

2020 Annual Program Review

Program Name: Success and Engagement Center

Program Review Author: Stacey Jones and Esau Tovar

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>

The primary responsibility of the Success and Engagement Center (SEC), formerly the Assessment Center, continues to be the placement of students into Math, English, and English as a Second Language (ESL), consistent with the requirements set forth by AB 705. Additionally, the SEC assists other departments with the administration of the Chemistry Challenge exam (for students wanting to enter directly into Chemistry 11), Math Challenge Exams, the NLN PAX Nursing exam, and other outside proctoring.

In Fall 2019, the SEC was also tasked with assisting the College with select prospective student communications stemming from the LA-19 initiative. This regional partnership spearheaded by SMC is comprised of 19 community colleges in the greater Los Angeles. CCLA introduces prospective students to offerings across these colleges, especially in career technical education. The initiative does through digital ads that prospects see on social media and through web searches. Its purpose is to lead prospects to affordable educational opportunities that increase earning potential in the workforce.

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
Rebrand the Assessment Center as Success and Engagement Center as part of the move to the Student Services Center.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	With the move to the new Student Services Center, the Assessment Center rebranded itself as the Success and Engagement Center. Although testing in English and mathematics was eliminated given the implementation of AB 705, testing in ESL, Chemistry, math changes, and nursing continues. Because of the decreased usage of the testing facility, the SEC has been opened up for use by other student services programs to conduct workshops for students.
Continue to support the ESL department in the ongoing implementation of AB 705	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	The ESL Department held internal discussions on the development of a Guided Self-Placement. Feedback from Institutional Research personnel, Stacey Jones, and Esau Tovar over how the GSP was crafted, its length, and the logic over how items on the GSP were to be presented to students, how it was scored, etc., was provided, albeit largely disregarded. Data was collected in Winter 2020 so we could determine how to proceed. Subsequent analysis by the IR staff determined that none of the 18 background

		<p>questions (not counting the GSP itself) had predictive value on a recommended placement decision. It was also noted that cut scores could not be established on the basis of performance on the GSP and the course placement recommended by the department faculty. Work was stopped when the college decided to move to remote operations given that we no longer had adequate time to refine the GSP in time for summer/fall enrollment. Direct aid was provided by the Dean of Enrollment Services to implement two new courses the ESL Department developed to better align with AB 705 requirements. These two courses (ESL 19A and 19B) replaced three ESL courses (ESL 11B, 21A, 21B). The Dean developed prerequisite sequencing and course repetition slashing rules in time for summer 2020 enrollment—when the new courses started being offered. Stacey Jones worked with MIS to also revise the course placement report. Discussions have also continued over concern that the ESL Department is bleeding enrollment because students are opting to take the English guided self-placement. Revisions to screening questions were recently made and will be proposed to a larger group in the coming weeks for consideration. Once approved, the Dean of Enrollment Services and SEC Supervisor, Stacey Jones, will work with MIS to implement the new screening questions, which the ESL department chair hopes will lead more students to test in ESL. English as a Second program will be transitioning in the Fall 2021 or sooner. We continue to evaluate processes to come up with a working model for the ESL guided self-placement process.</p>
<p>Conduct evaluation of the multiple measures and guided self-placement process for English and mathematics</p>	<p><input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed</p>	<p>This project will be completed by English, math, Institutional Research, and the Success and Engagement Center Supervisor for reporting purposes to the Chancellor’s Office in December of 2020 (date extended).</p>
<p>Respond to prospective student inquiries coming from the LA-19 marketing initiative</p>	<p><input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed</p>	<p>The SEC Supervisor and Student Services Assistant (only other employee in the Center) continuously monitor and respond to incoming calls and emails on the Start@SMC mailbox. Since October 9, 2019 the SEC staff have responded to over 720 inquiries from prospective students, addressing questions pertaining to the enrollment process, financial aid, and the programs we offer, including certificates, associate degrees, transfer, and so on. While, the initiative has not yet yielded the number of inquiries we were told to expect, the SEC staff ensures inquiries are responded to promptly and with concrete information so that prospective students have the information needed to</p>

		become an SMC student. Students are also introduced to college personnel who can answer questions that are too specific to a program, which SEC staff cannot answer.
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III. ACHIEVEMENTS

