

# 2020 Annual Program Review

Program Name: SMC Emeritus

Program Review Author: Scott Silverman

**I. PROGRAM DESCRIPTION:** In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

*Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>*

SMC Emeritus is a unique noncredit program at Santa Monica College for adults age 55 and up. Established in 1975, the model program’s curriculum includes courses designed to serve the interests and needs of adults who are now in or preparing for retirement, those dedicated to lifelong learning, and those seeking continued personal growth through creative use of their time. SMC Emeritus classes are offered primarily during the day at the SMC Emeritus Campus near the popular Third Street Promenade, and throughout the community — including Malibu — in easily accessible locations. There are no fees for the noncredit courses. Registration and enrollment are by mail, walk-in, or Internet. Registration forms are included in the SMC Emeritus schedule of classes and may also be downloaded from the SMC Emeritus website. SMC Emeritus also operates an art gallery and hosts opening receptions for its exhibitions of works by students and members of the community. For more information, please call the SMC Emeritus office or visit our website. This program encourages personal and intellectual exploration around a variety of subjects and helps students achieve their educational goals of lifelong learning as they cope with aging-related changes.

## II. PROGRESS SINCE LAST REVIEW (LAST YEAR’S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

| Objective  | Status (Check one)  | Status Explanation  |
|--|---|---|
| Optimize the schedule of Emeritus classes in Emeritus spaces, wherever possible, to have less empty space in rooms during the day. | <input type="checkbox"/> Not Completed<br><input type="checkbox"/> In Progress<br><input checked="" type="checkbox"/> Completed | A few classes were adjusted back or forth one hour or so to free up time blocks for other courses to be moved to a more optimal location  |
| Eliminate structural deficiencies to the operations of the Emeritus Student Advisory Council (ESAC)                                | <input type="checkbox"/> Not Completed<br><input type="checkbox"/> In Progress<br><input checked="" type="checkbox"/> Completed | Though technically the implementation will be complete as of 7/22/2020, it was slated to occur in March, until COVID-19 forced Emeritus to go into remote operations. ESAC has been disbanded, and in place of it, there are several advisory bodies (specific, focused committees), that Emeritus students can apply to serve on, for one year appointments made by the Emeritus Associate Dean. These bodies serve at the pleasure of the Associate Dean, and to the benefit of the Emeritus Associate Dean, program, and especially, the students. |
| Resolve parking validation problems with the City of Santa Monica  | <input type="checkbox"/> Not Completed<br><input type="checkbox"/> In Progress<br><input checked="" type="checkbox"/> Completed | Negotiated with the City to increase parking validation at Emeritus to 90 minutes above the standard 90m provided to everyone so that Emeritus students have an effective 3 hour validation window, as well as continually resolve technical issues with the validation machine provided by SP+, the City’s parking vendor.   |

|   |   |  |
|---|---|--|
| Implement faculty evaluations on schedule as per FA Contract  | <input checked="" type="checkbox"/> Not Completed<br><input type="checkbox"/> In Progress<br><input type="checkbox"/> Completed | Without FT faculty at Emeritus, it is challenging to complete the Faculty evals for Emeritus PT faculty on the timeline as established. The Associate Dean has asked for an alternate timetable, and about employing an existing Emeritus faculty member in a role similar to that of a faculty coordinator to help, both of which will be an item for future discussion within the District |
| Increase the amount of donations collected during the year, increase the individual donation amount and the number of donors. | <input checked="" type="checkbox"/> Not Completed<br><input type="checkbox"/> In Progress<br><input type="checkbox"/> Completed | This goal will continue into next FY. Once COVID-19 hit, we elected not to send a fundraising solicitation in Spring 2020. Otherwise, annual fundraising efforts at Emeritus are consistently good.  |

### III. ACHIEVEMENTS

**(Optional)** List any notable achievements your program accomplished in the last year.

Emeritus has achieved the following:

- Convinced the City of Santa Monica to add an hour to the Emeritus parking validation, thus restoring 3 cumulative hours of validated parking time.
- Upgraded the A/V in almost every instructional space at Emeritus in order to accommodate cameras and sound systems for streaming or simulcasting classes, and now virtual classes that could be taught from many of the classroom spaces, if needed.
- ISSN number assigned for the second Emeritus literary periodical from the Library of Congress
- Held a number of one-time events, invited presentations and guest speakers, in-person as well as some online during the COVIC-19 stay-at-home orders.
- Transitioned the Emeritus gallery into a virtual exhibition
- Identified several additional off-site locations for Emeritus classes implemented over this past year, and additional locations for future years.
- Within the existing approved coursework, Emeritus faculty have been able to teach courses that continually appeal to a consistent Emeritus student population.
- Participated in the Noncredit Equity Retreat, June 22 and 24, 2020

### IV. CURRENT PLANNING AND RESOURCE NEEDS

#### Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

**Emeritus** lacks any Faculty chair or other FT faculty member, and will not be getting either any time soon. There are a number of curriculum and faculty-related tasks at Emeritus that will best be supported and facilitated by 1 or more Emeritus faculty members whom are tasked and funded to work on these items, including curricular revision and faculty evaluations. It is hopeful that a solution will be implemented over this coming FY 2021.

#### Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

| Resource Category   | Resource Description/Item  | Rationale for Resource Need (Including Link to Objective)  |
|---|--|--|
| <b>Human Resources</b>  | Click or tap here to enter text.   | Click or tap here to enter text.   |
| <b>Facilities</b> ( <i>info inputted here will be given to DPAC Facilitates Comm.</i> )                             | 1) refurbishment of the Emeritus elevator, 2) Installing sliding doors on the 1 <sup>st</sup> floor building foyer for safer and more efficient movement in and out of class, 3) Automatic openers on the 1 <sup>st</sup> floor restroom doors, 4) HVAC makeover, 5) mirrors in health room 308, and 6) redesigning several small spaces to make them more functional, including a small conference room, a space to use for consultations and a lactation room, as needed | Several of these items are long-standing issues at Emeritus. Facilities is already hard at work on most of them    |
| <b>Equipment, Technology, Supplies</b> ( <i>tech inputted here will be given to Technology Planning Committee</i> ) | Click or tap here to enter text.   | Click or tap here to enter text.   |
| <b>Professional Development</b>   | The staff of Emeritus can, at times, benefit from training on how their communication might be received, being flexible and adaptable to change, and encouraged to be more enthusiastic about their work.  | Most of the team has been here for over a decade, and there is some sense of complacency and resistance to change. |

**V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:**

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

**Emeritus** had arguably the largest hurdle of any program in the transition to Distance Education due to COVID-19. The student demographic, and a lot of the faculty, are in the category of those most at risk due to COVID-19. Likewise, very few members of both groups could be classified as highly proficient in the use of technology. Colleagues on campus in MIS and Distance Education were focused on helping credit faculty adapt to emergency DE, and communicating to credit students accordingly, so Emeritus had to do a lot of the conversion on our own.

- Emeritus students and faculty responded positively to the required move to emergency Distance Education. While a few classes did not make the transition to DE, most faculty fully transitioned to Zoom and Canvas. Some faculty needed extra support to figure out how to use their SMC email accounts fully, let alone become mildly accustomed to using Zoom or Canvas.
- Staff fully transitioned to remote and online student support services including registration, enrollment, and technical support for students accessing Corsair Connect, Zoom, and Canvas.
- Multiple updates to website content and enrollment protocols have rolled out to streamline processes and communication when possible.
- While attendance has not been analyzed for all weeks of Spring 2020 versus expected attendance, early on in the pandemic, in the first full week of emergency DE, online attendance was nearly 60%

of that attendance had been in-person just a few weeks prior. That number is most likely only going to increase.

- To support older adults without the physical or financial means to have enough food in their fridge to get by, Emeritus has been actively participating in the SMC Foundation Meal Project. Over 150 students have inquired about the program, and at least 80 Emeritus students each week are receiving a meal delivery from the Meal Project and Everytable. This is thanks to the previous generosity of Emeritus students, and ongoing fundraising from the SMC Foundation.
- Supported students in getting access to loaner chromebooks, and faculty and staff as needed, too.
- Staff and faculty collaborated on several virtual events held within Zoom. Two notable ones included an “Emeritus Unbirthday Celebration” to celebrate the milestone birthdays that students would hit in 2020, and the Emeritus Student Art Exhibit Virtual Show. For the student Art Show, individual postcards were mailed to every student, and attendance was high, which might influence future activities even when in-person activities eventually resume.
- Other events included collaborations with the United States Securities and Exchange Commission, the Hummingbird Project, and other services for older adults.
- Supported each other in learning to use technology if previously unfamiliar.
- Converted enrollment protocols and communication.
- Supported Emeritus students remotely through telephone and email support, and several periods of Zoom support to fill the gap in registration support normally satisfied by having the computer mini-lab staffed during peak enrollment periods.
- Developed a communications plan regarding unexpected messaging students were reporting seeing in Corsair Connect while seeking help from campus colleagues to clarify the situation.
- Remotely helped students navigate Corsair Connect for the first time.
- Identified a need to get over 1/3 of Emeritus students to log in to Corsair Connect, activate their SMC credentials, to expedite their access to their Distance Education environment, while reducing the number of students registering only on paper
- 

**VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY**

**PARTNERSHIPS:**

**Part 1: Industry advisory meeting dates and attendance for 2019-2020.**

| Date of Meeting               | # of SMC Attendees               | # of Non-SMC Attendees           |
|-------------------------------|----------------------------------|----------------------------------|
| Click or tap to enter a date. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap to enter a date. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap to enter a date. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap to enter a date. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap to enter a date. | Click or tap here to enter text. | Click or tap here to enter text. |

**Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.**

| Employer Name                    | Type of partnership or Collaboration <ul style="list-style-type: none"> <li>• Advisory attendance</li> <li>• Internship site</li> <li>• Donations</li> <li>• Job placement</li> <li>• Other</li> </ul> | Optional: Additional information about partnership or collaboration |
|----------------------------------|--|---|
| Click or tap here to enter text. | Click or tap here to enter text.   | Click or tap here to enter text.                                    |
| Click or tap here to enter text. | Click or tap here to enter text.   | Click or tap here to enter text.                                    |
| Click or tap here to enter text. | Click or tap here to enter text.   | Click or tap here to enter text.                                    |
| Click or tap here to enter text. | Click or tap here to enter text.   | Click or tap here to enter text.                                    |
| Click or tap here to enter text. | Click or tap here to enter text.   | Click or tap here to enter text.                                    |

**CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.**

**The following section will be completed by your program’s area VP**

\*\*\*\*\*

**Vice Presidents:**

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian ([amerian\\_stephanie@smc.edu](mailto:amerian_stephanie@smc.edu)) and Erica LeBlanc ([leblanc\\_eric@smc.edu](mailto:leblanc_eric@smc.edu)). If you have any questions, please contact us!

Thank you for your input!