



The Office of Special Programs & Grants

Accreditation Follow-up Report (AFR) Evidence

June 16, 2017

Under new leadership the Dean of Special Programs & Grants oversaw the following departments: Welcome Center, Outreach, Orientation, Assessment, Veterans, EOPs/CARE, CAFYES, CalWORKs and DSPS. The Dean made a conscious effort to understand the challenges in the Office of Special Programs and Grants and the lack of completion of reports. After meeting with the various departments it was acknowledged that all areas were out of compliance and staff needed proper training in order to support the college's Accreditation request. The Dean collaborated with Student Services, Counseling and the Student Learning Outcomes Assessment Committee (SLOAC) to develop an appropriate training for classified staff to better understand the various steps of assessment that needed to be completed.

The Dean held meetings to confirm the challenges in collecting data and developing surveys. To support completing assessment the staff agreed to focus on customer service across all areas as a common goal. The Dean then initiated and launched survey monkey in all areas to assess Service Area Outcomes and compile the data in order to make data driven informed decisions. In addition, an analysis of the data noted potential improvements for each area.

Below is an account of the implementation throughout the year of 2016-2017 Action plan and evidence demonstrating improvements. The following exhibits provides an in depth progression of collaboration and teamwork. **Exhibit Summary:** Exhibit A shows the coming together of staff to align goals, allows them to be heard and included during this process. Expectations were provided to the Dean with potential changes to improve customer service. Exhibit B is our evidence that the Dean listened to the staff and collaborated with others by providing the Annual Program Update training to all Student Services Staff. Exhibit C is the follow up for our Team Session I in order to continue the assessment dialogue and staff involvement in the process. Exhibit D is our evidence that our Service Area Outcomes were completed in Spring of 2017 for all areas. Due to the concerted effort of Special Programs and Grants they were selected to develop and participate in Assessment Week. Exhibit E signifies the success and completion of Service Area Outcomes. To solidify and reiterate why data is important for decision-making and continuous improvements. Exhibit F closes the loop on our assessment as well as informing the staff of changes that were made. Furthermore, next steps have been developed based on the data results to continue improving customer service. The Dean's leadership, accountability and transparency was instrumental throughout this process in supporting the development of staff which has increased awareness and understanding of assessment.

Action Plan and Evidence:

Exhibit A: Team Session I: Building Training – 6/30/2016

- Agenda
- Attendance List
- Power Point
- Notes

Exhibit B: Annual Program Update Student Services Training – 9/20/16

- Agenda
- Roster Sign in
- Dr. Chavez / Power point
- Welcome Ctr. Goals & Objectives (Trained by Dr. Chavez)
- Dr. Zielke / Power point
- SLO FAQ's (Student Services)

Exhibit C: Team Session II: Follow up – 11/18/16

- Agenda
- Power point
- Notes

Exhibit D: TASKSTREAM Evidence (Assessment Findings) – Spring/2017

- Office of Special Programs & Grants
- CalWORKs
- DSPS
- EOPS
- CARE
- Welcome Center
- Assessment
- Veterans
- Outreach/Orientation

Exhibit E: Assessment Week – 4/17/17

- Picture A: Special Programs & Grants
- Picture B: DSPS, EOPS, CARE & CalWORKs

Exhibit F: Assessment Closeout Meeting 5/11/17

- Agenda
- Sign in Sheet
- Assessment Closeout Meeting Power point
- Special Programs & Grants Data Results Power point
- Assessment Closeout survey & Results

The intentional action plan to reach 100% assessment compliance, appropriate trainings to support staff was successful. All departments under Special Programs & Grants completed and submitted Service Area Outcome assessment and Annual Program Update reports for 2016-2017 at 100%. Proof of all exhibits is attached as evidence for the Accreditation Follow-up Report (AFR).

