## SES Assessment INventory: COUNSELING

### Area

Counseling

### Contacts

Sheryl Copeland; Gwyn Hoffman-Robinson

### Outcomes

How know serving students?

* Full schedule, representative, # of referrals
* End of the quarter (more demand than service… make referrals appointment intake process)
* Responsive and process for responding to all services

Internal tracking – improvement of symptoms – clinical judgement

* Tracking same time period
* Retention? Sometimes emphasize take a break
	+ At risk for dropping out
* Continuing with clinical

### Interventions/Activities

Prevention and wellness - Events and programming (2018-19 under construction

* Breathe
* Mocktails

Training and development with employees

* Mental health and first aid – 10 hour of training
* Support CARE team – case load with mental health

Clinical Interventions/Activities

* Have document of spectrum of well- being

### Data Sources

Screening survey

Intake form asks for presenting symptoms even if just talking about career--- summarized

Tracking information

* # students seen, # sessions, suicidal ideations, depression screens, insurance screen, etc.
	+ Align with national trends for college and national trends
	+ Using excel to track
	+ Moving to Titanium (clinical notes software)
	+ Share in mental health training and in what staff can look for
* Feedback from students
	+ Led to renovations
	+ Running list of anecdotal information
* Mental Health first aid participation tracking

### Analyses

* Shoreline 101 – Feb-ish 2018
* CommUnity 2018
* Mental Health First Aid summaries

### Identifying Students

Issues with anonymity.

### Next Steps/Plans

New counseling center to meet standards (sound proofing, safety issues (get out of space in disvid office and offices), safe space to come private conversations (e.g., title IX)

With more counselors:

* Decrease waiting time
* More outreach preventative, wellness and health promotion
* Respond to crisis without disrupting other
* More training and continuing education
* More training for the campus
* On-call counselor
* Case management doesn’t working for well-being
* Not able to meet career counseling for perspectives
	+ Very intertwine (vision for themselves, capacity, confidence)
* Res hall
	+ Collaborations with residential hall – all RAs through mental house
	+ Programming in res hall
	+ Evening hour/Weekend
* Collaboration with WF around career
	+ Workshop?

## SES Assessment INventory: Advising, Ongoing/Start

### Area

Advising: Ongoing/START/Info Sessions

### Contacts

Jennifer Coogan; Sunny Ybarra, Alicia Zweifach

### Outcomes

* Did they leave registered?
* Do they know next steps if placement issues?

### Interventions/Activities

* Currently focusing on new to college to students (found transfer need 1:1 can’t be accomplished)
* 1 hour in general info (resources, next steps before quarter starts, how to register online
* Hour 2 register, can help
	+ Issues arising in multiple placement measures
* Month before new registration starts will do every week
	+ C&M via SF
	+ Referral in advising
	+ Can find online
* Students that don’t go to START usually drop-in

### Data Sources

* Survey… to prep
	+ Currently have program area
	+ FormStack – START RSVP
		- Screen out previous college experience, RS, CEO, etc.
		- Get much few bc screening out previous
* Survey – post… half sheet, for presenters (used much more when started)
* Data SF on campaigns START
* RSVP through form stack; attendance in spreadsheet (by hand)

### Analyses

* Shoreline 101 – 2017-18 a part of advising

### Identifying Students

* In formstack
* In paper

### Next Steps/Plans

Long Term

* Dream to create Panopto (video) of START
* START with transcript eval.
* Increase START enrollment (check-list)
* Flip formstack to get SID first to filter transfer-in
* SOAR – mini-START for shorecrest and shorewood [C&M]
* Will they see an advisor in first quarter?
* Will they complete on time?
* More likely to attend NSO?
	+ More successful first quarter GPA?
* Problem with placement
	+ Multi-measures
		- GPA
		- Smarter Balance
		- Specialized patways (HS transcripts)
		- SATs/ACTs/GED
		- Pre-major crossed with placement
			* 99 vs pre-calc

## SES Assessment INventory: Running Start

### Area

Running Start

### Contacts

Jennifer Coogan; Maria Tungol

Advising Running Start

* Steve Seki also provides support

### Outcomes

Outcomes

* GPA of RS – record; credits completed
* Retention
* Referrals to RS size
* Degree completion
* Educational goal discussed though enrollment form and 1:1

### Interventions/Activities

* Mid-quarter checks; Eval requests to faculty; reach out to students
	+ Use early alert
* Book voucher program helps with students who are on free and reduced lunch
	+ Loan
* Advising is mandatory
* NACADA = 350:1
	+ We are 450:1

