

CITY COLLEGE OF SAN FRANCISCO
EASE SITE VISITS – FALL 2016
Assessment Instrument for Centers

Name of Center: _____ Name of Rater: _____

1. Upon entering the building, there is well defined signage directing students to student services: Yes No
- a. More signage is needed Yes No
- b. Multilingual signage is needed Yes No

2. The Center has sufficient well defined student services space allocation:
The office space and layout of those listed below adequately serve students
- a. Admissions & Records Yes No Recommendation: _____
- b. Financial Aid Yes No Recommendation: _____
- c. Counseling Yes No Recommendation: _____
- d. Library & Learning Resources Yes No Recommendation: _____
- e. Bookstore/Access Materials Yes No Recommendation: _____
- f. Student Activities Yes No Recommendation: _____
- g. Info on Complaints/Grievances Yes No Recommendation: _____

3. Space planning assessment and construction is needed to more efficiently serve students: Yes No

4. This Center has the appropriate services to meet the needs of the student population Yes No
- a. List which core services needs improvement from this location: _____

5. This center has adequate student services staffing to cover hours of operation:
- a. A&E classified staff Yes No Recommendation: _____
- b. A&R classified staff Yes No Recommendation: _____
- c. Counseling staff Yes No Recommendation: _____
- d. Counseling faculty Yes No Recommendation: _____
- e. DSPS faculty Yes No Recommendation: _____
- f. Financial Aid faculty Yes No Recommendation: _____
- g. Testing staff Yes No Recommendation: _____
- Other Recommendation: _____

6. Student Services have matching office hours across departments Yes No

7. Student Services have different office hours Yes No

8. Better alignment or coordination between offices is needed Yes No

Training

9. Center Employees (classified staff/faculty/admin) would benefit from professional development in the following

- a. Interdepartmental training Yes No Recommendation: _____
- b. Communication and Interpersonal speaking Yes No Recommendation: _____
- c. Directing students to credit vs noncredit courses Yes No Recommendation: _____
- d. General Financial Aid knowledge Yes No Recommendation: _____
- e. Advanced Banner training Yes No Recommendation: _____
- f. CCSF Website as a resource Yes No Recommendation: _____
- g. Commonly Used CCSF Forms Yes No Recommendation: _____
- h. State mandates affecting student services Yes No Recommendation: _____
- i. CCCCCO sponsored conferences Yes No Recommendation: _____
- j. Other professional associations Yes No Recommendation: _____
- k. Degree and Transfer requirements Yes No Recommendation: _____
- l. Credit programs vs. Noncredit programs Yes No Recommendation: _____
- m. How to Petition for AA/AS Yes No Recommendation: _____
- n. Financial Aid eligibility requirements Yes No Recommendation: _____
- o. How to assist students with general FA information Yes No Recommendation: _____
- p. Disabled Student program and services Yes No Recommendation: _____
- q. Student Health Resources Yes No Recommendation: _____
- r. Improving Communication with students Yes No Recommendation: _____
- s. CCSF Website as a resource Yes No Recommendation: _____
- t. Assisting Student with Common CCSF forms Yes No Recommendation: _____
- u. State mandates affecting student services Yes No Recommendation: _____
- v. Other professional associations Yes No Recommendation: _____

Access to Computers

- 10. A sufficient number of computers are available to students for admissions applications, registration and student services (i.e. in the hallway or common area) Yes No Recommendation: _____
- 11. Computers are in good working condition Yes No Recommendation: _____
- 12. Student Services faculty and staff have adequate computers to conduct their work with students Yes No Recommendation: _____
- 13. Faculty and staff computers should be upgraded Yes No Recommendation: _____
- 14. Faculty and staff have access/permission to software needed
This Center lacks sufficient technology support Yes No Recommendation: _____
- 15. This Center needs the following resources
 - a. Banner upgrade Yes No Recommendation: _____
 - b. Improved Web4 access Yes No Recommendation: _____
 - c. Connectivity to the CCSF Network Yes No Recommendation: _____
 - d. Improved SARS Grid access Yes No Recommendation: _____
 - e. Other Tech Recommendations: _____

Counseling

- 16. There is an adequate compliment of counselors to assist students with variety of counseling Issues (ranging from academic to personal concerns) Yes No Recommendation: _____
- 17. Counselors need more training in specific areas Yes No Recommendation: _____

18. The number of counselors is appropriate for student demand Yes No Recommendation: _____
19. Student appointments and Drop-ins are available for day and evening students Yes No
20. Counselors store and retrieve ed plans for students Yes No
21. Counselors use the electronic ed plan with students Yes No
22. Counseling Hours and schedules need to be adjusted Yes No
23. Counselors recommend credit courses/programs to noncredit students Yes No
Recommendation: _____

Testing

24. The frequency of placement assessments is appropriate for student demand Yes No
25. The time of day when testing occurs meets the need of the students Yes No
26. Counselors and staff are scheduled and available on days when testing occurs Yes No
Recommendation: _____

Orientation

27. The frequency of new student orientations is appropriate for student demand Yes No
28. The time of day when orientation occurs meets the need of the students Yes No
29. Orientation occurs on the same day following testing Yes No
30. Orientations are provided in multilingual format Yes No
31. Counselors and staff are scheduled and available on days when orientation occurs Yes No
32. Information about the Center is available in multiple languages Yes No
Recommendation: _____

Financial Aid

33. The FA information and support for this Center is appropriate for student demand Yes No
34. Student appointments and Drop-ins are available for day and evening students Yes No
35. FA counseling hours and schedules need to be adjusted Yes No
Recommendation: _____

Administration

36. Center administration interfaces with student development administration
- a. On scheduling counselors Yes No
 - b. On scheduling staff Yes No
 - c. Determining registration dates Yes No
 - d. Determining testing and orientation dates Yes No
37. Line of supervision is clearly understood by
- a. Student services faculty Yes No
 - b. Classified staff Yes No

Admissions & Records

38. The A&R information and support for this Center is appropriate for student demand Yes No

39. Support is available for day and evening students Yes No

40. Hours and schedules need to be adjusted Yes No

Recommendation: _____

Library and Learning Resources

41. The information and support for this Center is appropriate for student demand Yes No

42. Service are available for day and evening students Yes No

43. Hours and schedules need to be adjusted Yes No

Recommendation: _____

Bookstore and Access to Course Materials

44. The information and support for this Center is appropriate for student demand Yes No

45. Services are available for day and evening students Yes No

46. Hours and schedules need to be adjusted Yes No

Recommendation: _____

Co-curricular Activities

47. This Center has an active Associated Student Council Yes No

48. Information on the Student Council and co-curricular activities is posted Yes No

Recommendation: _____

Access to Complaints, Grievances, & Student's Rights and Responsibilities

49. Information on Complaints and Grievances is clearly posted Yes No

50. General information is provided In the Student Services Office Yes No

Recommendation: _____

Please List Other Recommendations to improve EASE: