

Student Services for Distance Education

The following chart represents the services provided to students, the location of delivery, (San Luis Obispo, North County campus, South County Center, and online) a description of the services provided, and the method of needs assessment and evaluation of services including online and off-site services.

Admissions and Records					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Bilingual online admission application Majority of forms available online and can be submitted by email, mail, fax, or in-person All sites have bilingual A&R staff. MyCuesta makes A&R info, records, etc. available 24/7 to students regardless of location. Extended evening hours at South County and North County sites Catalog and Schedule of Classes available online Enrollment priorities are aligned with state education codes and local board policies to ensure access to special populations. Online "Waitlist" implemented in summer 2012 	<ul style="list-style-type: none"> Annual Program Planning Review Worksheet completed based on review of data such as: MIS Data, Institution Repeat Stats, Transcript Request Stats Student Services Assessment Surveys Department has established Student Learning Outcomes that are assessed annually. A&R Annual Assessment Cycle
Financial Aid					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> All sites have financial aid staff available. Extensive online resources. Financial Aid applications, forms, can all be accessed online for DE students. Students can call, email, or visit offices. Outreach to students and prospective students including bilingual workshops. myCuesta provides immediate access to financial aid information, including outstanding forms and updates on award status. 	<ul style="list-style-type: none"> Completes Annual Program Planning Review Comprehensive Program Plan and Review Five-Year Assessment Cycles Department has established Student Learning Outcomes that are assessed annually. FAFSA Lab pre-post tests

				<ul style="list-style-type: none"> Financial Aid TV via department website offers educational videos in Spanish and English 24/7. Utilizes social media (Facebook) to publicize events. 	
Student Health Center					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Students on the San Luis Obispo Campus and the North County Campus are charged Student Health fees and are provided with walk-in basic primary care services and mental health counseling. (fee not collected for Distance Education, South County or off-campus courses) First aid, STI and HIV testing in San Luis Obispo and North County. Extensive listing of community online resources available to all students including South County and Distance Education students. Workshops and classroom presentations hosted. 	<ul style="list-style-type: none"> Annual Program Planning Review Comprehensive Program Plan and Review Five-Year Assessment Cycles Department has established Student Learning Outcomes that are assessed annually. Data: Statistics compiled yearly from the Student Health Center Uniform Statistics Reporting Form. Health Services End of Year Report
Extended Opportunity Program and Services (EOPS) and Cooperative Agencies Resources for Education (CARE)					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	limited	Y	<ul style="list-style-type: none"> Physical offices at San Luis Obispo and North County campuses The district provides general counseling in South County by the same individual who provides EOPS counseling in SLO. Provides specialized mandatory orientation for program participants Hosts Retention Workshops for at-risk students Academic Counseling contacts are provided by academic counselors specially funded by EOPS. Staff provides academic monitoring of participants: Progress Reports, etc. Provides book vouchers and access to a lending library for participants Provides student lounge study area, computer and printer access, and access to food pantry Access to emergency resources such as transportation vouchers, school supplies, and seasonal giveaways 	<ul style="list-style-type: none"> Annual Program Planning Review Department has established Student Learning Outcomes that are assessed annually. Student Learning Outcomes Survey EOPS/CARE reports for the Chancellor's Office including MIS data.