### Data Sources

Accutrack/SMS

* Current hard file
* Application process
	+ Send Proof of placement in ENGL 101, smarter balance scores; jr or sr.
	+ Apply online to college (SID)
	+ Sign up RS registration session via Formstack that also surveys other info
		- Why shoreline?
		- Marketing – where hear?
		- Name, etc
		- Track numbers by week?
	+ Online orientation (quiz and forms)
		- Student-parent contract
		- Fee waiver book
		- Authorization to release
	+ Reminder to see HS counselor (signature required)
* Monthly reports (OSPI)
	+ Head counts, FTE by voc/non-voc & by district
	+ SUMMER PROJECT
* What classes and how do they do?
	+ Why? HS counselors curious; marketing; deans for planning
	+ Top classes
	+ Diversity – dual credit recommendation
		- Did not match overall college

### Analyses

Completed analyses

* Shoreline 101
* Monthly report to OSPI
* April info night for HS Counselors
* Track enrollment using daily enrollment

### Plans

Planned Data Collection/analyses

* Chart RS enrollment trends during enrollment periods
* Feedback survey at exit?
* Survey HS counselors
	+ How are we informing them of our practice
* Program coordinator to do outreach for RS
	+ Increase # of info sessions (student panel, tours)
	+ Someone to do reporting
* Entry point support – tracking where students at
* Success Coach that follows up with student
* Access: outreach to students; train counselors to decrease bias
* Onsite registration
* Can tracking come with Salesforce?

### Identifying Students

Notes about identifying students

* (LEFT(FeePayStatusID,1) IN ('M','N','R','S') OR FeePayStatusID IN ('50','54') OR educationalprogramid = '0009')

## SES Assessment INventory: Coaching

### Area

Coaching

### Contacts

Carrie Bayless; Derek Levy

### Outcomes

* IADM helped:
	+ Intake Survey
	+ Exit Survey (or on quarterly)
	+ What is the need (boxes)/goals
		- Choose from list
		- Uses contact log for notes with referrals
		- In word, excel, formstack
	+ Did you get what were coming?
		- Self-assessment
	+ Where is referral coming from

### Interventions/Activities

* Referrals from
	+ Early Alert
	+ Probation Warning/Suspension
* Coaching is the intervention
	+ New in the last 5 years. Every campus doing differently.
		- International Coaching Federation – best practices for coaching
			* Coaching vs mentoring
			* Does a student need
				+ Coaching should not need to identify
				+ Helping find info inside of them
				+ Mentoring = choice in who
			* Critical for student to be ready for change
* Does workshops that can leverage peer-to-peer teaching and learning
	+ Post-bac group
	+ Missed opportunity for study groups
		- tutoring
	+ Thoughts of club for future

### Data Sources

Coaches' database (see notes above)

* Had Accutrack before 18-19 in advising
	+ Drop-in coaching
* In 18-19, moved in gym, in Accutrack
	+ Contact log + outlook
* HP/ADP
	+ Uses HP to connect
	+ Get’s current schedule to help make meetings
	+ ADP – input/FERPA issues (not robust info source)
	+ Unusual Action Code – used for completion work
	+ Can we code coaching students and athletes

### Analyses

Shoreline 101, October 2017

### Plans

* Jen asks for annual summaries for # visits, undup head count
* Shoreline 101 – a part of advising
	+ Found GPA increase, serving HUs
	+ Gave list of names

### Identifying Students

### Next Steps

Long Term

* Would like to
	+ Look on long-term retention, completion, GPA
	+ Compare to another similar cohort
	+ Satisfaction, belongingness, growth mindset…
	+ What topics covered in a session
		- Workshops
* Often hears advisor told about coaching 3 quarters
* Knowledge of campus resources
	+ Referrals to counseling – no feedback about efficacy
* Unknown if maintaining hybrid of student referrals and Goal needed if specific population
	+ Warrant for probation
	+ Running start
	+ First Gen
	+ Return to focusing on completion?
	+ Still retention
	+ Susie = access
	+ More proactive in outreach
	+ Student accessibility refers out (when anxious or ADHD)
* Need for integration (FERPA/privacy) with advising, counseling, coaching, other services
* Make it more available to more students
* Miss centralized space for warm hand-off to advising/counseling
* Space is temporary – not feeling student centered
* Would like everyone to understand what coaching is…
	+ Improve coaching website?
* Can meet with 5 people a day
* Bandwidth to expand (e.g., with tutoring)
* Resource board in advising for coaching and outside current office
	+ Can it be in tutoring and IE
* RS success coach in addition to Access, retention, completion
	+ GIG/FYE?

