



OUTCOMES & ASSESSMENT

**Student Service Outcome (SSO) Workgroup Progress Report
Academic Years 2023-24**

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Introduction

The Student Services Outcomes (SSO) Workgroup serves as a forum for all Student Affairs departments and programs to discuss how service assessment enhances the provision of student services and activities outside the classroom. Dialogue among representatives from all Student Affairs programs and departments is critical to understanding how students navigate the college and to identifying areas for improvement. By reviewing both individual and multi-unit assessments, workgroup members can identify commonalities and gaps in service. This robust dialogue fosters collaborative efforts across departments, improving the overall student experience.

SSO Workgroup

Representation

The workgroup has representatives from all programs and departments in the Student Affairs division. Each unit participates in one of three separate breakout groups and the monthly SSO Workgroup.

Breakout Groups

Direct Services	Student Support Services	Counseling
<ul style="list-style-type: none">• Admissions & Records (A&R)• Financial Aid (FAO)• Outreach & Recruitment• Scholarship Office	<ul style="list-style-type: none">• City Dream• CalWORKs• Equal Opportunity Program & Services (EOPS)• Guardian Scholars (GS)• Homeless At-Risk Transitional Students (HARTS)• Student Life & Leadership• Veterans Services & Programs	<ul style="list-style-type: none">• Counseling Services and Programs (CSP)• Disables Students Services & Programs (DSPS)

Program/Department Name Changes

- Assessment Center is now reported under Student Completion with two other units.
- The Student Activities department changed its name to Student Life & Leadership.

Membership changes:

- Career Services continues to conduct assessments but does not have current representation in the SSO Workgroup.
- Student Health Services (SHS) continues to conduct SSO assessment and reporting but does not have current representation in the SSO Workgroup.

- SparkPoint representatives are now attending SSO Workgroup meetings as Resource People beginning in spring 2024.

New members

- Hing Potter, Student Life & Leadership
- Aurel Draï, Completion Center
- Maria D Rodriguez Ramirez, City Dream
- George Dela Pena Martiniano Jr., Student Health Services
- Vivian Faustino-Pulliam, Student Completion

Meetings

SSO workgroup members each attend one monthly SSO workgroup and one monthly breakout group meeting. This robust meeting schedule helps to maintain a collaborative and consistent dialogue around assessment and improvement efforts focused on the whole student experience.

Reflection: Accomplishments of the 2021-24 Assessment Cycle

The 2021-24 assessment cycle took place during the COVID pandemic and the subsequent efforts to return to campus. Many changes made by service areas to accommodate a fully online environment (e.g., virtual counters, Canvas presence, and electronic forms) proved to be beneficial and were continued upon reopening the campus. The major themes that arose during this 3-year assessment cycle included modes of communication, use of technology, and community building and engagement.

Innovative technologies (e.g., SingalVine, Degree Works) employed throughout the Student Affairs division require assessment as part of the implementation process to ensure efficiency. Better communication lines between service areas to accommodate gentle hand-offs sparked robust conversations in the workgroup and led to additional multi-unit collaboration. Providing a welcoming space both virtually and in person, when the college returned in fall 2022, was also a major focus and integral in the support of student engagement and persistence.

SSO members quotes about highlights and accomplishments of the last assessment cycle.

- “Staying on track with my assessments and assessment plan for this 3-year cycle.”
- “Great collaborations among SSO Workgroup members and with the Research team!”
- “One highlight is our certification numbers are increasing, which means we are retaining our veterans.”
- “After many semesters of working on developing and accessing our SSOs in DSPS, it is satisfying to begin to see some of the concrete results per our new program.”
- “Referring students to different programs and ensuring they are receiving the services they need!”
- “An increase in successful applications and the increase in student success based on scholarship support throughout their education.”

Admissions & Records (A&R)

- CCCAPPLY data load moved to Superglue, streamlining Banner data load processes.
- AY 2022 student survey data: 97% of students indicated their experience applying were neutral, satisfied and very satisfied. 92% will recommend CCCAPPLY to other students.
- Two new questions have been added in support of AB 2881 (student parents with dependent children).
- The Foster Youth question language was revised to account for the age limit change for exiting foster care from 16 to 13 or older (SB 512).
- A new application confirmation email was developed to better guide students to their college support services office.

CalWORKs

- A review of CalWORKs student educational plans (SEP) over the last assessment cycle shows a steady increase. In spring 2019, 40% of CalWORKs students had a SEP on file. This percentage grew to 68% in spring 2023, a 28% increase. Of the SEPs on file in spring 2023, 62% were comprehensive.
- A new senior management assistant was hired to coordinate CalWORKs.

