Foothill Annual Program Review 2024

Annual Program Review Template 2024

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1. Number of full-time faculty in the program.

> 0

2. Number of part-time faculty in the program.

> 0

3. Number of staff in the program.

> 2

4. Do the above numbers reflect any staffing changes?

> A student success specialist position was added in August of 2023.

5. Refer to the most recent Comprehensive Program Review, what were the identified actions for improvement? Identify any current and/or new Strategic Goals.

> 1. The Office of Retention Services will increase the number of first-time appointments with referred students by 15% through increased communication and follow-up with instructors.
>   1. we did not meet this target in 23-24 and are looking to meet it this year.
> 2. Increase utilization of Foothill Connect by faculty and students by 13% through increased marketing efforts and workshops.
>   1. We met the goal of a 10% increase last year for faculty but did not meet that goal for students. We are aiming to increase the utilization rate by 13% moving forward.
>
> Our other SAO for 23-24 was to raise the completion rate of students received a tracking item in Foothill Connect to 70%, we met this goal by acheiving a completion rate of 78% for 23-24 largely through the efforts stated in the comprehensive program review.

6. What actions identified in the Comprehensive Program Review (or most recent Annual Program Review if no Comprehensive Program Review) have you completed this year?

> Our office has held workshops for faculty to help teach best practices of Foothill Connect. Two workshops were held in Spring 24, and workshop was held on flex day in September of 2024. We have also held two workshops in Fall 24 in conjunction with the Office of Online Learning regarding how Foothill Connect can help instructors meet their RSI requirements.
>
> We are now also collaborating more with the office of instruction and instructional Dean's to increase faculty engagement of Foothill Connect. A leadership team is being formed that will include administrators, staff and faculty to increase engagement and effectiveness of Foothill Connect. More collaboration with faculty is needed to improve upon our processes and to increase awareness of Foothill Connect and the Office of Retention Services.

7. Explain your implementation timeline and if there have been any changes or updates.

> Goals that were not accomplished last year are our main focus this year, such as increased coordination and collaboration with instructional Deans and Department Chairs to increase awareness of our Office and the services we provide to students. We have also augmented our student outreach efforts by improving our messaging to students and working more closely with faculty to be more aware of a student's needs and status in the classes for which they are referred. We are also in the process of hiring more student ambassadors to assist with our outreach. These efforts have already provided an increase in student appointments for the Fall 24 term.
>
> To increase student engagement, we will be participating in pilot program with EAB for Winter 25 on a student digital marketing campaign to message students to the benefits of Foothill Connect and how students can leverage it for themselves.

8. Explain the evidence the program used to evaluate progress and provide an update on progress.

> We use Foothill Connect reports which provide data on the number of students receiving tracking items and the tracking items they received, the number of faculty and students utilizing Foothill Connect and the total number of meetings our office have with students. Using the data from these reports, we utilize Argos reports created by the Office of IR to disaggragate this data along gender and race/ethnicity lines, and to ascertain completion rates of students in the classes for which they receive tracking items.
>
> For this year, we will be using our own methods to collect data on our meetings with students, with respect to the topics covered in our meetings so we may better understand what students need. We will also work with IR to create a survey that will go out to students who meet with us to better assess the effectiveness of our student appointments.

9. Click the link and follow the instructions to the Disproportionate Impact dataset, then respond to the prompt below.

https://foothilldeanza-my.sharepoint.com/:b:/g/personal/20078222_fhda_edu/ETXoAp44fMFCppHXvzpIFgcB5ogzcvUXLknHrIXo1ghkHg?e=H8axR7

Identify the groups that are experiencing a disproportionate impact in the most recent year (highlighted in orange). In the text box below, provide the percentage point gap and the number of additional successes needed to erase the percentage point gap for each group.

For non-instructional programs that do not have program specific disproportionate impact student data, please provide an update on the program's 13-55 project (i.e., project description, students served, implementation timeline).

> We are collaborating with the Library in a pilot program to create a better process for students to access the Library's class materials purchasing program which uses Lottery Funds. We are working with a small group of 5-6 faculty to identify students who meet CA College Promise grant eligibility criteria in some of their

sections to receive this assistance. We will disaggregate our data to demonstrate the need among each racial/minority group which will show how providing class materials to African-American and Latinx students helps close equity gaps. The metrics we will use are the number of faculty members and sections participating in the program, the number of students eligible for this assistance, and the number of materials purchased and distributed, and the completion rates of those students who take advantage of the assistance. The pilot started in F24 and will continue for the 24-25 AY.

