



Program Review All Fields

Student Services - Fresh Success - 2023 - 2024

Main

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Overview

Academic Year 2023 - 2024

Originator Gutierrez, Annette

Division Non-Instructional Admin Units

Department Student Services

Program Fresh Success

Program Type Student Services

Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Contributor

- Cisneros, Carina
- Olvera, Olga
- Zamora, Ozzy

Program Mission and Accomplishments

Gavilan College Mission Statement

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

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

Fresh Success was established in June 2016 where Gavilan was the first California Community College to launch the CalFresh Employment and Training (E&T) program. Fresh Success is a federally funded program designed to increase the employability of CalFresh recipients through credit, non-credit, and community education career education pathways. Specifically, at Gavilan we currently are authorized to serve eligible CalFresh recipients who live in Santa Clara and San Benito Counties.

Gavilan College's CalWORKs team consists of one full-time tenure Counseling Faculty, one full-time Program Specialist, one full-time Office Assistant, and a full-time Director of Basic Needs & Success. These positions are partially funded by Fresh Success reimbursements as well as CalWORKs program funding streams. The

braiding of funding allows for year-round support and access to services for Fresh Success students.

The Fresh Success program supports students through the following services: onboarding assistance, program intake and assessment for needs and services, resource referrals, educational planning and development, career advising, textbook, ancillary, transportation, housing, utility, vehicle repair, and technology assistance, job readiness support, case conferencing and individualized case management.

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. **Based on feedback from the initial program plan we aligned our goals and outcomes to Fresh Success program outcomes which are tied to students completing their educational goal and obtaining employment.**
- 2.
- 3.

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

Over the last three years we have focused on (1) increasing outreach and retention efforts due to the great loss of student enrollment during COVID (2) maintaining virtual and in-person student appointment opportunities in Gilroy and Hollister locations and (3) maintaining the online community via iLearn.

During the 2022-2023 academic year, we began to bring back in-person student meetings and student success workshops.

Student and Program Outcomes

College Goal for Student Achievement

The following questions refer to data regarding student achievement.

Success

The following questions refer to data regarding student achievement.

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

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

Path: Tableau - Program Review/ Equity - D3. Course Rates by Unit

86% of students persisted from spring 2023 to fall 2023

90% of students served during the FY23 year maintained good academic and/or progress standing.

94% of students served during FY23 completed a FAFSA

13 students graduated/completed their academic goals during the FY23 year.

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.

2020-2021 95

2021-2022 97

2022-23 108

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).

100% of Fresh Success students will develop a comprehensive ed-plan by the end of their first semester.

80% of Fresh Success students will exit Gavilan College with a resume.

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.

N/A

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.

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

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?

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

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

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 SLOs, PLOs, SAOs, and ILOs mapped in CurriQunet?

Yes

Are your SLOs, PLOs or SAOs up-to-date in CurriQunet?

No

Have all of your SLOs, PLOs or SAOs been assessed in the last five years?

Yes

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

Yes

If you answered no to any of the above questions, what is your plan to bring SLOs/PLOs/SAOs into compliance?

N/A

Outcome Assessments

Review Outcomes data located in the Course and Program Reports for your area (path below).

After you have examined your results, reflect on the data you encountered.

Student Learning Outcomes (SLO) or Service Area Outcomes (SAO)

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

Fresh Success students will achieve timely completion of their educational goal.

Fresh Success students will acquire job readiness skills to be prepared to enter the workforce.

Institutional Learning Outcomes (ILO)

How do your SLOs/SAOs support the college ILOs or how do your PLOs support the college ILOs? Be specific.

ILO D. Construct personal, educational and career goals and identify lifestyle choices that promote mental, emotional, physical and social health.

Common actions related to ILO D include:

Students will develop job readiness and pursue career goals.

Are you meeting your SLO/SAO success goals? What patterns stand out in your results? If your SLO/SAO results are lower than your goals, what are your plans to improve them?

N/A

Curriculum and Course Offerings Analysis

Program and Resource Analysis

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

Program and Resource Analysis

1. **2020**

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

95

Full Time Faculty

1

Part Time Faculty

0

Full Time Staff

2

Part Time Staff

0

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

2. **2021**

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

97

Full Time Faculty

1

Part Time Faculty

0

Full Time Staff

2

Part Time Staff

0

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

3. **2022**

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

108

Full Time Faculty

1

Part Time Faculty

0

Full Time Staff

2

Part Time Staff

0

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

Faculty Percentages**Percentage Full to Part Time Faculty**

Year:2020

FT = 100.00%

PT = 0%

Year:2021

FT = 100.00%

PT = 0%

Year:2022

FT = 100.00%

PT = 0%

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)?

N/A

Additional Comments**Evaluation of Resource Allocations**

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

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

Did you receive additional funds?

Yes

Resource Allocation

1. **294,392****Funding Source**

Grant

Academic Year

2021 - 2022

Purpose of Funding

Fresh Success Program

Result

Renewed Program

2. **294,392****Funding Source**

Grant

Academic Year

2022 - 2023

Purpose of Funding

Fresh Success Program

Result

Renewed Funding

3. **261,518****Funding Source**

Grant

Academic Year

2023 - 2024

Purpose of Funding

Fresh Success Program

Result

Renewed Funding

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.**

- **2022 - 2023**

Total Number of student contacts

108

Total allocated budget

294392.000

Total spending

215699.994

Total cost per student (Student Contact/ Total Spending)

1997.22

- **2021 - 2022**

Total Number of student contacts

96

Total allocated budget

294392.000

Total spending

195508.340

Total cost per student (Student Contact/ Total Spending)

2036.54

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.