Counseling Services and Programs

- A major improvement effort focused on creating uniform language/messaging that all counselors address during abbreviated sessions. An infographic (tool and checklist) was created, piloted and revised; it provides a general framework to assist with consistency during initial student.
- The counseling departments underwent a major reunification during the previous assessment cycle merging three departments into one. Continuing Students, New Students, EOPS became Counseling Services and Programs (CSP).

Disability Services & Programs for Students (DSPS)

- DSPS tracked the number of outreach presentations and attendees and surveyed students who came to the DSPS office to learn how they became aware of DSPS Services. 33 DSPS Outreach Events were recorded with 1452 attendees. DSPS exceeded its benchmarks of 25 presentations and 750 attendees. Survey responses (N=282) show that 59% of students were made aware of DSPS Services through some type of DSPS outreach related event or activity and 41% were self-referred to or made aware of DSPS by a family member or friend.
- DSPS updated tracking and survey mechanisms to make them more user friendly.
- The department is also implementing a new office management system with communication tools that will improve communication efforts with faculty and other student service programs.

Equal Opportunity Programs & Services (EOPS)

- Based on surveys of student needs, EOPS implemented a more comprehensive approach to supporting students, including increasing food support, paying for student fees, and parking permits, and adding a laptop loan program.
- EOPS offered more hybrid services to better meet students where they are, including more comprehensive services at the Centers which has always been challenging.
- Through the Welcoming space outcome assessment, EOPS looked at barriers that prevented students from completing certain processes.
- Assessment showed drastic improvements with the use of technology (e.g., transitioning to online applications from being completely paper based).

Outreach & Recruitment (O&R)

- With the return to campus after the pandemic, O&R's major intentional focus was on high school student recruitment. Frisco Day has been a major success. As a result, high school enrollment increased.
- O&R also underwent many personnel and responsibility shifts.

Student Life & Leadership (SLL)

- Changes to staffing included hiring a new full-time QRC coordinator and expanding Family Resource Center staff.
- SLL began tracking student involvement in councils, clubs, and resource centers by implementing check-in codes using the MyCCSF app.
- To increase efficiency and effectiveness of operations, the following focus ensued:
 - better support via technology, e.g., Salesforce CRM
 - collaboration and integration of services where appropriate.
 - re-evaluation of outreach-to-students and adding more equipment

Scholarship Office

- AY 2023-24 had a steady increase in number of students scholarship applications.
- Analysis of pace and GPA of students with and without scholarships (e.g., full-time incentive grant and others can really support students).
- The assessment found a higher completion rate and GPA among students who received scholarships compared with students who did not.
- Pairing up at Evans and Chinatown to provide information connected with Financial Aid.

Financial Aid Office (FAO)

- FAO was able to offer state funding to support students.
- Continued to maintain hybrid schedule for students to better support student needs.
- Electronic forms allow students to complete forms on their own time.

- Workshops continue to inform students and faculty about the new FAFSA.
- New partnerships with Center locations and including the 1490s in weekly meetings have increased awareness and consistency in financial aid messaging districtwide.

Veterans Resource Center & Services

- Building community and increasing collaboration within the resource center and amongst students has been the focus.
- A new Canvas presence for Veterans was implemented, and student interaction continues to increase.
- Student veterans re-established the Veterans Club.
- Better training for student workers has increased their ability to serve fellow students. VRC (Veterans Resource Center) found that student-to-student interaction has led to fewer questions at the resource center; it also builds community and confidence among veterans.
- VRC continued to offer workshops.

Student Completion

- A restructuring of several units took place in spring 2024 bringing the Completion Center, Assessment Center, and 1490 Student Services Specialists to centers locations under the new umbrella title of Student Completion.
- The Completion Center hired 2 new evaluation technicians, resulting in better efficiency.
- The implementation of Degree Works (which improves students' education planning, degree and certificate progress, and data reporting) was a major accomplishment.
- Automation of certificates, credit and noncredit, has increased the number of certificates awarded.
- The Assessment Center moved from Conlan Hall to MUB (Multi Use Building) 149A with all other services; co-locating in one building makes services more cohesive and accessible to students.

City DREAM

- The last assessment cycle focused on creating a welcoming place for students.
 - The City DREAM orientation is an excellent resource, and new languages have been added consistently. Currently the orientation is offered in six languages.
 - The Language Line is also available and a poster on door is the first thing students see when they come to the office.
- Virtual counter served many students when the campus was completely remote. The service is currently paused due to staffing shortages. Foot traffic is consistent.
- A new management assistant took over to coordinate City DREAM.

Guardian Scholars (GS)/HARTS

- Both GS and HARTS continue to struggle with minimal space and staffing.