## SES Assessment INventory: Multi-Cultural Center

### Area

Multicultural Center

### Contacts

Jamie Ardena

### Outcomes

--multicultural responsive outcomes (cross-walk) CAS domain and dimensions

--Not transactional

--Getting hot water, hanging out, get hygiene products

--have loan program

 -- canvas course (persistence and retention services... used to use)

 -- Paper form and now going to form stack

 -- Report (loan report http://scc-rs/reports/report/Enrollment%20Services%20and%20Financial%20Aid/FERPA%20Restricted%20Reports/ShortTermLoanTracking%20v1)

 --Events on and off campus

 -- students of color conference (26 students and 5 advisors)

 -- canvas course (identify, multicultural competency)

 -- started two years ago

 -- students enroll

 -- online application form

 -- collect and submit forms

 -- learning materials/

 -- pre and post quizzes

 -- canvas course (attendance/leadership certificate)

 -- certificate

 -- wants to build out for the entire center

 -- doesn't want to be extra credit

 -- concerned about quality over quantity

 --additional conference. Queer I Am

### Interventions/Activities

--Services: landing spot for students, loans, events, peer navigators (workstudent/ hourly enrolled students)

--Shoreline Scholars (who will qualify... cohort experience, orientation, retreat, workshops, service; emotional support, building community)

Interventions/Activities

 --informal interviewing 1:1 with students

 --referrals

 --informal coaching and mentoring

 --getting to know students, breaking ice, and discovering needs

### Data Sources

Accutrack; FMS re: loans provided

Data Sources

 --Accutrack (has issues)

 --tics for a day

 --issues tracking meeting with students

 --online form

 --time and effort reporting - starting

 --canvas sites

 --surveys (collected after events and conferences; debriefs; students do a write-up)

 --facebook

### Analyses

Shoreline 101, March 2018?

Completed analyses

 -- Shoreline 101 (Fall 17/Winter 18)

 -- report out at BOT

 -- presents annually to SS&A - ASG (powerpoints)

### Plans

 -- working on a video (student in film program... interviews before during and after conference... for conference)

 -- surveys and canvas sites

### Identifying Students

 --accutrack, loans, canvas shells.

## SES Assessment INventory: SAS

### Area

Student Accessibility Services

### Contacts

Miranda Levy; Eberth Arias

### Outcomes

 --provide accommodation to remove barrier from instruction

 -- may not lead to full success in instruction

 --increase engagement in events and clubs

 --provide resources

### Interventions/Activities

 --uses team approach; engaged discussion

 --students are often resistant to use accommodations

### Data Sources

Separate database?

 --Accutrack

 --Access intake form (online before appointment - formstack; or on tablet), general knowledge

 --Student's have paper file

 - New Student Information form (form stack or paper)

 - Keeps track of student accommodation

 - ROIs release of information

 - Medical documentation

 - Communication log to be able to store easily case management

 -Why not using Maxient?

 -AIM (management system/CTCLink) used on other campuses

 --testing schedules students with test

 (Excel sheet)

 --quarterly enrollment reports (in excel) - list of students

 --student tracking sheet (excel sheet)

 --tracks perspective students (starts with form stack)

 --notes about students (case management)

### Analyses

Shoreline 101 SSD Fact Sheet January 2018

 --making presentations to DT and divisions

 --quarterly enrollment summaries form student tracking sheet

### Identifying Students

 --True count only from student tracking system (excel sheet)

--Y disabled (could also mark at time of application w/o verification or
students don't get accommodation)

 --not every students visits if they don't need an accommodation

 --disability code updated by the office

 --accommodations form must be filled out every quarter

### Next Steps

Would like to serve people with more diverse disabilities

What type of classes do students take?

