



Program Review

Golden West College

General Information

Important Information

Some people have expressed concerns about losing information after being logged off. There are some ways to avoid this.

- Please type your information into a Word document then paste the information here.
- At the bottom of the page, there is a **“Save Progress”** button. That button can be very useful. However, if you have already been logged out due to a time error, it won't actually save the information to your account. To check to see if you have been logged out, a better approach is to click the **“Previous”** button. This will take you to the previous page AND it will save what you have typed on the current page. If you had been logged off, you will be immediately notified.

Submitter's First Name:

Submitter's Last Name:

Submitter's Email:

Submitter's ID:

Submitter's Phone Number:

Type of review? *

- Administrative
- Instruction (Please note: Library and Counseling should submit individual Program Reviews: One for Instruction and one for Student Services))
- Student Services

Who is your Dean/Supervisor?

- Robyn Brammer
- Joseph Dowling
- Rick Hicks
- Janet Houlihan
- Danny Johnson
- Claudia Lee
- Alice Martanegara
- Carla Martinez
- Alex Miranda
- Kay Nguyen
- Meredith Randall
- Christina Ryan Rodriguez
- Matthew Valerius
- Tim Vu
- Chris Whiteside

Are you the Department Chair? *

- Yes
- No
- Not applicable

Who is your Vice President? *

- Lee, Claudia
- Houlihan, Janet
- Randall, Meredith

If you experience any technical difficulties completing this form, please contact [Damien Jordan](#).

Program Review Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009-

Data Driven Decision Making

- *Continual improvement*
- *Evaluation of program resource needs*
- *Fiscal stewardship and transparency*
- *Culture of evidence*

Program Review Reporting Cycle

1. Program Review will be conducted every two years beginning Fall semester 2021.
2. Department Chair/Originator will be given feedback at each step in the process.
3. Data provided by ORPIE, including statewide data for success given to departments the first week of October (October 8, 2021).
Originator: The originator owns this information (usually the Department Chair). The document is "locked" unless sent back.(October 22, 2021).
4. Department Chair: If the Department Chair did not submit the document, it will go to the Department Chair for general feedback (November 1, 2021).
5. Dean/Supervisor: The Dean/Supervisor provides feedback in a single text box. The Dean/Supervisor may send back to the Department Chair if something needs to be changed. (November 8, 2021).
6. IEC: IEC provides feedback for a technical review. (November 15, 2021).
7. CCD: provides feedback on curriculum or instruction section. (November 22, 2021).
8. Vice President: The identified VP provides feedback and can send the document back for edits (December 1, 2021).
9. Review: The Department Chair incorporates the feedback and resubmits. The Dean/Supervisor can send back if there is still something missing (January 31, 2022).
10. Submission: Once the originator (Department Chair) submits the document, it will be locked (February 11, 2022).
11. Committee Reviews: Requests for funding will be sent to committees for their review (February 11, 2022). Reviews by committees must be submitted to Planning and Budget by March 15, 2022.
12. Hiring Deadline: Approved requests for faculty positions will be provided by the Executive Team (February 25, 2022).
13. Hiring Deadline: Ratings for classified professional positions will be provided to the Executive Team by April 22, 2022.
14. Funding Deadline: Planning and Budget will make determinations on Catorgically funded requests (April 22, 2022).
15. General Funds and Classified positions: Items funded through general funds and available Classified Professional Positions will be determined (October 7, 2022).

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Program Information

Name of Program (Academic Programs should be listed per discipline)

* Student Equity and Achiever

Please provide a brief description and any significant change in your program since the last program review cycle.

The Student Equity and Achievement Program oversees the Student Ally Center (formerly known as the Equity Center) The Stand (Food Pantry), and The Rack (Professional Clothing Closet). In addition to these physical spaces, SEAP also oversees the entire SEAP budget allocation and the expenditures approved for equity initiatives across the campus. Due to the COVID-19 pandemic, all services were successfully transitioned to alternative modalities and currently serve students both in-person and remotely.

The Equity Center is now officially known as the Student Ally Center. This center opened in the Fall of 2019 to serve all student populations through a case management approach by connecting students with on-campus and community resources to address non-academic challenges and increase retention. Services in the Student Ally Center features a lounge with access to student computers, a classroom for student club meeting spaces or to host workshops, space for faculty office hours, and a private office. This center now oversees the Chromebook Loan program. Instead of students accessing devices through different programs across the campus, one check-out process has been created. In addition, students loan periods have been removed. Students can now keep the device as long as they remain enrolled.