- Participation in the Basic Needs / Financial Aid Community of Practice (COP), mindful referrals and meaningful offerings to students experiencing financial insecurity. The partnership model can be built upon and folded into other service areas.

Collaborative Assessments

Three collaborative assessments are underway in the SSO Workgroup and supported by the Office of Research. They will continue into the new assessment cycle.

1. Student support services continue to collect data on student engagement via the CCSF app, and more programs are joining the effort.
2. Counseling is collecting data from Degree Works on the number of comprehensive education plans as compared to abbreviated plans.
3. Direct Services is in the development stage of looking again at internal modes of communication and timing.

SSO Assessment and the Student Affairs Action Plan (SAAP)

Collaboration between the SAAP leadership team and the SSO Workgroup has been ongoing. Throughout the year, the tri-chairs met with the team multiple times to discuss how outcome assessments can support the action plan. The SSO Workgroup engaged in focused discussions on equity, particularly on how to support equity populations and how to identify and measure these populations when assessing outcomes.

Aligning SSOs and outcome measures with the SAAP enhances cohesive improvement efforts across the division. Two goals for the 2023-2024 academic year, as stated in last year's Progress Report, include continuing to review how SSO data contributes to college-wide goals and incorporating equity metrics into assessments. This alignment has increased transparency in the effort.

In spring 2024, members of the SSO Workgroup participated in a Showcase of Assessment to raise awareness about outcome assessment and its role in achieving divisional goals.

Assessment Data & Improvements Efforts within the SAAP Framework

PRIORITY AREA 1: STUDENT SUCCESS & EQUITY (PA1)

Goal 1: Foster a culture that promotes anti-racism, equity-mindedness, inclusivity, and belonging.

Disabled Students Programs & Services

- Improvements made to the DSPS website make it easier for students to connect to available resources, ensuring that all students can access equitable opportunities to engage and succeed in all aspects of the student experience.

- DSPS improved remote services by launching a student referral spreadsheet that ensures seamless and efficient delivery of services to students between all DSPS areas (Alternate Media, Accessible Technology, Adaptive equipment, and others).
- Accommodations are continually reviewed, and one was updated this year to improve the flexibility for meeting the needs of students in courses with varying requirements and structures.
- A new system for communication between students, DSPS counselors, and instructors about DSPS accommodations was implemented in Spring 2024.

Student Life & Leadership

- Student Clubs are essential to building a culture of anti-racism, equity-mindedness, inclusivity and belonging by providing spaces for students to connect with one another based on shared identities and interests.
- Student clubs are the core of student life on campus, organizing key annual events such as Unity Day and Spring Fest.
- The number of new student clubs increased 17.65%.

Student Completion

- Currently developing an industry mentorship program: Co-curricular Academic Support Through Mentorship: Adopting an Experiential Learning Approach. Goals include: 1) Equity & Access - Expand access to industry mentors based on shared journeys, interests, and challenges; 2) Retention tool - Leverage student flag and conversation data to retain and better serve students; 3) Network of influence - Build industry connections to widen CCSF's network of influence and support experiential learning; 4) Agency - Give students agency over the relationship by allowing them to determine what type of relationships to seek based on their needs.

Goal 2: Establish new and enhance existing services that support personal health, wellness, and safety.

Extended Opportunities Programs & Services (EOPS)

- Based on student feedback, EOPS enhanced services to include: 1) increases on campus food support; 2) emergency grocery cards; 3) increases on transportation support; and 4) a welcoming space for students to study.
- Student quote: *"Thank you for helping me chase my dreams, EOPS! I didn't think I could do all that I did until you showed me a way."*

Student Health Services

- An annual patient chart audit was conducted to determine if students are being screened for public health concerns and whether prevention, treatment options, harm reduction, and referrals were discussed. The audit showed most students are being screened for public health concerns, particularly this year's focus area of substance use. As a result of this public health focus and our screening, Student Health identified

additional needs for harm reduction and have started distributing fentanyl strips and continue to prescribe naloxone, as part of a risk reduction strategy.

Goal 3: Increase awareness, literacy, and access to financial aid and financial resources.

Financial Aid Office

- Through signature events, such as Cashchella, and more workshops, offered at Ocean and center locations, AY 2023-24 saw an increase in Pell Recipients – importantly for targeted focus groups including Free City students and Dependent Parents.

Academic Year	Pell Grant Recipients
2022-23	4,276
2021-22	3,501
2020-21	3,404



Scholarship Office

- Continued steady increases in scholarship applications through Scholarship Universe.

Academic Year	# Applications
2022-23	11,589
2021-22	9,288
2020-21	8,091
2019-20	3,433

PRIORITY 4 COMMUNITY PARTNERSHIPS

Goal 1: Strengthen access to certificate and degree programs for high school students.