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)?

- Financial Aid ensuring direct aid to students is included in their financial aid package including Fresh Success direct services and grants.
- Business Services, FS gas cards.
- Onboarding and matriculation assistance for all FS students.
- Community Education Career Ed programs by streamlining enrollment processes.
- Guided Pathways, Measure X planning, and Business Services provide input around student needs & processes related to serving non-traditional students.
- Job Developers on campus to support student employment and/or employment upon student completion at Gavilan.
- Basic Needs ensuring students access supports and including FS as part of basic needs presentations.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan, 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)?

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

Fresh Success is a sustainable basic needs program with the capacity to serve all eligible students. Over the next three years, we are focusing on expanding by adding a full-time Program Specialist that is split between FS and basic needs, braiding funding to increase support within San Benito County and on-campus evening hours. The goal of adding more support is that it will lead to an increase in students applying for CalFresh, being knowledgeable about the program to apply, and overall increasing the number of students we serve.

What are you discovering about instruction and/or services in a remote environment that you would want to maintain post-pandemic?

Fresh Success has maintained a strong online and virtual presence since the pandemic. We continue to offer phone and Zoom appointments with students. Additionally, our academic counselor maintains our Canvas Community in iLearn which serves as a virtual office. Further, we worked with other support programs during spring 2023 to develop and launch an online application for students to apply to multiple programs using one form. While we continue to assess student needs and wants, we understand that students may continue to complete their entire education online, as a result, we will meet students where they are and provide services virtual and in person. Lastly, we are bribing back more in person engagement opportunities to build a stronger community among students who participate in the FS program.

What kinds of issues are exacerbated or emerging that are likely to remain, unless addressed?

N/A

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?

The Fresh Success program is managed by the Foundation for California Community Colleges. The Foundation hosts quarterly virtual meetings and at least one in-person convening that brings all of the FS programs together for training, building partnerships, and staying abreast with program regulations. Staff and faculty also participate in convocation staff development days in addition to other campus-wide opportunities that are provided by EEO, LGBTQ+, Mental Health, and UndocuAlly training. Lastly, we have expanded opportunities for faculty and staff to attend the Basic Needs, EOPS, and COLEGAS conferences.

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.

Yes, due to current staff levels with high workloads, we have been unable to conduct intentional outreach, in-reach, or expand the program. Specifically, we need more support to expand services in San Benito County and to evening students. The FS program has the ability to include subsidized employment, however, without additional staff resources, we are unable to consider adding this component to our services. If the FT Program Specialist position is approved, we can begin planning to expand accordingly.

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?

Collectively the Fresh Success team has over 18 years of direct work or lived experience which they bring to their role each day. Further, each has the opportunity to sit on hiring committees and participate in shared governance committee work. The Director is a member of the EEO committee providing input on college-wide hiring practices and training around diversity and equity. Further, we strategically attempt to deploy a

team member to participate in various college-wide programming to ensure that the populations we serve are represented.

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

N/A

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.

Ability to pull Fresh Success data from Tableau

Goals

Three-Year Program Plan Goals

1. **100% of Fresh Success students will develop a comprehensive ed-plan by the end of their first semester.**

Connection of Goal to Mission Statement, Strategic Plan

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

This goal is directly connected to Gavilan's mission to actively engage, empower, and enrich students of all backgrounds and abilities to build their full academic, social, and economic potential. It aligns with Strategic goal #1 Increase Achievement and #2 Improve Efficiency through knowledge attainment regarding support and sources through the Fresh Success educational development process.

Proposed Activity to Achieve Goal**

Timely nudges and tracking of completing an ed-plan

Responsible Party

FS Counselor & Program Specialist

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

N/A

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

May 2025

How Will You Evaluate Whether You Achieved Your Goal

Usage of iLearn Canvas and the student follow up list, soon we will use GavConnect

2. **80% of Fresh Success students will exit Gavilan College with a resume.**

Connection of Goal to Mission Statement, Strategic Plan

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

This goal directly aligns with the mission of empowering students to build their full economic potential. It aligns with strategic goal #3 Improve Employment.

Proposed Activity to Achieve Goal**

Access to ongoing resume writing opportunities 1:1 and in group settings.

Responsible Party

Olga Olvera and Annette Gutierrez

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

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

May 2025

How Will You Evaluate Whether You Achieved Your Goal

Track the total number of students who develop a resume each term.

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).

Gavilan College's Fresh Success (FS) program pioneered the CalFresh Employment and Training initiative, designed to enhance the employability of CalFresh recipients through credit, non-credit, & community education pathways. Operating within Santa Clara and San Benito (SBC) Counties, FS is a federally funded program.

Services offered by FS include onboarding, resource referrals, educational & career planning, financial assistance, job readiness support, & individualized case management. Over the past three years, the program focused on increasing outreach & retention efforts, maintaining both virtual and in-person student engagement.

Program outcomes include an 86% persistence rate from SP22 to F22, 90% of students maintaining good academic standing, 94% completing a FAFSA. The program grew by 13% from FY2019 to FY2022. The program aims to expand by adding a full-time Program Specialist, braiding funding for increased support in SBC & evening hours.

Fresh Success maintains a robust online presence, offering virtual appointments and an online application. The FS team remains dedicated to ensuring the program's success through participation in shared governance and strategic deployment within college-wide programming demonstrating their commitment to DEIJ work.

Attach Files

Attached File

Fall 2022 Fresh Success Survey.pdf (/Form/Module/_DownloadFile/283/46547?fileId=326)