Special Programs & Grants Team Session I Agenda

- 1) Taking care of self
- 2) Team Building
- 3) Dialogue
- 4) Reflection
- 5) Recognition & Appreciation
- 6) Kahoot Quiz /Prizes
- 7) Survey on line

Planning & Logistics:

Date: Thursday, June 30, 2016

Time: 9 – 11 am

Location: Student Lounge

Food: Breakfast

Helpers:

Powerpoint:

Handouts:

- Powerpoint Handout
- 5 Stages Handout

Activities:



Special Programs & Grants Area

Team Session 1 - Follow up

6/30/16

I. Set up Rules of Order – Team Outcome

Unity	Listen	No Judgment
Speak with Clarity	Care	Transparency
Apathy	Respectful	Courteous
Openness	No Interrupting	

II. Motivational Quote (27)

III. Define Team

Team 1 Watch each others backs Network of efficiency Composite a collage of skills Work harmoniously together Family/support Working together to accomplish a goal Together Each Accomplish More	Team 2 Togetherness to reach a common goal Trust Collaboration & Compromise Communication Individual strengths utilized Accountability Unity – one accord Rapport & Respect Best interest at heart Failure is opportunity for growth as a whole
Team 3 Inclusion Collaboration Listening	Team 4 Togetherness Collaboration & Motivation Oneness

Uniformity All for one and one for all Focus on goals Mutual respect Same goals & vision Conclusions Communication Cohesiveness Compassion Unity Accountability Agree/disagree Understanding Open Diverse Opinion	People you can count on (loyalty) Same goal Unity & diversity Supportive through difficult times Unconditional love & tolerance Compassion Fluidity Emphasize each others strengths Accountable to each other Family oriented
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IV. Bowl of Expectations for the Dean

Keep up the fairness and educating in diversity. Yes we can through unconditional love for all people.	Transparency
Help me to help others effectively.	Timely Response
To investigate all sides before judgment. Be our voice.	Listen up, Follow up, smile and support us.
To continue with this type of teamwork.	More school trips for students.
More advanced notice of meetings.	To increase funding for students programs.
I only expect fairness, accountability and the opportunity to advance.	Hold individuals accountable for their doings and dishonestly.
My expectation is that you see me, really see me and care to know me.	Provide adequate support to staff and student workers in times of their own personal crisis.

Change staff that are not ready to be at level we need to be in Student Services.	Eliminate employees who treat students unfairly & unjustly. No favoritism.
I expect the Dean to build structure, provide guidance in areas that are lacking and to be patient.	I expect to see, counseling with permanent front counter person – with customer service skill and also for the Welcome Center.
Develop an enrollment process that keeps the student success a priority, not just a discussion topic.	I would appreciate if you communicate with students not through staff but through direct contact. Students love to see higher-level staff care about them. They feel a lot more welcomed and confident.
My expectations for the dean are leadership; lead by example; clear vision that others can follow; respect for self and others and energy and enthusiasm.	Advocate for the EOPS/CARE Program. More Space, Additional staff – Full time Staff Asst. additional Adjunct Counselor. I believe we can serve more students needing EOPS services with the above.
Dr. Chavez, while I appreciate you doing this, I've learned to expect NOTHING from administrators. If I expect help, or honesty, or accessibility or communication, I've always ended up disappointed. My experience at Merritt has taught me that the best I can hope for is a lack of interference. I hope you'll be different, but it's hard to keep trying to develop relationships with people who don't stay with in the job very long.	Open mindedness CARE Sense of humor Open door Confidentiality Willingness to fail Listening skills Validation Compassion Positivity Happiness Growth

V. Jar of Hope (Changes for our Area)

Continue to do team building throughout the academic year to reinforce spirit d' Corps	Change – More functional. Validate and make reception area more user friendly for students. HOPE
Move offices to be closer to DSP offices – Come by my to see what I do. (Lee)	Improve college & district processes
My hope is that EOPS get another full time Counselor	HOPE – Offer wellness seminars to all students
HOPE – Create an easier process for students to learn of the programs & Support Services available for students. Good internal and external communication.	I hope that every department under the leadership of Dr. Chavez will develop a system for the Welcome Center as well policy & procedures in every department.
Students learn of services before it is too late to keep them. Provide specialized tutoring services to those that need extra help. More space for workers.	Better support on budgeting issues to keep the funding for DSP consistent from the district Help with getting our on life accommodations manager (SAM) fully on line with District help.
IT would be nice to see hourly employees in CalWORKS dept. go to permanent positions as opposed to contract positions. And unity for all, no discriminating.	Fairness & eliminating the favoritism.
HOPE – To see more community.	Hope to unite the services connectively. We unite, rather than separate.
Welcome Center – more upper level support.	Change for area – Make people more accountable and eliminate workers who are interfering with progress (dysfunctional people)

