CCSF Self-Study
Analyzing Evidence Template

**Standard 2.B.3.a**
Section: The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery method.

**Team Members**
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- What evidence is provided that the institution assesses student needs for services regardless of location and provides for them?
- How are on-line services and services at off-site locations evaluated?

**Evidence for Review**

CCSF Catalog 2004-5  
Directory of Services – Student Development Division  
Your Pathway to the Future: Student Support Services at City College of San Francisco  
(Map, Service Descriptions)  
Brochures: DSPS, Student Health, Special Programs and Campuses  
APASS Open House Invitation  
CDPC Information Sheet  
CDPC Webpage  
CDPC/LERN Workshops  
Career Readiness Survey – Testing  
Transfer Center Calendar of Events  
Listening Sessions as part of the Enhanced Self Study  
Student Health Services Psychological Services Student Satisfaction Survey  
Psychological Services Student Needs Assessment/Survey  
Psychological Services Faculty Survey re: Perceived Student Need
Description of how CCSF is addressing this standard

Two of Chancellor Day’s five imperatives for the College’s Strategic Priorities address this standard. He affirms that we “must address and guide the whole College, with consistent application to both credit and non-credit programs and structures at the College, particularly as relating to student support services, retention activities, career pathways assistance, and transfer assistance,” Further, Chancellor Day directs that “all Strategic Priorities strengthen to the maximum feasible extent the concept of an integrated, one-college, multi-campus district, particularly with relation to the distribution of resources and services.” (Strategic Plan, February 2003). The College has made significant strides in these defined imperatives as detailed below.

The CCSF Admissions Office is located at the Ocean/Phelan campus. CCSF has an open admission policy for both credit and non-credit students. Credit courses are fee-based and registration occurs at the beginning of each semester. Non-credit courses are tuition free with open-entry, open exit registration throughout the semester. All students, both credit and non-credit, follow the matriculation policies of CCSF which include basic skills assessment and career guidance, orientation to all CCSF programs and services, counseling and advisement, educational planning and academic progress mentoring. Exemptions are available to students who have already earned an AA/AS or higher degree or do not plan to attend more than 9 units at CCSF. Concurrent enrollment is also available with certain high school students. In addition, CCSF has special admissions
policies for the Foreign Student Program and the Institute for International Students. CCSF also forms part of the SF Consortium which allows students to attend concurrently with the following institutions: California College of Podiatric Medicine, Golden Gate University, San Francisco State University, and the University of San Francisco, University of California, Berkeley. The Matriculation Office provides students with information on steps to enrollment which includes application, testing, orientation, counseling/advising and registration. In print and online this office produces the student handbook. It is also responsible for student orientation in person and online. The Outreach Office provides information, counseling/advising, workshops, and special events to both prospective and new students throughout the Bay Area. The Outreach Offices provides a bilingual (Spanish-English) printed guide to parents of prospective students.

The Financial Aid Office is located at the Ocean /Phelan Campus with financial aid counselors arranging hours at the following campuses: Southeast, Mission, John Adams, Chinatown, Evans, Downtown and Alemany. The office provides assistance to over 15,000 students each semester. The Financial Aid Information Center offers a variety of services to students including assistance in completing the FAFSA and Loan Exit/Entrance interviews on line. The Center provides students with extensive literature, flyers, handbooks, and financial aid applications. Funded by the State, Extended Opportunity Programs and Services (EOPS) assists low-income educationally disadvantaged students by providing counseling, one-on-one tutorial assistance, priority registration, orientation to college, financial aid advising, book loan services, and CSU and UC transfer application waivers. The Scholarship Office helps students who need assistance in meeting the basic cost of their education. This office holds numerous workshops to assist students in the application process for CCSF and outside scholarships. CALWORKS (California Work Opportunity and Responsibility to Kids) is designed to assist individuals moving from welfare to work. It provides education, training and support services. It also links students to employment opportunities related to the student's employment goal. Through this program students receive assessment, counseling services, assistance with textbooks purchases, transportation and childcare.

Counseling Services were reorganized in 2001 to provide improved services more responsive to student needs throughout their stay at the College. New Student Counselors coordinate integrated services including assessment, orientation and academic counseling. They integrate matriculation services to monitor student success through their first and second semesters here. In response to developmental needs of one’s academic life, the student would subsequently be served by the Career, Transfer or Continuing Student Counseling Departments. New Student Counselors are located at the following campus locations: Ocean, Mission, Downtown, Chinatown/North Beach, Southeast, Evans, Alemany, John Adams. The Continuing Student Counseling Department assists students with over 24 units of credit, offering academic and/or transfer information counseling. These counselors now serve students at four campuses and several community centers with increased visibility in major academic buildings throughout the District. Sites have campus coordinators who serve as liaisons to the campus deans. The Transfer Center provides a lab and resources for students seeking information regarding all matters related to transferring. A Calendar of Events provides
on-going college visits, college tours, and a Transfer Day. The Career Development and Placement Center/Career Counseling Department offers career and job success counseling, classes, and workshops. The Career Center also offers a student computer lab equipped with career software and job internet listings. CDPC works very closely with student services as well as instruction to reach out to students to foster career and job success. Scheduling and Reporting System (SARS) reports are used to monitor student appointments in the various departments and modify counseling assignments as necessary. Student surveys have been developed to assess service provision.

**Student Health Services** assist students in achieving their educational goals by providing services that address their physical and emotional health needs. Funded through the Health Fee paid by credit students, Student Health Services reaches out to the non-credit and larger community through presentations, Health Fairs, Student Services Fairs and other events. **Psychological Services** has increased the number of students seen by limiting the number of sessions to eight and instituting a triage system. **Medical/Nursing Services** promote health education as well as assessment, diagnosis, treatment and referral through its Ocean/Phelan clinic with targeted services provided at the Airport, Mission, Downtown, John Adams, Southeast and Castro campuses. Both units make use of Student Satisfaction Surveys to evaluate and fine-tune service delivery.

Numerous special programs respond to the needs of our diverse population. The **International Student Counseling Department** provides personal and academic counseling to foreign students attending CCSF with F1 Visas. In addition to personal and academic counseling to African American students, **The African American Scholastic Program** also classes in English and Math and a Mentoring Program. Other services include Historically Black College and University tours, **High School/College Retention, Summer Bridge**, transfer assistance, financial aid and scholarships. **The Latino Services Network (LSN)** provides bilingual personal and academic counseling to Latino/a students. LSN has also developed special classes in English and Math, as well as networks with other bilingual counselors in the various student services departments and programs. Most recently, the **Asian Pacific American Student Success Program (APASS)** has been created to promote retention among Asian and Pacific Island students. Services include academic and personal counseling, support service referrals, tutorials, study groups, specialized bilingual workshops, and classes. **The Re-entry to Education Program** assists students returning to school to complete their education, learn new job skills or prepare for a professional career change. **Disabled Students Programs and Services (DSPS)** offer assessment, counseling, career development services and classes for students with a wide range of disabilities. Supportive services include assistance in obtaining reasonable academic accommodations, auxiliary aids and physical accessibility as well as provisions for different educational needs. **Homeless at-Risk Transitional Students Services, (HARTS)**, provides access, advocacy, resources and support for homeless, formerly homeless and at-risk students within the college. Additional student programs and services include: **Associated Students Book Loan Program**, **Childcare Services, Dr. Betty Shabazz Family Resources Center**, **Project SURVIVE**, **Project SAFE**, **Multicultural Resource Center**, **Peer Mentoring and Service Learning**,
Puente, Math Bridge, Students Supporting Students (S Cube), Veterans Services and Women’s Resource Center and other additional services.

The Rosenberg Library, located on the Ocean campus, is the largest throughout the community college system in California. The Library and Learning Resources Website provides one-stop access to the College’s entire on-line resources 24 hours a day, seven days a week. Services have improved for distance learners since 2002 with the creation of a new position, Coordinator of Distance Learning/ Electronic Resources. Library access has also increased through the inter-campus materials delivery service. Those students not on the Ocean campus as well as community groups can familiarize themselves with services through virtual tours of the library. The needs of disabled users are met through special equipment and ADA-compliant computer workstations. Twenty-four new computer stations have been designated for ESL classes. Finally, the aesthetic is not ignored; the website presents on-line displays of current exhibits. In the Survey of Students Who Petitioned for Graduation in March 2003, the Library was one of the highest rated services.

Rating

Superior

Rationale for Rating

All Student Services departments, programs and services have increased their collaboration with each other to provide CCSF students with timely and responsive counseling and educational services. Each of these departments, programs and services strive to reach all credit and noncredit students through their brochures, fact sheets, catalog, schedule of classes, workshops, classes, and websites. Most CCSF departments and programs provide access to students throughout the campuses (credit and non-credit). In addition, some have created smaller units or offices or maintained special hours at each campus. The college continues to recruit bilingual faculty and staff representative of our student population.

Comments and Suggestions

Significant progress has been made in improving equitable access to our numerous campus locations. The college continues to seek out innovative ways to increase service delivery throughout the campuses through special hours, classes, workshops, and/or smaller offices or units at all campuses and community centers. Additionally, refining on-line availability to our services will allow us to better meet many of the needs of our community-based campuses.