

Overview

EASE Workgroup purpose and membership

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graph TD; A[EASE Workgroup purpose and membership] --> B[EASE Framework]; B --> C[Evaluation approach]; C --> D[Main findings]; D --> E[Next steps];
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EASE Framework

Evaluation approach

Main findings

Next steps

EASE Workgroup purpose and membership



EASE Task Force convened 2015 by Chancellor Lamb to address ACCJC's concerns regarding CCSF's ability to provide equitable student services across the District (Standard 2.C.)



35 members representing all 4 constituencies developed definitions of "core services" and CCSF centers, identified gaps and produced plan to address them



EASE commendation in 2016 ACCJC Accreditation Restoration report, with suggestion to institutionalize



EASE institutionalized as evaluation workgroup in 2018 to provide sustained attention on equitable services at the centers



Members include classified professionals, faculty, and administrators who work at or support student services at the Centers



EASE Workgroup members

- Lisa Cooper Wilkins[^], Michelle Borjal[^], Anthony Costa[^], Lisa Romano^{^^}, Aziza De La Torre, Rogelio Camacho, Ismael Padilla, Chieu Hien Van, Francisco Rosales, James Wong, Edith Kaeuper, Kit Dai, David Yee, Mia Rusali, Gregoria Cahill, Tessa Henderson-Brown, Amy Coffey, Monika Liu, Guillermo Villanueva, Mandy Liang, Carol Liu^{^^}, Cherisa Yarkin^{^^}, Chad Stephenson^{^^^}, Maria Vasquez^{^^^}
- Upcoming addition: Associate Dean of the Completion Center

[^]EASE Tri-chair, ^{^^}EASE resource, ^{^^^}EASE retiree/on sabbatical

EASE Framework

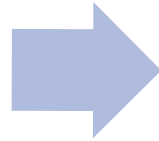
- Seven core services:
 - ✓ Admissions and Enrollment (A&E)
 - ✓ Counseling (including academic and DSPS counseling)
 - ✓ Financial Aid
 - ✓ Library and Learning Assistance
 - ✓ Course materials / bookstore
 - ✓ Student activities
 - ✓ Student conduct and grievances
- CCSF Centers where programs are offered:
 - Chinatown/North Beach
 - Downtown
 - Evans
 - John Adams
 - Mission



Evaluation 2023- core services status & plans

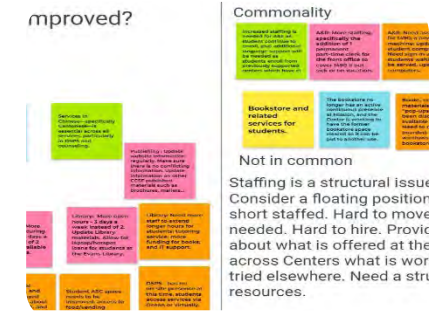
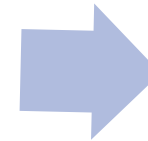


Fall 2022 Center self-reflection questionnaire



2023 Centers site-visit reports

- Fall 2022 Center self-reflection questionnaire
- 2023 site-visit and data collection instrument



2023 Evaluation Synthesis

- 2023 Centers site-visit reports
- Workgroup activity

Evaluation 2023- core services status & plans

- Fall 2022:
 - ❖ Workgroup developed data collection template elements for the Center self-reflection questionnaire:
 - Necessary components to provide effective and equitable services
 - How services are being provided (on site and virtual)
 - Challenges to providing services for students at the Center
 - ❖ Service and Center deans and classified professionals input the information



Evaluation 2023- site visits

Site visit protocol:

- Workgroup activity – develop data collection instrument/template
- On the instrument, site-visit members were prompted to:
 - Record observations of the seven core services, including signage, staffing, service hours, space, technology, and completeness.
 - Reflect on what's working well, what can be improved, and what would support sustainability and continuous improvement in the provision of the seven core services at each center.

Center site visits:

- Five centers visited Spring 2023 and Fall 2023.
- Each visit included 1-hour site visit and 1-hour Q&A session and group reflection.
- Following each site visit, members were encouraged to input their observations and reflections into the data collection instrument.

Evaluation 2023 – synthesis


- Center reports
 - Based on input via the site visit combined with the Fall 2022 Center self reflection responses.
 - Prepared by Center dean & EASE member

- Workgroup activity organized by research analyst
 - Focus on enhancing understanding of the report findings and fostering connections across the five reports.
 - Members discussed in small groups and then came together as a large group to categorize excerpts from the findings based on commonalities and differences, followed by group reflection.



Overall observations

- Staffing shortages have had major impacts on provision of services at the centers.
- With the transition out of the pandemic, most centers have had to adjust services to meet the needs of students returning to in-person classes, including evenings or weekends.
- While the culture and identity of each Center is unique, collaboration among Center administrators, faculty and classified professionals was observed at all sites. The concept of the Center as a "family" was brought up in several site visit conversations.
- Ability to improve service levels and hours for students is limited by staffing and budget constraints.
- The site visits provided an opportunity for visitors and hosts to learn from each other and identify promising practices to emulate. A more systematic way to share practices across centers could be helpful.



EASE Evaluation 2023 main findings

Admissions and Enrollment (A&E)

■ Success

- A&E teams work hard to meet the evolving needs of their diverse student populations, despite staffing challenges at all centers except John Adam,
- Some centers use QR codes to streamline services, while others address the unique needs of their student population by providing hands-on support for those with less technology familiarity.
- Availability of Language Line to assist with communicating in many languages was cited as very helpful.

■ Challenges

- Staffing poses a challenge for A&E across all centers except John Adams. Additional A&E staffing would support student registration more effectively, especially in-person services provide much needed support for long interactions with students new to higher education and those whose language is other than English.
 - Some centers, particularly Downtown, need updated computers and IT support.
 - Additional A&E staff are being hired at some centers, but gaps remain.
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EASE Evaluation 2023 main findings

Financial Aid

- Success
 - Centers staff (mostly 1490s) provide financial aid information and support to students as part of their overall responsibilities.
 - Use of technology has enabled students to complete most financial aid tasks without needing to go to Ocean campus.
 - Challenges
 - Some centers are in the process of providing updated training for the 1490
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EASE Evaluation 2023 main findings

Counseling (academic and DSPPS)

■ Success

- Counselors at every center are committed to serving students and supporting their success
- Counselors work in collaboration with other services to meet students' needs

■ Challenges

- All centers, except John Adams, experienced staffing challenges or a desire for expanded counseling services
 - Career counseling is available on a limited basis at most centers.
 - For Chinatown center, having more counselors speaking Chinese, specifically Cantonese, is desired for DSPPS and academic counseling.
 - DSPPS has no on-site presence at Downtown, students access services via Ocean or virtually.
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EASE Evaluation 2023 main findings

Library and Learning Assistance

■ Success

- Library faculty and staff strive to provide excellent services to students although they face staffing, technology, and other resource challenges.
- Learning assistance services and spaces were cited as important at several centers. At Mission, students spoke about the importance of Learning Assistance to their sense of belonging and ability to succeed. At John Adams, some faculty conduct office hours in the space to support student needs.

■ Challenges

- Staff vacancies have significantly reduced library hours at the centers. This situation continues to worsen.
 - Updated equipment and IT support were identified as a need.
 - While online tutoring services are available to all students, availability of in-person tutoring is limited or non-existent at some centers.
 - Library faculty and staff handle a diverse range of questions and frequently serve as the central source of information for students seeking directions to various student services.
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EASE Evaluation 2023 main findings

Course materials / bookstore

- Success

- Students primarily purchase textbooks online or at the Ocean campus bookstore
- The Evans Center Tool Room provides students with the option to borrow tools for use during class labs. Current students can purchase tools at a discounted rate through the designated representative.

- Challenges

- No bookstore at any of 5 centers. Students need to go to Ocean or online to purchase course materials. Textbook access, both for purchase and loan, is crucial, especially when students need to use cash for transactions.
 - Since the bookstore is vendor-operated, offering in-person services at the centers is part of a larger conversation, staffing challenges have had a greater impact at the Centers than at the Ocean bookstore.
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EASE Evaluation 2023 main findings

Student Activities

- Success
 - The Associated Student Council is active in all 5 centers. Students meet either online or in-person.
 - At several centers, students spoke passionately about the importance of student activities
 - Challenges
 - Some centers face challenges in finding dedicated faculty advisors or matching faculty availability with students' desired meeting times
 - At Downtown, the students have meeting space but would prefer the student lounge on the 8th floor which has been inaccessible due to facilities issues
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EASE Evaluation 2023 main findings

Student conduct and grievances

- Success
 - At all 5 centers, the Center Deans make themselves accessible for student conduct issues through various means.
 - They follow standard protocol to deal with student conduct and grievances.
 - No challenges were noted
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Other observations from workgroup activity

- Multilingual staff, and use of Language Line for other languages. Strong communication across A&R, Counseling and the 1490, vital for a welcoming space.
- Communication with other departments using Teams Chat helps to resolve Student Services issues in a timely manner without the student having to travel.
- Services are not very visible; awaiting installation of large display monitors. Spare screens may be available from relocation activities at Ocean (e.g., Conlan Hall).
- Resources for creation of outreach and marketing resources for the Centers would be helpful, e.g., literature showcasing the unique offerings and resources they offer.

Next steps

- Bookstore scheduling for January includes on-site book sales at the Centers
 - Will look at funds that have been set aside since 2018 for students at the Centers
- Collaborative events at the Centers:

Financial Aid Awareness events are being held at the Centers in conjunction with Flu shots, and SparkPoint (week of 11/13)
- EASE Planning:

EASE Workgroup will review ACCJC 2024 accreditation standards and consider updating EASE purpose and description in Spring 2024



EASE 2023 Center evaluation reports

- [EASE 2023 Eval Chinatown-NorthBeach.pdf](#)
- [EASE 2023 Eval-Downtown.pdf](#)
- [EASE 2023 Eval-Evans.pdf](#)
- [EASE 2023 Eval JohnAdams.pdf](#)
- [EASE 2023 Eval-Mission.pdf](#)

EASE Workgroup activity

- [EASE Site visit discussion - Google Jamboard](#)