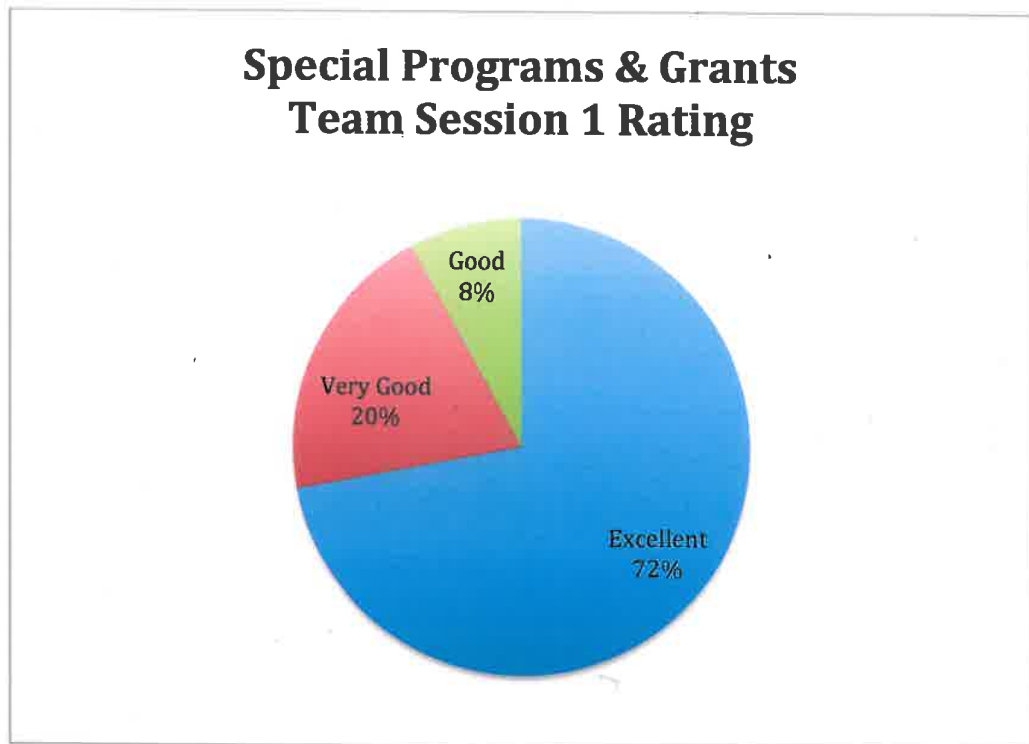
What I'd like to see Change – 1. Better Communication, I hear about things like RFPs for funding, only randomly & then the deadline is so short that I have to stay up all night working to meet the deadline. It hurts. 2. Can we set up regular meetings for Veterans? Even if its only once a month, it will help. 3. I try to send you as few emails as possible; would you please answer them? Even if its to say "I can't help you."	More patience cause we are only human.
A more professional and strategic approach to hiring student workers. ASMC should get first dibs; with club leaders and members next.	That we will be strong Student Services Dept. Communicate our needs.
Customer service training. Proper communication, tone, body language and words.	Hope – Student Activities: Continue to motivate. Unity in diversity as well as the education in all cultures and races as human beings. To help understand one another so we can do better at supporting each other.

VI. Word of the Day! – What did staff say about their experience today!

Inspired to the 10 th power!	Hope
Joy among co-workers	Breakfast
Getting to know my colleagues better	Creative
Spiritually Motivating	Encouraged *
Fun	Concern
Humbling	Valued

Uplifting	Energy
Inspiring	Included
Encouragement	Perseverance
Optimistic	Open and inspired that we can start more teamwork

VII. Survey Results – Continuous Improvement



What did you like the most?