To address food insecurity, SEAP established The Stand (food pantry) to provide food resources to current students at no-cost. Operations for The Stand began in April 2018 by partnering with Second Harvest of Orange County providing weekly food deliveries to the College. Over 10,000 visits have been recorded at The Stand serving over 1,500 unduplicated students per academic year. The Stand has given students access to food resources once a day Monday through Friday, ranging from healthy snacks and grab-and-go food items, to a variety of grocery ingredients for meal cooking. Due to the campus closure, one major change in The Stand is the addition of a drive-thru system to distribute groceries to students. Following social distance guidelines, students now order groceries on a weekly basis and pick-up their items every Tuesday. As the campus reopens, The Stand has established a hybrid model of service by continuing to operate the weekly drive-thru system and adding fresh grab-n-go snacks to The Pantry. Students have access to these snacks when the campus is open.

To address clothing insecurity, SEAP established a clothing closet providing professional clothing to current student at no-cost. Operations for the Rack began in April 2018 and supplements garments through donations from the GWC community. The Rack gives access to professional clothing, accessories, and hygiene products. The Rack has established a strong relationship with the GWC Homeless Liaison, who lead efforts in gathering towel donations from faculty. One major change is removing the limitation of one outfit per student per semester. During the campus closure, the community donated an abundance of clothing, thus allowing students to access unlimited clothing items.

What are your program's strengths?

The SEAP office maintains and increases collaboration with departments across the College. The office runs efficient logistics with a small human resource team and delivers successful event planning for various departments at the College. In addition, SEAP establishes initiatives such as the Student Ally Center with minimal fiscal impact by re-allocating current resources and augmenting personnel with federal work study employees and interns.

The Stand and The Rack has established strong relationships with students, faculty, classified staff, and management. This has resulted in multiple donations in the form of food and clothing. A successful partnership with Second Harvest provides weekly food donations decreasing food insecurity among the student population at no cost to the College. The Stand and The Rack are located in a prime location that is in the center of campus and next to the new Student Services Center. Student can experience a store shopping environment at no-cost.

What are the challenges for your program? (If there are regulations or requirements for your program that require additional support, please note those here.)

SEAP continues to face challenges institutionalizing equity mindedness. Low attendance to equity events and low Request for Proposal (RFP) applications limits program collaboration across campus departments to innovate strategies that mitigate equity gaps for disproportionately impacted students. Limited funds and human resources impacts the program's ability to expand programs and increase efficiency and productivity. An effort to establish an Equity Committee has not been successful. A committee dedicated to equity discussions is necessary to continue expanding efforts in closing the achievement gaps for all disproportionately impacted students. Limited human resources at the Stand & The Rack places a challenge to increase levels of service. Storage limitations hinders the possibility for food and clothing supply expansion.

STUDENT SERVICES INFORMATION

If you do not have any of the below information, please type "N/A" in that box.

	4-years ago	3-years ago	2-years ago	1-year ago
Number of students served (unduplicated)	* N/A	* 1,567	* 1,664	* 3,941
Percentage of students served (served/campus headcount)	* N/A	* 8.54%	* 8.99%	* 19.26%
Number of students served (duplicated)	* N/A	* 13,520	* 15,456	* 3,987

Outside of hiring new faculty or staff (which should be included in your program goals, if needed), please discuss the above trends and your plan for serving more students.

* The SEAP program started to oversee physical spaces in 2018. Prior to this year, the SEAP program was being established by creating a foundation to the allocation of funds through the Request for Proposal process. An increase on the number of students served is seen prior to the campus closure due the COVID-19 pandemic. Over the last academic year, the SEAP office continued to serve students remotely; however, not at the same level as when students were served in person. This was greatly impacted by the number of students that accessed The Stand and The Rack on a daily basis. The Student Ally Center was established in 2019 prior to the campus closure. Efforts to market and increase awareness and engagement were under way when the campus closed. The SEAP office will continue to strategize to raise awareness and participation in all SEAP physical spaces particularly in The Student Ally Center. The I Am GWC campaign is being refreshed, which will include a new set of students and will also include advertisement for The Student Ally Center. Federal Work Study and Interns will be maximized as the campus reopens to collaborate with faculty and departments across the College creating a holistic in-reach effort. The collaboration with the

Oakview Collaborative and community continues. This partnership is also a strategy to create college awareness among the community in an effort to increase enrollment.

Over the past two years, what technology and/or processes did you implement to impact the success of our students?

Over the past two years, the SEAP office successfully installed a digital check-in system with SARS-Track in the Student Ally Center. This system tracks and documents the number of student visits and the unduplicated headcount of students served. This system also tracks the type of service students access when visiting the center. This helps the center identify service trends to maximize efficiency and provide services that impact the success for each student. A case management approach has been implemented to connect students to on-campus and off-campus resources to address non-academic challenges outside the classroom for all students.

What new outreach/recruitment initiatives have you implemented over the past two years?

