EASE Assessment

PROVISION OF CORE SERVICES AT CITY COLLEGE CENTERS
AY 2020-21 TO AY 2021-22

EASE Workgroup – May 10, 2022

What is the purpose of this assessment?

- Understand the provision of core services during the COVID-19 pandemic (AY 2020-21 and AY 2021-22):
  - How was **each core service provisioned across** six City College Centers?
  - How were **all core services provisioned at each** of six City College Centers?

- Address how City College meets Accreditation Standard II.C.3:
  - The institution assures **equitable access** to all of its students by providing **appropriate, comprehensive, and reliable** services to students regardless of service location or delivery method.

How did we determine assessment criteria?

- EASE workgroup:
  - Completed questionnaires (Fall 2020 and Fall 2021) describing provision of services at the Centers during the COVID-19 pandemic
  - At Fall 2021 EASE workgroup meetings, Center Deans and core service leads identified priorities to emphasize when considering provision of services at the Centers

- Research and Planning:
  - Developed conceptual framework that addresses Accreditation Standard II.C.3 and operationally assesses provision of core services
  - Using conceptual framework, reviewed questionnaires and meeting notes to develop assessment criteria that addresses identified priorities of EASE workgroup

What were the assessment criteria?

- EASE Workgroup: Clear and accurate <u>information</u>
  - Criteria: Can students find information about **how to access or use** the service?

- EASE Workgroup: <u>Access</u> the service
  - Criteria: Is the service **scheduled to accommodate student availability**?

- EASE Workgroup: <u>Use</u> the service
  - Criteria: Can students **contact staff**?
  - Criteria: Are **all services available** to students?
  - Criteria: Can all process **be completed** in their entirety?

How did we determine if criteria were met?

Dimension	Description	Options
Time period	Point in pandemic service is evaluated	• Pandemic Transition (Spring 2020 – Fall 2020) • During Pandemic (Spring 2021 – Spring 2022)
Modality	How core service is delivered to students	• In-Person (includes any in-person interaction) • Virtual (includes phone, email, chat, Zoom) • In-Person/Virtual (both at any point)
Implementation	Extent to which service is implemented during time period	• In Development • Ready to Implement • Partially Implemented • Fully Implemented

How do assessment criteria connect to accreditation?

EASE Workgroup
Key Assessment Points

ORP
Rubric

Accreditation
Standard II.C.3

- Information
- Access
- Use

Criteria

- How to access or use (1)
- Scheduled to accommodate (2)
- Contact staff (3)
- All services available (4)
- Be completed (5)

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Dimensions

- Time period (T)
- Modality (M)
- Implementation (I)

- Appropriate (1-5, M)
  - Service is accessible in multiple languages/modalities
- Comprehensive (3-5, I)
  - All components of service can be accessed and used
- Reliable (1-2, T)
  - Scheduled accessibly, consistently available through pandemic

Findings

Overall Summary

How are we describing what we found?

- For each Center and core service, we summarized the availability of each core service

  - If a service was not completely available via any combination of virtual or in-person provision, it is ==highlighted in yellow==

- Our assessment is based on the questionnaire completed by Center Deans and core service leads in Fall 2020 and Fall 2021

- Center Deans and core service leads were able to respond to the draft findings in April 2022, and their feedback was incorporated into this final report

Overall Summary

- Core services were provided primarily virtually with some in-person offerings, and were available to credit and noncredit students across the CCSF Centers

- Services were available in multiple languages and across a wide range of appointments and drop-in hours

- Admissions and Enrollment, Counseling, DSPS, Financial Aid, and Library and Learning Resources were generally provisioned via a combination of in-person and virtual services

- Access to and use of the Bookstore, Student Conduct/Discipline, and Student Government was entirely virtual

Overall Summary

- Virtual services were available early in the pandemic, while in-person services were gradually added at some Centers

- Core services requiring access to physical resources, like the library building, were not able to offer all services, transitioning to virtual services when possible

- Reinstatement of in-person services is tied to campus-wide re-opening policies and resources and sometimes is not in the Center and/or core service provider's control

Findings

Core Services

What are the EASE core services?

- Admissions and Enrollment
- Bookstore
- Counseling
  - DSPS
- Financial Aid
- Library and Learning Resources
- Student Conduct/Discipline
- Student Government

Core Service: Admissions and Enrollment

Center	Service Modality
Chinatown/North Beach	In-Person/Virtual
Downtown	In-Person/Virtual
Evans	In-Person/Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	Virtual

- Consistently provided in-person registration events across the Centers, ranging from a few times per week to a few times per semester

- Outreach efforts to increase enrollment differed across the Centers, and included engagement local community based organizations and media

Highlight: Targeted engagement with local communities and media to increase enrollments

Core Service: Counseling

Center	Service Modality
Chinatown/North Beach	Virtual
Downtown	Virtual
Evans	Virtual
John Adams	Virtual
Mission	Virtual
Southeast	Virtual

- Counseling services were remotely offered and provisioned by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- Counseling services available included targeted workshops for credit and noncredit students, career counseling, and new and continuing counseling for credit and noncredit students

Highlight: Coordination between Counseling and Admissions and Enrollment to provide virtual counseling to students participating in in-person registration events