The message of team and what it takes

Icebreakers

Sharing information about ourselves that others may not have known

I like how engaging this session was

Team Challenge

Team building across departments

Reflective walk

When we worked in team to be able to play the toothpick game

Everything

Giving thanks

Being part of the meeting

Ability to interact with the whole team and work together spiritually

The fact that I am a student & I was included even though I am a student worker

The information and participation from all colleagues even the involvement from Dr. Chavez

The energy everyone had

I enjoyed the empowerment, the reflection work and the team activity

The walk, fun factor the writings and dancing

Well, coordinated effort to get us working more cohesively as a team.

Great Idea.

Family oriented, members and faculty spoke with substance and value

Physical activity

Writing positive words on each others back

The intention behind the day, Dr. Chavez spirit, the input/participation of everyone, lifesaver challenge

Getting to know one another

Toothpick & lifesavers

Writing encouraging thoughts on coworkers back
breakfast

What did you like the least?

Nothing –Everything was important

That it did not last all day

The lifesavers challenge

Not enough time, I want more

Can't think of anything

Nothing at all, You did an amazing job organizing this

The tissue game because I grabbed too much

Nothing, I was very happy to attend
Not knowing in advance to wear walking shoes
Still need to address our sticky issues that are sure to get in the way (be directive as follow up on what specifically has to stop)
No complaints, extremely helpful and understanding
Needed a quick break
Start time 10 am better for some of us
Hash browns would have been good
No break
Powerpoint
10 minute hike

If you could change one thing, what would that be?

Having more Time to reflect
Debrief – what we are feeling
The location
More multimedia during the workshop
More time to present about myself
Nothing *****
More team meetings
Nothing at all great job!
It was fine!
I'd change how students/student workers are treated
More participation from those who weren't involved
Nothing, very different and exciting
More time to share and more activities
We could do this everyday, more dancing, maybe crafts
For myself to be more open and transparent
Open discussions
Allow more time to cover everything – no rick james
Heads up for comfy shoes for the walk
More small group work
More time to do all activities

VIII. Next Steps

- a. Type up and send out notes
- b. Set up 1 ½ hour meeting in 1 week to:
 - i. Review the Got your back comments & how they made you feel
 - ii. Debrief



Annual Program Update

Student Services Training

September 20, 2016

12 - 2 PM

Computer Lab-132

AGENDA

- I. Welcome – Lunch
- II. Introduction & Overview – Dr. Lilia Chavez
Pre-Assessment
- III. Program Goals & Progress – Dr. Lilia Chavez
- IV. Data Trend Analysis – Samantha Kessler
- V. Assessment Status - Dr. Marty Zielke (SLOAC)
- VI. Program Alignment with Campus Reports- Dr. Cedillo
- VII. Resource Requests – Dr. Cedillo



Dean of Special Programs & Grants

Team Session II

November 18, 2016 8:30 - 11am

Reported by: Dr. Lilia Chavez

Agenda

- A. Self Care & Breakfast**
- B. Open Dialogue – Post election support strategies for Staff & Students**
- C. First 90 days follow up**
 - i. Staff expectations of the Dean**
 - ii. Program Changes & Accountability**
 - iii. Compliance in all programs**
- D. Equity – Infrastructure & processes**
 - i. Assessed all Programs**
 - ii. Collect data**
 - a. Age, Gender & ethnicity**
 - b. GPA, honors, early alert, probation, excess units**
 - c. Active vs non-active**
- E. What is your current process to verify students is not utilizing multiple funds incorrectly.**
- F. Next Steps:**
 - a. Develop taskforce to organize student workshops**
 - b. Implement customer service data results**
 - c. Meeting in 90 days**



