



# Welcome to Program Review

Merritt College - 2019

Orientation - Service Area or Special Program

Program Review

## Program Overview

**Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.**

The Orientation program at Merritt college considers its mission to promote and integrate new and returning students to the campus by introducing them to programs, resources, and policies in order to make the students feel welcome and to support them in their successful navigation of the college environment.

### Program Total Faculty and/or Staff

#### Full Time

Maria Spencer  
Maria Spencer

#### Part Time

**The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.**

Provide information on campus services and resources; provide information to students regarding specialized services offered on campus to address their educational needs and support their success while in college

Status

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

In-Progress

College Goal

Equity: Reduce the achievement gaps for African-American, multiethnic and male students.

District Goal

Advance Student Access, Equity, and Success

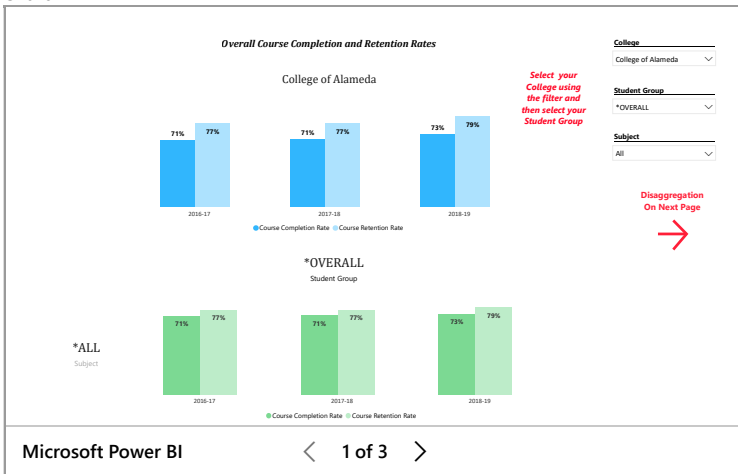
**Describe your current utilization of facilities, including labs and other space**

- 1) Office with desk computer and telephone for Outreach, Recruitment and Orientation.
- 2) One desk and with computer, telephone, printer in R/105 open area for welcome center student assistance.
- 3) Nine Computers in shared space in R 105 open area to provide access to students to complete the online orientation to request and a one on one in person orientation
- 4) With college permission we use the Huey P Newton Lounge (R 110) for larger group orientation and information sessions four times a semester.

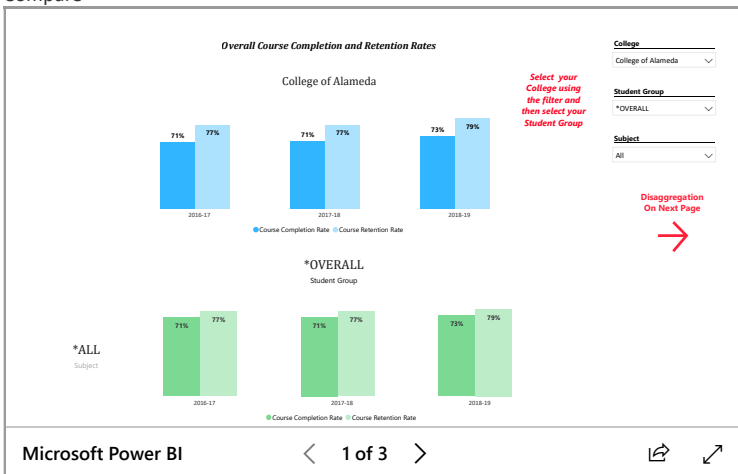
**Students Served**

College Level - Program and Department comparison

Chart



Compare



Detail the services provided by your program/service area.

We provide a interactive in- person orientation to all new incoming students. The orientation covers all areas of student access into the college such as instructions on hoe to use CCC Apply, PASSPORT etc. Through a power point presentation and swag bags (promotional materiel's) that include a student planner and learning community brochures. We also, provide resource referrals to outside organizations when a request is made for housing, local clinics, health care, food etc.

In addition, we work with the Welcome Center to provide tours after orientation.

**Reflect on collaboration and engagement with other programs/service areas that have contributed towards student success and meeting program goals**

The orientation program engages with other student support services such as EOPs/, Financial Aid, Admissions & Records, CalWorks, Counseling, and DSPS, etc. is done through presentations of each during the face to face orientations. Depending on availability a representative from one of the support service departments will come and provide a brief overview of the services they provide and the eligibility criteria. For the instruction part, we invite faculty to come and present on their specific academic programs and provide details on the curriculum/courses they offer. The relationship with student support services and Instruction is vital to the success of the students enrolled. Students will have opportunities to ask direct questions in real time and get answers immediately.

**Review and reflect your program's data using the Student Services Dashboard. Describe any significant changes and discuss what the changes mean to your program.**

There is no data specific to orientation available through the BI tool. The Orientation program services all new incoming students. The ages, ethnicity, disability, veterans, and other characteristics of students reflect exactly the diversity of the student body campus wide.

**Detail the completion rates for your program and comment upon it. Do performance gaps exist in the completion rates for disproportionately impacted students, including African-American, Hispanic/Latino, Filipinos/Pacific Islanders, Foster youth, Veterans, and students with disabilities or other groups not listed here? Note: groups whose completion rate is 3% or less than the College completion rate reflect a disproportionate impact.**

The orientation is required for all new matriculating students. there is currently no system or program available to collect any statistical information regarding this data. The orientation coordinator will continue to reach out to other campuses, administrators on how they collect the data for the state.