Interested in type of disability x demographics x class

59% of population have a disability

## SES Assessment INventory: Veterans Services

### Area

Veterans Services

### Contacts

Missy Anderson; Rosemary Whiteside

### Outcomes

Outcomes - retention, completion, satisfaction

 -common that students transfer before graduate (big concern); come back after one-year

 -missy certifies for benefits (quantify)

 -discounts vary

 -compliance issues? stay in good standing and working towards completion

 -audits by VA

 -VA comparison tool

 -best for vets external surveys - summary available (Missy) - not having reporting info on financial aid

### Interventions/Activities

 - early alerts

 - required to report academic progress and standing (to whom? for whom? education benefits to veterans admininstration - federal; VAonce = portal; quarterly for grades to completions annually)

 academic - DWR

 - care reports

 - crisis response

 - emergency funds

### Data Sources

 - HP data expresses

 - VA website comparison tool for students to compare

 - retention and

 - average salaries (need)

 - repayment rate (need)

 - applied for FA

 - draft of survey (campus vet ed team back - advisory group with students; work study and ASG)

 - benchmark for satifcation

 - well coded...

 - other surveys

 - stop out calls (time)... why? leaving

 - work with C&M (form stack auto-email)

 - prospective student tracking

 - 1200 names within 3 years

 - also can be walk-in, find vet program page, application data (V$)

 - Accutrack for VRC and appointments (missing phone calls and emails)

 -also doing manual tracking because of past issues

 - Foundation for students in need - military connected fund

 - vet emergency

 - America Serves = Clearing house of need (housing, legal, educational referal)

 -navigator for King County (Vet Core)

 - Educating campus to support students (Got Your Six)

 - ten hours

 - classified...

 - programming and engagement (Welcome back breakfast; halloween contest; ugly sweather

 ; service porject (like food drive), breathe; retro games; weekly coffee with community partners

 - student advising Vets Club

 - rotary programming

### Analyses

With FIPSE grant, 2015? Shoreline 101 Veterans Fact Sheet January 2018

 -quarterly and annual reporting to VA

 -Catalog approval in fall WSAC - Washington Student Achievement Council

 -compliance with programs

 -state approving agency for local approval

 -looking more

 -SBCTC

 -prof-tech -- must be on approved list for benefit -- annual form

### Plans

-Rosemary is an advisor, so anything that helps advisors helps Vets (stop-outs)

-name of advisor not apart of program

### Next Steps

## SES Assessment INventory: Student Life, NSO

### Area

Student Life: New Student Orientation

### Contacts

Sundi Musnicki;

* 2018-2019 transitioned to Sundi in collaboration with Audrey Fischer
* 4 years new student welcome (Student life - contract says faculty work) – then we got advisor faculty
	+ SLECC group shifts to advising
* Now 50-50 and now Sundi & Caela leading with Advisors supporting

### Outcomes

* CASE outcomes exist that SLECC group created- Angel made last version; Sundi has?
* Students give feedback; not sure if aligned with CASE outcomes

### Interventions/Activities

* Academic Planning with Advisors and what is the quarter entail, meet a advisor (at other schools may just be registration)
* Tour is interactive and can do the things—get id, access canvas, sign on to email
* Consistently have student leaders participate with check-in, panels, tours which is similar to other orientations

### Data Sources

Check-in Sheets

Evaluation Survey

X:\IADM\SEM\Orientations\NSO\_DataAnalyses

* Formstack (RSVP) – 2015 or in the files…then Audrey puts in attendance in excel
* There is an online orientation – Jordan created in canvas for everyone
	+ Patricia may have backend data

### Analyses

* 8-10% attend in person, but no real analysis

### Plans

* Would like to use coding to increase accuracy of student intent – can it be through meta-major

## SES Assessment INventory: Student Life, ASG

### Area

Student Life: ASG

* ASG (student gov’t)
* A&E - Campus programming board
* Both in some capacity serve clubs
* Orientation is shifting to Student Life (evals and learning outcomes)
	+ Learning outcomes

### Contacts

Sundi Musnicki; Caela Smith

### Outcomes

* Number of students leaders and RAs – developing student leadership
	+ Graduate and going to 4-year

### Interventions/Activities

* Support between 45 and 55 student clubs
	+ Caela’s work with the consortium show we are doing better than other schools
	+ Mini-grants and budgets and advisor stipends set us apart
	+ A&E support media, advertising
		- Been growing over the last several years (since 2010)
		- Sense of community and team
	+ Club Handbook
	+ Regular club council meetings
* Leadership development – Community building – networking
	+ Summer training for all leaders
	+ Potlucks
	+ IE winter partnerships
* Oversee S&A fee project – addition 18 programs (tutoring to theatre to deca to athletics to student life)
* Organizations
	+ SBCTC
		- CUSP – Council of Unions and Student Programs – for Washington CTCs
		- WACSA
			* Legislative and Voice academy (for students)
	+ National Association for Campus Activities
	+ NASPA
		- Have standards and good/best practices like Engaging students in active learning
	+ ACPA
	+ ACI (Union)