Special Programs & Grants Area

Team Session II - Follow up Notes

11/18/16

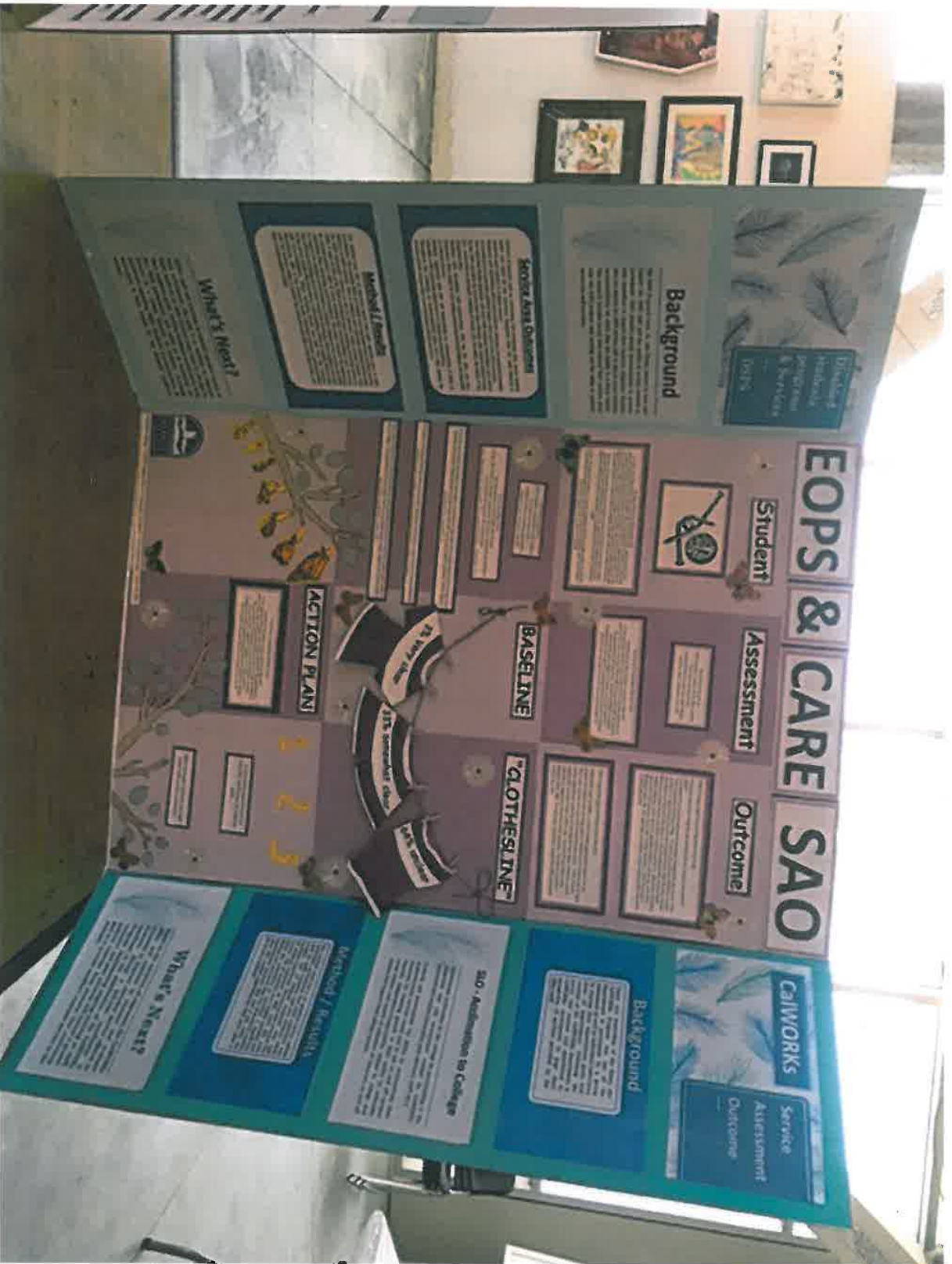
I. Open Dialogue – Post-Election Support Strategies for Staff & Students