English as a Second Language Outreach					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> All sites have ESL Outreach presence. ESL Outreach specialists provide support services such as new student orientations, assistance with CCCApply, assistance with Financial Aid applications, advising, retention visits, and event support. Distance Education students can access ESL program info online. 	<ul style="list-style-type: none"> Student Learning Outcomes Enrollment data by site Retention data by site
Library					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> The Library provides many digital resources to students, which can be accessed any time, from anywhere. These include more than 12,000 e-books, journal databases covering all subject areas, and course and subject guides to assist with research strategies. Librarians are available via email and telephone to support students who are not on campus. Librarians hold South County Center office hours. Library facilities at San Luis Obispo and North County campuses. Librarian provides research/reference assistance at the South County Center. 	<ul style="list-style-type: none"> California Community Colleges Chancellor's Office Annual Distance Education Survey Usage statistics for books read and journals accessed drive collection development processes. Library gate counts and surveys are used to collect information from library users. For example, after budget cuts, users were surveyed to help guide hours of operation. Library collects statistics from forms such as the Information Assistance Form for reference librarians on duty. Based on this data, materials are added depending on class assignments. For example, materials have been added to supplement for multicultural health class assignments.
CalWorks					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> CalWORKs is a comprehensive program providing vocational training, employment services, academic and career counseling, and supportive services for CalWORKs students. Direct services are provided at both San Luis Obispo and North County campuses. Services for Distance Education and South County Center students can be coordinated by mail and e-mail if coming to campus is not possible. Staff visits regional San Luis Obispo 	<ul style="list-style-type: none"> Annual Program Planning Review Department has established Student Learning Outcomes that are assessed annually. CalWORKS reports to the Chancellor's Office including MIS data.

				County Department of Social Services offices to coordinate services to students and conduct outreach orientations for potential students.	
Counseling					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Provides academic and career counseling to all students at all sites by appointment or walk-in Phone and email appointments are available to students out of the area. Newly released on-line "Chat" available to all students Spring 2014, for general counseling inquiries. Online and in-person orientation programs with specialized orientation programs for local high school graduates Robust website with curriculum info, Smart Q&A, etc. 	<ul style="list-style-type: none"> Annual Program Planning Review Comprehensive Program Plan and Review Five-Year Assessment Cycles Department has established Student Learning Outcomes that are assessed annually. Since implementing online orientation, have seen numbers increase from 470 students completing orientation in 2007-2008 to 5,203 students completing in 2009-2010 and 7,016 completing in 2011-2012 Counselors are assessed annually via faculty evaluation procedures. Utilizes SARS Grid to track appointments at all sites. North County Counseling data for appointment requests are tracked for North County campus executive dean weekly; this is communicated to director of Counseling for action as needed.
Disabled Student Programs and Services (DSPS)					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Offices on North County and San Luis Obispo campuses Services and appointments are available at South County Center by request. Provides adaptive equipment, alternative formats, assessment for learning disabilities, assistive technology, classroom support, instructional support, and testing services. Appointments for Student Education Contacts can be done over the phone. Website boasts extensive resources and information. Distance Education students are accommodated as needed. Once 	<ul style="list-style-type: none"> Annual Program Planning Review Department has established Student Learning Outcomes that are assessed annually. DSPS reports for the Chancellor's Office including MIS data.

				students self-identify to instructor, faculty will contact DSPS about how to provide accommodations needed. DSPS staff provides technical support.	
Career Connections					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Centers at San Luis Obispo and North County campuses Provide job search educational workshops, trainings, and job/internship listings Online career resources Annual job fairs in South County and North County Newly expanded services at North County campus 	<ul style="list-style-type: none"> Annual Program Planning Review Department has established Student Learning Outcomes that are assessed annually. Department uses surveys, interview data, and evaluation of student portfolio documents to assess services and Student Learning Outcomes.
Assessment					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Assessments are regularly scheduled at all three sites to accommodate growth at North and South end of county. Assessments are available on a walk-in basis with evening hours. Increased testing during registration periods. Proctoring services available. DSPS accommodations available as needed. Distance Education and out-of-area students can assess at any California Community College and submit results for evaluation. Saturday testing available for local high school students on campus or at high school site. Test results are provided via myCuesta email within one to two days regardless of assessment site. Math and English assessments are available online and may be proctored for students by other institutions around the world using Accuplacer. 	<ul style="list-style-type: none"> Annual Program Planning Review Comprehensive Program Plan and Review Five-Year Assessment Cycles Department has established Student Learning Outcomes that are assessed annually.
Student Life and Leadership					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Student Life and Leadership coordinates the Associated Students 	<ul style="list-style-type: none"> Annual Program Planning Review Comprehensive Program Plan and Review