The Oakview community is a predominately Hispanic/Latinx and Vietnamese underserved community near the College. The SEAP office has established an on-going partnership with the Oakview Family Resource Center and the Oakview Collaborative whose mission is to serve the Oakview community. Over the last two years, the SEAP office has worked to gain a seat with the Collaborative and meets monthly with other members to share resources that are available to the community. Current efforts include a strong collaboration with the Director of the Oakview Family Resource Center. Community Liaisons are being trained to reach out to the community and to share opportunities to attend GWC. The resource center will refer potential students from the community to the Student Ally Center, which in turn will case manage and work with campus departments to onboard and provide retention resources to enrolled students.

The I Am GWC campaign is being refreshed to include a new set of student banners showcasing our diverse student population across the campus. These banners will also include marketing for The Student Ally Center. The goal is to showcase to our potential student community, the diversity of our campus as well as retain currently enrolled students through the visualization of inclusivity.

Program Review Goals and Requests for Funding

Requests – If you are requesting any of the following, they *MUST* be addressed within your Department goals.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

(When you click that you need any of the above (Faculty, Equipment, Facilities, Technology or Support Staff) you will be provided the appropriate form on subsequent pages of this document)

Vision 2030 Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

Goals from Previous Program Review Cycle

Please refer back to the goals from your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review), including resource requests and if they were funded or not.

Goal - Establish an equity center and begin operations.
The equity center (now known as the Student Ally Center) was established in Fall 2019. The Student Ally Center is located on the 2nd floor of the Student Union. It was established with minimal fiscal impact by re-allocating current human resources and by salvaging furniture and computers from campus buildings being demolished. A total of \$15,000 were utilized to refresh the space with a fresh coat of paint, carpet cleaning, and network rewiring to support the center's computers and WiFi system. Although operations were remote during the campus closure, the SEAP office continued to serve students with addressing non-academic challenges through a case management approach and with the assistance of Federal Work-Study employees. The center oversees over 10 cases at a time and has served over 2,000 students.

Goal - Expand equitable classroom practices campus-wide in collaboration with the Equity Squad.
The Equity Squad lead by the SEAP office, was a group of faculty that learned equity strategies through a partnership with the USC Center for Urban Education. The Equity Squad collaborated with the Chemistry and Biology department to implement equitable classroom protocol including classroom observations, first day of class surveys, syllabi an document reviews, and the grade book protocol. The mathematics department also collaborated with classroom observations in the old Math Science building. A full report was developed which addressed building concerns in relation to the learning environment inside building classrooms. Although the Equity Squad is currently not active, the SEAP office began an effort to establish an Equity Committee to continue these efforts as well as to have dedicated discussion on how to institutionalize equity mindedness and mitigate equity gaps for all disproportionately impacted students. A proposal of this committee structure was presented in Planning & Budget, Academic Senate, Classified Senate, and the Council for Chairs and Deans. The Planning & Budget committee created a taskforce to review the current committee structure across the campus. A recommendation on where the Equity Committee stands in this review is to be determined.

Goal - Expand partnerships with local organizations for The Stand & The Rack.
The SEAP office continues to work with local organizations to increase food and clothing donations. A team from the Robert Mayer Leadership Academy hosted a donation project to obtain professional clothing for The Rack. The Stand receives food donations from multiple local donors every month in addition to food deliveries by Second Harvest of Orange County.

Goals for Current Program Review Cycle

Current goals should be connected to Vision 2030.

Please note:

Equity should be embedded into all goals for students services.
Student services programs must have a goal related to outreach and recruitment.

Goal 1 (Required)

Description of Program's Goal

*Increase awareness and participation in the Student Ally Center.

What actions will the program take to accomplish this goal?

*Implement a strategic and holistic marketing plan for in-reach and awareness. This includes expanding the I Am GWC campaign to include advertisement for the Student Ally Center. Continue to hire Federal Work Study to increase in-reach efforts including classroom, clubs, and committee presentations. Host the grand opening of the Student Ally Center and invite community organizations to increase resource partners and referrals to the center.

What metric will you use to measure your goal?

*Number of duplicated and unduplicated students served in the center.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

Please note: Indicating one of the following will create a form to appear on a subsequent page.

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)
- Support Staff (permanent classified)
- None of the above

Goal 2 (Required)

Description of Program's Goal

*Increase food resource partnerships and student participation in both drive-thru distribution and grab-n-go hybrid model at The Stand.

What actions will the program take to accomplish this goal?

*Establish partners with additional food resource organizations to gain a consistent flow of food donations. Implement a strategic and holistic marketing plan for in-reach and awareness. This includes weekly intentional messaging strategies through the GWC App and through a partnership with CaMP for text messaging. Collaborate with faculty for in-classroom awareness.

What metric will you use to measure your goal?