10. Use this opportunity to reflect on your responses in this document. Include your closing thoughts.

While our Office made significant improvements in the past year, we still have plenty of room for growth. Our primary focus for this year is to get our contract for Foothill Connect renewed as it expires at the end of the year. We are working with VP Scolari to lobby administration to approve a 5-year contract renewal, which will solidify Foothill Connect as our primary tool for referrals. If the contract is not renewed, we will have to pivot to another platform and our strategic goals and SAO's will have to change as a result. All of our goals and objectives in our comprehensive and annual program review are fundamentally grounded in improving the effectiveness of our Office and the Foothill Connect tool, which in turn demonstrates to the college that it serves a necessary and vital purpose in our mission to take the lead in coordinating campus-wide retention efforts. While the Foothill Connect platform is only a tool, it serves a vital purpose in facilitating communication between Instruction and Student Services, and helps Student Services better coordinate services to students which requires increased collaboration amongst campus stakeholders. This need for greater collaboration is reflected in our Annual and Comprehensive program reviews as it is the focus of our identified actions and strategies to achieve the goals and objectives we have set for ourselves.

Another service in our portfolio that is not stated in our program review is our Stanford Summer Session program. We have a partnership with Stanford where we send a cohort of 25 students to attend a Summer Session class for free (paid for by Stanford). The program is meant to expose students to a different learning environment and to help them build confidence as they begin their academic journey. We are entering the fourth year of our partnership and we are excited to see the program continue. For the first two years of the program, students were selected from counselor referrals from programs like EOPS, Honors, Puente, and MPS. Last year we implemented an application process that made the selection process more fair and equitable, as well as helping us refine the criteria for the type of student we were looking for. As a result of the new application process, our 2024 cohort performed significantly better than our 2023 cohort, which our Stanford partners were happy to see. Another aspect of implementing the application process was to ensure that our students have a positive experience in Summer Session and the application helps us learn more about the student, and how well prepared they will be for the experience. As a result of the success of the application process we are prepared to handle more applications and will advertise the program more broadly to widen our applicant pool.

Click on the link below to view the Annual Program Review Rubric.

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This form is completed and ready for acceptance.

Rubric Annual Program Review

Criteria

The program's responses...
- align with the program's goals
- align with data
- are informed by data
- are within the control of the program
- have measurable outcomes

☑ Meets Expectations

☐ Needs Improvement

Feedback

The annual program review written by the Office of Retention Services was well done. The write up was informative, honest, and an important step in the direction of continued progress.

It is a challenge to increase student engagement, particularly for the first time, therefore it is understandable that it was difficult to meet the goal of increasing the number of first-time appointments with students by 15%. The goal of increasing engagement with faculty was met and likely a helpful step toward student engagement goals. Additionally, big congratulations are in order for the increase in student completion rate for the 23-24 academic year.

It would seem the workshops put on by the ORS played a role in the increase of faculty engagement with Foothill Connect, which is great. Understood about the goal to further collaborate with the office of instruction, including instructional deans. I would be happy to lend my support with this goal. If the ORS would deem it helpful to meet separately with various deans, I would be happy to help coordinate and attend those meetings.

The actions taken to accomplish program goals is commendable. Increasing coordination and communication across campus, involving various constituencies, all while having two staff members, is commendable work.

It is great to read that the ORS will be adding to their data gathering approach specific data on their meetings with students. Assessing the effectiveness of student appointments shows the integrity the program has in their work. If helpful, I would happily offer to thought partner with the ORS once this appointment data is gathered.

I am looking forward to seeing the data re: the pilot program with the library about instructional materials.

It is understood how important Foothill Connect is to the work of the ORS.

The efforts to provide instructional and experiential opportunities for our students through the Stanford program is commendable. It's clear the ORS has been working hard to continue this program, including making adjustments to the program/process as needed. Though many other data gathering efforts are currently being pursued by the ORS, when bandwidth allows, it would be interesting to look at the potential connection between success/retention rates of students that are a part of the Stanford summer program compared to those that are not.

This form is completed and ready for acceptance.