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

Continued to Evaluate Impact of AB 705 on Student Placement

Since the full implementation of AB 705 in 2018 for English and math, the Success and Engagement Center has continued to administer in-person ESL, Chemistry, and Math challenges and to monitor and evaluate English and math placement processes. The Success and Engagement Center in collaboration with Academic Affairs, Institutional Research, English, and Mathematics departments, are conducting validity studies for Santa Monica College’s (SMC) Multiple Measures and Guided Self-Placement processes. This validation will allow us to evaluate and possibly adjust our current placement tools to maximize the potential for students to complete transfer-level courses within a one-year timeframe.

For English and Math, students continue to be placed using either the Corsair Connect “Placement” module or multiple measures gathered by the CCCApply application process. Based on recent data provided by Institutional Research, we have seen an increase in student completing the placement process and being placed directly into transfer level courses. Since fall 2019, 7,580 students completed the AB 705-compliant placement process who enrolled in the placed courses.

English

- 82 percent placed directly in college-level (English 1) and 18 percent in college-level with the required corequisite (English 1 + 28).
- 90 percent placed in English via multiple measures and 10 percent via guided self-placement.

Math

- 83 percent placed directly in college-level and 17 percent in one level below college-level.
- 60 percent placed in math via multiple measures and 40 percent via guided self-placement.

With new guidance from the Chancellor’s Office, SMC continues to move forward with the development of a guided self-placement process for English as a Second Language by spring 2021.

Continued evaluation of AB-705 English, ESL, and Math implementation regarding the placement of students into English, ESL, and math courses is planned for 2020-21.

Department onboarded as campus support for SMC’s LA-19 Initiative. (October 2019)

The Success and Engagement Center transitioned the department to a virtual remote testing environment on March 20, 2020, due to the COVID-19 pandemic.

SMC GPS (previously known as Starfish-Early Alert) implementation campus-wide: The Success and Engagement Supervisor, Stacey Jones has been on loan to Brenda Benson, Dean of Counseling and Retention, since July of 2019 to lead the implementation of SMCC GPS for full campus rollout for Fall 2020.

Implemented SMC GPS Pilot project for Spring 2020- Participants: 130 Faculty and over 9000+ students.

Transitioned All Testing Operations to an Online Environment

The Transition to a virtual remote proctoring/departmental services due to Covid-19 and the closure of the SMC campus
Continued student support in a remote environment until the campus reopens.

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.

The Student Success and Engagement Center will continue to administer ESL placements, Chemistry, and Math challenges and aid in the administration of the Multiple Measures placement program and Guided Self-Placement processes established by the College. We plan on reinstating outside proctoring services and nursing testing when the campus reopens.

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)
Human Resources	Click or tap here to enter text.	Click or tap here to enter text.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	Click or tap here to enter text.	Click or tap here to enter text.
Equipment, Technology, Supplies (<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.
Professional Development	Click or tap here to enter text.	Click or tap here to enter text.

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.

The last few months presented a major challenge in dealing with the coronavirus epidemic to SMC in general, and the Success and Engagement Center was no exception. While student testing could not be offered remotely due to prohibitions by the College Board for its ACCUPLACER platform, the Center quickly trained and adapted to approved protocols for remote testing through Zoom just as soon as the College Board gave the "okay." This was two weeks after SMC moved to remote operations. Since then, the SEC staff with the assistance of International Education Center staff Chas been able to test hundreds of students in ESL, Chemistry, and Math challenges. Although testing fewer students than perhaps would have been tested on-campus, proctoring online is significantly much more challenging and time-

consuming given we can only test one or two students simultaneously using Zoom breakrooms. Test publishers require we monitor students all the time. Remote proctoring will continue until SMC opens its doors once again.

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.

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"> • Advisory attendance • Internship site • Donations • Job placement • Other 	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.
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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 annualreport 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) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!