*Number of donor organizations. Tracking the pounds of food donated and the number of duplicated and unduplicated students served in the center.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)
- Support Staff (permanent classified)
- None of the above

Goal 3 (Required)

Description of Program's Goal

*Establish community partners for professional clothing donations and refresh space.

What actions will the program take to accomplish this goal?

* Identify, contact, and establish partners with clothing organizations to gain a consistent flow of clothing donations. Implement a strategic and holistic marketing plan for in-reach and awareness. This includes weekly intentional messaging strategies through the GWC App and through a partnership with CaMP for text messaging. Collaborate with faculty for in-classroom awareness. Purchase display items including hangers to create a welcoming shopping experience at no-cost to students.

What metric will you use to measure your goal?

* Number of donor organizations. Tracking the number of clothing items donated and the number of duplicated and unduplicated students served in the center.

Which of the College's missions and goals does this goal support? (Vision 2030)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Requests: What do you need to accomplish this goal? (Mark any or all that apply)

- Faculty
- Facilities
- Technology
- Equipment
- Professional Development (funding request)
- Support Staff (permanent classified)
- None of the above

Goal 4 (Optional)

Description of Department's Goal

OTHER INFORMATION

What additional information would you like to share about your program?

Optional file upload (if desired)

Optional file upload (if desired)

General Information

You have finished your Program Review! Your supervisor, IEC, and (possibly) CCD will review your submission and provide feedback.

Please note, you will only be able to edit this form again if it is returned to you from your supervisor or your VP. Please stay in touch with your supervisor, if you receive feedback that you wish to incorporate.

...3732383433

Susana Castellanos-Haona

11/03/2021, 5:56 PM

Signature

Date

Review Feedback

Dean/Supervisor: Please provide feedback on this Program Review

The Equity Program continues to serve the needs of our students. The food and chromebook distribution was a critical need during the pandemic and the team did a great job of mobilizing and creating a seamless process. As the needs of our students change, so will the goals of the equity program.

IEC: Please provide feedback on this Program Review

*Goals 1 and 2 could also align with Vision 2030 Enrollment goal. Goal 3 could align with Vision 2030 Enrollment and Workforce Preparation goal.
All areas are satisfactory."

CCD Reviewer

1. **Once you click the checkbox button below, scroll to the bottom and**
2. **Click on "Return for Revision" to send the document to the originator. DO NOT CLICK NEXT. When you click on Return for Revision, you will be given a page to provide your feedback.**

I have completed the CCD Review

Vice Presidents - If you would like to return this document to the originator, prior to the Dean's 2nd review, please DO NOT CLICK NEXT here. Instead, please click on "Return for Revision" to send the document to the originator. If you want to see the document again, please remove any comments from this page and add your comments on the email page that appears after you return the document.

If you sign the document, it will go back to the dean for a final review. If the dean forwards the document without returning it, the document will be locked, and the originator will not be able to incorporate the feedback from the reviewers.

Please provide feedback here. When finished, click on "Return for Revision" at the bottom of this page.

Vice President: Please provide feedback on this Program Review

The SEAP has expanded significantly and has provided critical resources to students during the pandemic. The opening of the Student Ally Center will continue to support students and provide a central location for resources and needs.

DEAN'S ASSESSMENT OF POTENTIAL FUNDING METRICS

Which of the following *might* be a potential funding source for any of your requests? (Mark all that apply - or skip if not applicable)

- Equity:** Help disproportionately impacted students outside the classroom to either come to the college (access), stay in college (retention), complete transfer-level math or English, complete their degree/certificate, or transfer to a 4-year institution.
- Higher Education Emergency Relief Fund (HEERF II):** Assist students impacted by the COVID-19 pandemic
- Lottery:** Purchase of instructional materials to be used by students in the classroom.
- State Funded Equipment:** Any equipment considered that will last more than a year and costs more than \$5,000 that is used within the classroom.
- Workforce Development:** Improve the access, retention, or degree/certificate/career attainment for students in non-credit, Career Education, or career development

Dean/Supervisor: Please provide feedback on this Program Review. Please include feedback for any of the above-checked funding recommendations (e.g., which request may meet which funding request).

Deans/Supervisors - If there are any comments above that have not been incorporated into the document, please **DO NOT CLICK NEXT** here.

Instead, please click on "**Return for Revision**" (bottom of page) to send the document to the originator. You will get another chance to review the document after the originator makes the requested changes.

If you sign the document (by clicking "Next"), it will be locked and be sent to **Planning and Budget**.

Supervisor/Dean
Signature

Electronically signed by Claudia Lee on 11/04/2021 8:16:16 AM

IEC Signature

Electronically signed by Robyn Brammer on 11/15/2021 7:14:20 PM

Vice President Signature

Electronically signed by Claudia Lee on 11/23/2021 9:29:40 AM