Issues	Solutions
Anticipate Cutback	Create a sanctuary
Undocumented student support	Staff Education
DACA Information	Educating Students
FEAR	Student Led Organizing
Bullying	Taking Care of Self
Faith/Higher Power	Meditation/Sanctuary Room
Mental health support	Unite Communities
Families Impacted	Emerging Leaders
Youth Protesting	Opportunity for Change
	Voter Workshops
	Political Science Faculty – Voter Education
	Mentors – Students select

II. Next Steps:

- a. Develop a taskforce to organize student workshops to implement the solutions
- b. Implement Customer Service data results
- c. Meeting in 90 days
- d. To improve communication Programs leads will meet with Dean on a monthly basis
- e. Develop a Student Advisory Team to be the voice for underserved populations ie., Muslim, LGBTQQ, Undocumented, Native American, African American and Asian and immigrants all are welcome







Dean of Special Programs & Grants

Assessment Closeout Meeting Agenda

May 11, 2017 9:00 AM-11:00AM

- A. Self-Care & Breakfast
- B. Open Dialogue
- C. Reviewing the Data
- D. Bucket of Expectations
- E. Jar of Hope
- F. Assessment Closeout Survey

Special Programs & Grants

Assessment Closeout Discussion Notes

May 11, 2017

Thank you for attending the Assessment Closeout discussion for Special Programs and Grants. We had 17 staff members participate in the dialogue. At this meeting we reviewed and discussed the data results for the following areas:

1. Special Programs & Grants
2. CalWORKs
3. DSPS
4. EOPS/CARE
5. CAFYES - In progress

We broke out in groups and defined why assessment is important. Each group reported.

Why is assessment important?

Group 1	Group 2
Assessment is important because 1. It is important to assess each program at the beginning of the year and end of the year to monitor the progress of the program and individual student 2. Career guidance 3. To head off problems before they become significant	Why is assessment important? -holds us accountable -areas that we can improve on -validates our program services -shows us what the student does and doesn't know -allows us to make data driven decisions -keeps us in compliance
Group 3	Group 4
DSP & CAFYES Budget Quality Program - Program goals/outcomes Data driven/proof vs non-factual claims Surveying Student driven/student input receptive	Funding Quality of service Measured by student success Best practices Program review Accreditation

We also had a open dialogue after reviewing the results of the SAO's and responded to the following questions:

1. What have you learned about the programs?
2. What can be improved after reviewing the data?
3. Next steps for each program were discussed

Staff Feedback/Results:

- a. Change the data to tell the store of services provided to our students
- b. Data that demonstrates what students need
 - i. Housing
 - ii. Mental Health Support
- c. Closing the gap between instruction and student services
- d. Staff development acknowledgement and others requesting training
- e. Continue the Customer Services survey to reach excellence
- f. Implementation of a new survey that speaks to the barriers in students lives to tailor services to reduce the equity gap and disproportionate impacted student populations
- g. Potential training during flex day or college hour to support working with diverse students
- h. Provide a second SAO Training

Bowl of Expectations	Bowl of Hope
More staff development. Continued transparency, communication and leadership. More advocacy, great so far. More communication. Continue with transparency and having a open policy. More team meetings together. Access to the Dean when pending matters arise. To discuss address and resolve issue and or concern. Like to continue having one on one meetings with the dean.	Dr. Chavez you are an amazing supervisor that exceeds all of my needs. I hope that our school continues to succeed in continuing helping our students and many different departments. You have done a wonderful job. I would like to see all programs work together. I would like to see the counselors come together and work as one so that the can assist students better. Have more knowledge about DACA, undocumented, and other under represented at risk students. I hope our areas conduct themselves with more polished and professionalism. Less loud and less ghetto. My hope is that we can continue to grow, learn and develop growth with all programs and services. Solidifying a budget process specific to categoricals with specified: dates, spending deadlines, comprehensive meeting s with business office to create a guideline book to each program to review regulations and create in house support system. Maintain stability/team Trainings on various topics fro college

	<p>and district policies.</p> <p>That we successfully work together to provide resources or have the resources for our homeless students.</p> <p>What needs to be changed, better relationships, support service staff and faculty.</p> <p>I hope to continue all programs to succeed and I hope Dr. Chavez keeps leading the Categoricals.</p>
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