				<p>of Cuesta College (ASCC) program.</p> <ul style="list-style-type: none"> • Special events for students conducted at all sites – San Luis Obispo, North County and South County. • ASCC election voting is available online for all students. • All students have access to a robust website including resources, housing listings, ASCC club forms and policies, club contact info, department hours, etc. Facebook and Twitter accounts are used for publicity. • ASCC Senate meetings are available via Polycom video conferencing to North County campus students. • An ASCC Picture ID office at the North County and San Luis Obispo campuses. • ASCC staffs a Social Club in San Luis Obispo. 	<p>Five-Year Assessment Cycles</p> <ul style="list-style-type: none"> • Student Learning Outcomes for leadership course • Tracking of website traffic and most used features • Online services are assessed by web analytics. • Pre- and post- leadership surveys for Leadership 262 course • Post-event evaluations
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Transfer and Career Center					
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SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> • Transfer and Career Center in San Luis Obispo • Self-service library and computers are available at North County campus. • Hosts transfer days and college admission representatives • Offers the Eureka career information system. • Study abroad information and other transfer resources available online • Phone appointments and email responses available. 	<ul style="list-style-type: none"> • Annual Program Planning Review • Comprehensive Program Plan and Review Five-Year Assessment Cycles • Department has established Student Learning Outcomes that are assessed annually. • Assessment: San Luis Obispo Transfer Center surveys

Veterans Services					
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SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> • Veterans Center on San Luis Obispo campus • Veterans affairs officer holds office hours on North County campus twice per month. • South County students can access information online. • Provides priority registration for veterans • Certifies veterans every semester for benefits eligibility. Veteran certification process can be done in 	<ul style="list-style-type: none"> • Annual Program Planning Review Worksheet completed within Admissions and Records • Veteran student surveys • Department has established Student Learning Outcomes that are assessed annually.

				<p>person or over the phone.</p> <ul style="list-style-type: none"> Selected forms can be accessed online. Access to online resources (links, etc.) is available for all students and the general public via department website. Admissions and Records support staff are located at the South County Center and North County campus to provide referrals and information regarding the Veterans Center. 	
Bookstore					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Bookstore operation supports the educational needs of students, staff and the local community with textbooks, textbook rentals, study guides, schools supplies, and many other items that support one's academic career and school spirit. The bookstore also provides a full-service website. Bookstore services are available at all sites and online. 	<ul style="list-style-type: none"> Bookstore Administrative Services Outcomes Assessment Summaries Documents
Cashier					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Cashier services are available at all three sites and online. 	<ul style="list-style-type: none"> Administrative Service Outcomes
Public Safety					
SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	N / A	<ul style="list-style-type: none"> Public Safety has offices on North County and San Luis Obispo campuses. South County Center is covered by local law enforcement. Radios are available to all staff at North County and South County sites. "Panic Buttons" recently installed at North County campus. SLOCCCD Police Chief makes visits to South County Center and executive dean collaborates with local law enforcement for additional community patrol. Collaborate with Disabled Student Program and Services for students with special accommodation needs 	<ul style="list-style-type: none"> Administrative Services Outcomes Clery Act information Regular visits to North County campus staff meetings and collaboration with Exec. Dean regarding safety coverage for South County.

				<p>such as assistance moving around campus due to injuries such as a broken leg, etc.</p> <ul style="list-style-type: none"> Information is available by web or via Alert U for students regardless of physical location 	
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Student Success Centers					
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SLO	NC	SC	DE	Services to Students	Method of Needs Assessment and Service Evaluation
Y	Y	Y	Y	<ul style="list-style-type: none"> Academic Tutoring Writing Center Support Mathematics Lab Academic Support Lab, hosting Plato Software Workshop DVDs Workshop Series on Success 	<ul style="list-style-type: none"> Student Request form Student Survey, Spring 2013 Evaluation process for all areas completed after services are received