Goal 2: Expand access to educational opportunities for Noncredit adult education students.

Goal 3: Expand educational opportunities for the local workforce to strengthen skills, advance, and/or change careers.

Outreach & Recruitment Services

- From July 2023- March 2024, the team conducted 116 events, serving 6,130 students.
- The event, CCSF Connect, held April 27, 2024, had an attendance of nearly 700, the largest Outreach event of the year for prospective students. Of the 104 participants who completed the post-event survey, 98% responded that they felt more knowledgeable about CCSF programs and services.

Goal 5: Engage Community Partnerships to support the needs of current CCSF students (e.g., academic, socio-emotional, health, basic needs, etc.)

Student Health Services

- Developed a partnership with the San Francisco Department of Public Health's Overdose Prevention Project to provide training to the CCSF campus community.

Student Completion

- Currently developing an industry mentorship program: Co-curricular Academic Support Through Mentorship: Adopting an Experiential Learning Approach
- High Impact Practice - Deep integrative learning (i.e., concrete, and tangible applications of concepts through industry partnership).
- Network of influence - Build industry connections to widen CCSF's network of influence and support experiential learning.

Priority 5 Campus Partnerships

Goal 3B: Evaluate communication tools (website, CCSF app, email, text) and ensure consistent messaging around programs and services offered.

City DREAM

- An assessment to address the SSO related to providing a welcoming space involved analyzing the center's written documents, website, and physical space. The checklist evaluated 1) language/visual inclusivity; 2) accessibility; and 3) the welcoming nature of the website, documentation, and physical space. Improvements made from the assessment include:

Planning the 2024-27 Assessment Cycle

New Assessment Plan Template

During the fall 2023 semester, the Tri-chairs developed a new assessment plan template and sought feedback from the workgroup before finalizing it in the spring. The new template consists of two parts:

Part 1: Reflection

This section includes:

- Highlights from the past assessment cycle
- Program mission or purpose.
- An overview of services and intended recipients.
- Supporting Equity
- Thinking Ahead, driving questions to help develop meaningful assessments.

Part 2: Assessment Planning

This section includes:

- Student Service Outcomes (SSOs)
- Assessment Planning table that includes, assessment focus, methods, benchmarks, frequency, collaboration partners and connections to college plans

- Timeline
- Closing the Loop

The assessment plan template was introduced to the workgroup in spring 2024, allowing members to begin considering the upcoming cycle.

Trends in Reporting Structure

Recent changes in the organizational structure of Student Affairs significantly impact assessment work. Programs have been reassigned to different administrators, and innovative programs have developed within existing ones, raising questions about who handles the assessment responsibilities and whether the current outcomes meet the needs of new configurations.

These structural changes influence more than just outcome assessment; they also affect program review. It is important to thoughtfully organize efforts to ensure that each program benefits and that a space is maintained for ongoing, consistent, and meaningful dialogue and assessment.

To meet the diverse needs of all programs affected by these changes, a one-size-fits-all approach is not suitable. The tri-chairs plan to develop guidelines that offer multiple options, ensuring that individual program needs are addressed and that assessment practices remain robust and relevant.

Aligning Outcomes Across Programs

In the previous assessment cycle, several student support services had aligning outcomes which more easily allowed for multi-unit collaborative assessment.

What are areas of growth?

- Assessment of new technologies being implemented in the Student Affairs division
- More training of more staff members in each program to increase overall participation and investment in outcome work.
- Investing more time into digging deeper into assisting our students, knowing about various resources and supporting their educational journey.
- Streamlining data tracking so staff understand how to connect outcome assessment to program goals
- Utilizing SARS data.
- Expanding work with community partners to better serve student-parents
- Invest more dedicated time to complete SSO work
- More intentional sharing of SSO work with staff in all programs

New opportunities for this academic year

- Exploring outcomes from the student(s) lens
- Explore ways to improve data collection of student-parents and how that data intersects with Equity populations to help remove systemic barriers.
- Get fresh perspective from new people joining this work (particularly for Student Health)
- Develop outcomes and assessments for student conduct.
- More inclusion of student voices in assessment reporting.
- A new opportunity to create a VRC scholarship.
- Inclusive scholarship eligibility options
- Connecting program goals to the overall college and state goal.
- Create a new student check list where along with enrollment steps they must go see a program, many students have no idea the resources we offer.
- Learning how to use outside or college data

ConclusionThe SSO Workgroup continues to be an active, robust venue for student affairs professionals to dialogue and collaborate on ways to improve services and the overall student experience. Each year has a new set of challenges, but the dedicated group of individuals who make time to come together for meaningful assessment and dialogue continues.