
Equitable Access to Services Evaluation (EASE) 2020-2021

REPORT OF THE EASE WORKGROUP TO THE ACCREDITATION
STEERING COMMITTEE

MAY 4, 2021

EASE LEADERSHIP TEAM: LISA COOPER WILKINS, CHIEU (DANIEL)
VAN*, JAMES WONG*, LISA ROMANO***

**2020-2021 TRI-CHAIRS, **2015-2020 TRI-CHAIR*

EASE fundamentals

Equitable Access to Services Emergency Taskforce (EASE) formed by Chancellor in 2015 to address accreditation finding – focus: Standard II.C.3

EASE identified 7 Core Services, 8 CCSF state-recognized Centers

Created EASE Implementation Plan 2015 (Sections for each Center)

Initial implementation Spring 2016

- A&R (photo ID stations, Banner Document Management; staff to assist at Centers)
- Student Support Specialist (1490) position created

Additional service improvements were made in 2016-2017

- Counseling faculty increased .5-2 FTE (Airport, Chinatown, Civic Center, Evans, Mission)
- STO Classified support staff hired at Evans, John Adams, Mission
- Counseling faculty received training on AB 705
- Began transition to Starfish degree planner

EASE 2020-2021 Evaluation

Three activities:

Reflection on EASE Implementation Plan 2015 Five year retrospective report

Center questionnaire about service provision during and after the pandemic

Discussion of needs and priorities in light of dire fiscal conditions

EASE 2020-2021 Main Findings

Overall, CCSF continues to provide equitable access to services for students at the Centers.

Highlights include unexpected benefits from shift to remote services

- Online access for all student services, both those provided by staff and faculty assigned to Centers, and those assigned to Ocean campus.

However, some gaps identified

- particularly for noncredit student registration, and
- alignment of instructional offerings with services.

Also noted: contributions of 1490s, and importance of continuing collaboration across services and locations.

EASE considerations given dire fiscal situation

Challenge: assuring all core services continue to be available for students at the Centers

- combination of on-site and virtual modalities

Need: closer coordination between Academic Affairs and Student Affairs for scheduling availability and accessibility of services

Key priorities:

- assuring adequate provision of Admissions and Enrollment; Counseling, including Disability Support Programs and Services; Financial Aid; and Library, course materials and learning support.
- Center deans also noted ongoing efforts to bring bookstore services to students on site at key points in the semester.

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EASE additional observations

In reflecting more broadly on support services CCSF extended to students at the Centers during the pandemic, EASE members cited:

- the value of food pantries and Safeway gift cards;
- virtual access to Student Health services for credit students (access for noncredit students is being explored);
- Chromebook and WIFI hotspot loans (pick-up at Ocean);
- availability of LanguageLine for real-time translation in multiple languages; and
- virtual workshops via Zoom on how to access Canvas.

EASE suggestions for improvement

The workgroup also developed two suggestions for improvement of EASE itself.

- First, the workgroup recommends updating the EASE description wording describing the administrative Chair.
- Second, the workgroup suggests establishing objectives for the next reporting period to demonstrate that progress is still sought in spite of COVID and uncertain budgeting and staffing.

Thank you & Q & A

