

## **EXECUTIVE SUMMARY—LISTENING SESSIONS (May 1999)**

This report summarizes the observations, ideas and proposals of nearly 250 representatives of community organizations, businesses, trade associations, non-profit agencies, government and educational institutions including current students and alumni about what the College might do to prepare for and face a number of important challenges in the next decade. The information in this report will be reviewed by the College's Planning and Budgeting Council for purposes of updating and modifying the College's Strategic Plan.

Presenters at the College's eight listening sessions focused on seven major themes:

### **Expand Marketing and College Outreach Activities**

Speakers urged the college to increase its visibility by using prominent signs; regular advertisements in community newspapers and college contacts at each campus. Much of the emphasis on visibility was directed toward promoting and expanding outreach activities particularly to diverse and hard-to-reach constituencies throughout the College service area as well as to all students in the SFUSD schools.

### **Promote Access to College Programs**

Many presenters wanted CCSF to increase the effectiveness of enrollment, financial aid and testing services for students entering the College. They also urged an increase in high-demand classes as well as hours of college services and strengthening counseling services.

### **Expand Flexible Delivery of Services**

A recurring theme throughout the sessions was the importance of delivering educational services that meet the needs of students with non-traditional schedules. Among the many ideas were expansion of distance learning programs; more short-term classes and dividing long-term courses into a series of course modules. Presenters also urged the College to consider weekend courses and extended evening classes. Support services, especially childcare and counseling services, need to be extended to help students enrolled in weekend, evening and other non-traditional times.

### **Continue and/or Expand Current Programs**

Presenters appreciate City College programs. They spoke highly of many of the current programs and urged that they be continued and some of them expanded. Programs that should be expanded included English as a Second Language and other immigrant educational programs; basic skills; general education; concurrent enrollment classes with high school students; child development/parent programs.

### **Expand Workforce and Economic Development Initiatives**

A central thread throughout the listening sessions was the importance of CCSF as a source of education and training for the San Francisco workforce. The College needs to address the training and education needs of incumbent workers, displaced workers, welfare recipients and workers needing to upgrade their skills. Speakers proposed the expansion of industry-specific training programs, such as multi-media and health; continuation of work with City agencies and community organizations on welfare to work programs training programs for city workers; expansion of vocational ESL classes; and the use of distance education delivery systems for workforce training.

### **Support Out-of-classroom Learning Activities**

There is a growing recognition of the importance of out-of-classroom learning activities as a mechanism for students to combine hands-on experiences with classroom instruction. Among the activities that speakers addressed were the increased opportunities for service learning; the expansion of internships; expansion of tutoring programs; and mentoring opportunities for students.

### **Expand Partnerships and Collaborations**

Many speakers extended their appreciation to the College for inviting them to speak at a CCSF Listening Session. They also indicated their interest in developing partnerships and collaborations with the College including initiatives with business and industry; the San Francisco Unified School District; post-secondary institutions in the region; City and county government; and community-based organizations.