate annual improvement in courses success rates as evidenced by Research Office data entitled <i>Annual Course Success Rates by Educational Region.</i>	2013-2014 and 2016-2017 Removed (2018)
4. Students on the North County Campus will be able to complete all courses necessary to achieve a Liberal Arts (Transfer) Social and Behavioral Sciences A.A. degree within a two-year period as evidenced by course scheduling. Revision: The Dean will work collaboratively with the Vice President of Academic Affairs and Academic Deans to identify associate degrees for transfer that	2014-2015 and 2017-2018 (Not Assessed in 2014-2015 as a transition year to ADTs).

students can achieve at the North County Campus. Potential ADTs identified have been identified as Psychology, Communication Studies, and Sociology.	
5. Students on the North County Campus will be able to complete all courses necessary to achieve the designated AA/AS advertised for the site as evidenced by course scheduling. Revision: The Dean will track all courses offered at the North County Campus and work with the Academic Deans to schedule courses that will provide students the opportunity to achieve the designated AA/AS advertised for the site as evidenced by course scheduling.	2014-2015 and 2017-2018
6. Students on the North County Campus will be able to complete all courses necessary to achieve the certificates advertised for the site as evidenced by course scheduling. Revision: The Dean will track all courses offered at the North County Campus and work with the Academic Deans to schedule courses that will provide students the opportunity to achieve the certificates advertised for the site as evidenced by course scheduling.	2014-2015 and 2017 – 2018 Revised: Every two years
7. Students will receive Student Services support to meet demand, as developed for the District and deployed to all instructional sites as evidenced by an inventory of services available and by the results of student satisfaction surveys. Revision: The goal is to work with the Institutional Research Office to develop a student satisfactory survey that will capture the needs of the community and services the campus can provide. Revision: To continue to work with the Institutional Research Office to embed North County Campus in all of the student satisfactory surveys to continue to capture the needs of the North County Campus community.	2012-2013 and 2015-2016 Revised: 2016-2017 Revised/Continous: 2019-2020
8. Facilities brought online for the North County Campus reflect an operational approach developed through the collaborative thinking of all departments within the facility as evidenced by multi-department meetings to plan and evaluate the outcome.	2013-2014 and 2016-2017
9. Secondary use of the existing modular buildings will optimize resources and enhance service delivery to students as evidenced by multi-department meetings to plan and evaluate outcomes and by the results of student satisfaction surveys.	2013-2014 and 2016-2017 Removed (2018)

Assessment Cycle modified from prior year? Yes No

If yes, describe the modification and reason for the change:

- 1. Student Learning Outcome 1: Revise to annual review in order to track the benchmark of 1,000 FTES established for the North County Campus.**

2. **Student Learning Outcome 6:** This outcome has been revised to every two years. The Dean will continue to work with the Academic Affairs leadership in reviewing courses that will provide students the opportunity to achieve the certificates advertised for the site.
3. **Student Learning Outcome 7:** This outcome has been revised to continuously work with the Institutional Research Office to embed the North County Campus in all of the student satisfactory surveys that are implemented to continue to capture the needs of the North County Campus community.
4. **Student Learning Outcome 9:** This outcome is removed s the site no longer had modular buildings.