Core Service: DSPS

Center	Service Modality
Chinatown/North Beach	In-Person/Virtual
Downtown	In-Person/Virtual
Evans	In-Person/Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	In-Person/Virtual

- A wide range of services were available to credit and noncredit students in multiple languages, across all Centers

- Services provided include testing accommodations, exam proctoring, interpreting and captioning services, and supportive equipment checkout

- In-person proctoring provided in collaboration with Student Health services

Highlight: Partnerships with SFUSD and other external agencies to support registration in noncredit DSPS courses

Core Service: Financial Aid

Center	Service Modality
Chinatown/North Beach	In-Person/Virtual
Downtown	In-Person/Virtual
Evans	Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	Virtual

- Services were primarily available to credit students, with support generally available in multiple languages

- John Adams and Mission provided in-person Financial Aid workshops, while Downtown provided in-person Student Support Specialist support

- Services were often provisioned by Student Support Specialists

Highlight: New technology solutions allowing students to complete all financial aid processes remotely, including processing secure documents

Core Service: Library and Learning Resources

Center	Service Modality
Chinatown/North Beach	In-Person/Virtual
Downtown	Virtual
Evans	In-Person/Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	Virtual

- Transition to virtual services enabled greater access to services outside traditional hours early in the pandemic, but some services requiring physical resources remained unavailable

- Wi-Fi hotspots and Chromebooks were available to credit and noncredit students via contact-free pickup, first at Ocean and later at selected Centers

- Learning assistance services were entirely virtual and included Virtual Counters, as well as drop-in and appointment based individual and group tutoring

Highlight: Virtual library and learning assistance resources developed and expanded during the pandemic will continue to be offered in multiple languages following the re-opening of in-person library and learning assistance spaces

Core Service: Student Conduct/Discipline

Center	Service Modality
Chinatown/North Beach	Virtual
Downtown	Virtual
Evans	Virtual
John Adams	Virtual
Mission	Virtual
Southeast	Virtual

- All student conduct/discipline processes are completed virtually

- Center Dean is the point of contact for all concerns at each Center, reachable via phone or email

Highlight: Consistent student conduct and discipline approach across all Centers

Core Service: Student Government

Center	Service Modality
Chinatown/North Beach	Virtual
Downtown	Virtual
Evans	Virtual
John Adams	Virtual
Mission	Virtual
Southeast	Virtual

- All activities have been virtual throughout the pandemic, including elections; most student leadership positions have been filled

- Chinatown/North Beach, Evans, and John Adams have credit councils, while Downtown and Mission have noncredit councils

- Currently no active student government at Southeast, but recruitment efforts continue

Highlight: Most Centers maintained an active student government

Core Service: Bookstore

Center	Service Modality
Chinatown/North Beach	Virtual
Downtown	Virtual
Evans	Virtual
John Adams	Virtual
Mission	Virtual
Southeast	Virtual

- Bookstore services at the college are provided by an external vendor

- All students can order books or materials through the bookstore website

- Bookstore orders can be picked up from the main campus (Ocean)

Highlight: CCSF is currently in conversations with the external vendor regarding bookstore services

Findings

Centers

What are the CCSF Centers identified in EASE?

- Chinatown/North Beach

- Downtown

- Evans

- John Adams

- Mission

- Southeast

Center: Chinatown/North Beach

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	In-Person/Virtual
Library Services	In-Person/Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

- Services were available to credit and noncredit students, with support generally available in multiple languages

- Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- In-person services were available later in the pandemic, including welcome events for new and returning students, monthly noncredit registration events, and contact-free pickup of library materials

Highlight: Student Support Specialist developed "How to…" video series with Chinese captions to help students navigate online resources

Center: Downtown

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	In-Person/Virtual
Library Services	Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

- Services were available to credit and noncredit students, with support sometimes available in multiple languages

- Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- In-person registration events were offered several times per week throughout the pandemic

Highlight: Standout Student Support Specialist provides support across multiple core services, notably in Financial Aid

Center: Evans

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	Virtual
Library Services	In-Person/Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

- Services were available to credit and noncredit students, with support sometimes available in multiple languages

- Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- Limited in-person textbook distribution was available through the library early in the pandemic, while in-person registration events were available later

Highlight: High collaboration and communication between Virtual Counters supported by Evans and Southeast

Center: John Adams

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	In-Person/Virtual
Library Services	In-Person/Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

- Services were available to credit and noncredit students, with support sometimes available in multiple languages

- Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- In-person services were available later in the pandemic as on-site classes resumed, and included registration events, Financial Aid workshops, and contact-free library pickup

Highlight: Targeted outreach to noncredit ESL students who previously enrolled at John Adams

Center: Mission

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	In-Person/Virtual
Library Services	In-Person/Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

- Services were available to credit and noncredit students, with support generally available in multiple languages

- Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- In-person services were available later in the pandemic as on-site classes resumed, and included registration events, Financial Aid workshops, and contact-free library pickup

Highlight: High engagement with local Spanish-language media and community based organizations to outreach to new and continuing students

Center: Southeast

Core Service	Modality
Admissions and Enrollment	Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	Virtual
Library Services	Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

- Services were available to credit students, with support sometimes available in multiple languages

- Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

- No active student government at Southeast, but recruitment efforts continue

Highlight: High collaboration and communication between Virtual Counters supported by Evans and Southeast

Questions?

Thank you!

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