**If differences exist, please detail the differences and describe the activities your program is making to address the differences. How will your program evaluate the effectiveness of these activities?**

In order to evaluate the effectiveness of the orientation, the orientation program created a post online orientation survey given to 21 users in Spring 2019. Of the 21 students, half chose the financial aid office as one of the most important student services they needed to access and 1/4 had learned that they could benefit from EOPS services. Almost half of them also chose the First Year Experience program as a support service that could be beneficial for them.

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

Improvement Action

Improvement Actions

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
Change the online orientation	The online orientation is out dated and needs to be changed. The program also needs to have an option for Merritt to make updates as needed to reflect policy and procedure changes for students.	12/31/2020	Maria Spencer

**Resource Request**

Technology and Equipment	Replacement	Estimated Cost
Description/Justification Online orientation program Advantage Group.		40000

**Assessment - Service Area**

**List your Service Area outcomes or attach an applicable report**

SAO #1; Information on campus resources and services. Last assessed Spring 2019  
 Results; The qualitative responses mostly make reference to the benefit of receiving financial support through FAFSA and the financial aid benefit of the EOPS book voucher. Students were also interested in counseling services from the FYE program.

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?  
 Other (please describe)  If you chose other, please provide more information  
 Its mentioned to all students who approach our counter and those how receive orientation.

Where are the service area and/or program level outcomes published?  
 Other (please describe)  If you chose website, please specify URL  
 If you chose other, please provide more information  
 An internal students services google drive.

**Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.**

Shifted emphasis of orientation mode to online  2016 - 17  2017 - 18  2018 - 19



2016 - 17



2017 - 18



2018 - 19



2016 - 17



2017 - 18



2018 - 19

**Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.**

Update or obtain a new orientation program online.

**What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?**

Discussed ordination with other department peers.

**Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?**

This is an improvement we will work on.

**How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?**

Will work with current administrator to develop this.

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

Improvement Action

Improvement Actions

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
Develop a tracking system of students	Develop a pre and post survey to collect data on student satisfaction of the online orientation.	3/31/2020	Maria Spencer

**Resource Request**

Choose an Option

## Degrees and Certificates

College Level - Program and Department comparison

### Chart

College: All Subject: All Academic Year: 2018-19

Award Type: All

Age Range: All

Gender: All

Ethnicity: All

DSPS: All Foster Youth: All

Low Income: All Veterans: All

Microsoft Power BI < 1 of 2 >

### Compare

College: All Subject: All Academic Year: 2018-19

Award Type: All

Age Range: All

Gender: All

Ethnicity: All

DSPS: All Foster Youth: All

Low Income: All Veterans: All

Microsoft Power BI < 1 of 2 >

**What has the discipline, department, or program done to improve the number of degrees and certificates awarded? Include the number of degrees and certificates awarded by year, for the past three years.**

N/A

**Over the next 3 years, will you be focusing on increasing the number of degrees and certificates awarded?**

No

**What is planned for the next 3 years to increase the number of certificates and degrees awarded?**

N/A

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

Improvement Actions

## Engagement

**Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.**

Professional Development Committee,  
Financial Aid Appeals Committee  
Merritt College Graduation Committee  
Accreditation Committee  
College catalog Committee

**Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.**

Some of the ways staff engaged with community is participating in their community events such as; - 22nd Annual Youth Leadership Conference with the Lao Family Community - Washoe Native American TANF Program Staff Presentation - Building a Summer Bridge Program with the Diversity Health Training Institute - Creating a Community Mental Health Internship with Conscious Voices Program for men and women - Working with the Success Center of Oakland for Job placement and Job resources - Host the OUSD Counselors Breakfast  
Collaborate with ECHO Housing to find resources for homeless students and student looking for affordable housing through invitation to participate in the Merritt College Career Education, Job & Resource Fair

**Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.**



PDC Flex Day

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Choose your Action

Improvement Actions

### Action Plan Summary and New Program Goals

Total Improvement Plans: 2  
Total Resource Request: 2

Review, add or modify the following actions plans that were entered in each section. Then review the Program Goals that were marked as in progress. Determine if you would like to keep the in progress goals and draft new 3-year goals for your department or program. The action plan items should support your new program goals. Align your program goals to the college strategic goals and District Strategic Goals.

Section / Head Description

#### Student Services & Special Programs

Students Served

Change the online orientation	The online orientation is out dated and needs to be changed. The program also needs to have an option for Merritt to make updates as needed to reflect policy and procedure changes for students.	12/31/2020	Completed Date
			Annual Progress Update Date

Assessment

Develop a tracking system of students	Develop a pre and post survey to collect data on student satisfaction of the online orientation.	3/31/2020	Completed Date
			Annual Progress Update Date

#### Engagement

#### New and Continuing Goals

Discipline, Department or Program Goal	College Goal	PCCD Goal
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Ensure incoming new and returning student receive current updated college information.

Equity: Reduce the achievement gaps for African-American, multiethnic and male students.

Advance Student Access, Equity, and Success

## Resource Request Summary

Total Cost: \$40000

Total Resource Request: 2

### Engagement

#### Personnel

No Resources found for this category

#### Professional Development

No Resources found for this category

#### Technology and Equipment

No Resources found for this category

#### Supplies

No Resources found for this category

#### Facilities

No Resources found for this category

#### Library

No Resources found for this category

#### Other

No Resources found for this category

### Student Services & Special Programs

#### Personnel

No Resources found for this category

#### Professional Development

No Resources found for this category

#### Technology and Equipment

Type	Description/Justification	Estimated Cost
Replacement	Online orientation program Advantage Group.	40000
<b>Sub-Total: \$40000</b>		

#### Supplies

No Resources found for this category

#### Facilities

No Resources found for this category

#### Library

No Resources found for this category

#### Other

No Resources found for this category

## Sign and Submit

**Please provide the list of members who participated in completing this program review.**

Maria Spencer

**Please enter the name of the person submitting this program review.**

Maria Spencer