### Data Sources

* There are some numbers that Sundi can pull to estimate how many students we serve? (S&N budget proposal)
	+ Student Employees in the HP?
	+ Club leaders tracked
	+ Events have sign in sheets
	+ Student leader trainings
	+ Students that pay the fee?
* ASG monthly presents BOT
* Clubs submit quarterly reports – Number of meetings and events with approximate
	+ Formstack
* Used for game room at one point

Tracking tools

* Precence.com (check I’m here)
* Involvio
* CampusLabs – there are non-user friendly parts
	+ Co-curricular transcript

### Analyses

* Shoreline 101
* Budget summary and presentations for SNA (committee of ASG)
* Present to the board annually
* Annual club reports; Caela may have some outdated summaries
* Student Life News Letters

### Plans

* Next year more informal surveying
* Incorporating tabling (getting feedback from students) for student reps
* Student evals engaging experience
* Provide formal feedback for student leaders mid-way
* Focus groups about different student issues (food forums)
* Would like to develop 3 learning outcomes
	+ Mini grants and clubs using cas standards

### Identifying Students

### Next Steps

* Another staff person for better effectiveness – one for ASG, one for clubs, one for A&E
* Would like for budget for maintaining what we are doing

## SES Assessment INventory: CEO

### Area

CEO

### Contacts

Alan Loveless, Mariko Kakiuchi

### Outcomes

Learning Outcomes (CEO 101)

Focus on African American males

Core theme indicators for this population

Credits at exit if not completor

Measure only for those that complete CEO 101

### Interventions/Activities/Activities

Case Management

Send students to other sevices like tutoring and counseling

Texting app for communication

### Data Sources

SMS data with tracking (GED not reliably identified)

King County database

Google spreadsheets: GED database & CEO 1O1 (Class list) = intake

### Analyses

Draft dashboard for Alan:

https://tableau.sbctc.edu/#/site/shoreline/workbooks/5955/views

Mariko sent analysis done previous that contradicts findings

Mariko annually send report to OSPI

### Plans

In near future: Exit survey to ask why left before goal, and separate to completers).

Also feedback surveys after aging out seminar

Already sent out survey about success to colleagues

Using free version of SurveyMonkey

### Identifying Students

Program codes get messy; best to identfy students by enrollment in CEO&101. Note, have open door policy with CEO&101 so expect lower completion rates; include only those that complete CEO&101

### Next Steps

Revise dashboard - discrepency between dashboards and MK figures

Annually collect GED and goal data (in King county database?)

Alan is contacting King County for data

## SES Assessment INventory: AThletics

### Area

Athletics

### Contacts

Steve Eskridge & Sydney Hinnebusch

### Outcomes

Enrollment, Retention, Completion/Transfer (with scholarship); revenue; NWAC data/report (scholarships and LI $) & Presidents cup with grades in August)

### Interventions/Activities

Success Coach, Study Hall (Accutrack), Academic Advising (Steve Skeke), Tutors provided at certain times, would like to track athletes in labs too. Goal to become more like other althetics programs with wrap-around services.

### Data Sources

Sydney has spreadsheet; Coaches track attendance

### Analyses

Athletics dashboard draft

Shoreline 101 February 2018 - Fact Sheets

### Plans

Exit Survey - with questions about where transfer & maybe third year plan

### Identifying Students

students - waivers; 1st year vs 2nd year. HU

### Next Steps

-how often will syndney send info - Spring (May);

## SES Assessment INventory: Tutoring

### Area

Tutoring

### Contacts

Cheryl Allendoerfer; Tess Griswold

### Outcomes

Are we serving the demographic groups: historically underrepresented; are we reporeseting the campus population, pell-elig, first gen, vets, IE. How many students served. Retention, completion, not dropping. Biggest employer of students; how do they benef

### Interventions/Activities

Tutor training course (not doing the work for them, learning styles, teaching and learning strategies); In person training. Feb in person (Jaimie Implicit bias); Carrie Bayless- time management, study strategies, etc.

### Data Sources

Accutrack causing huge issues in 2018-2019. Also have accutrack in other centers (Bio/chem, physics, bustc, althletics). Tutor Match System (TMS) - gavin created. Students apply through webform or paper; entered into TMS. TMS only 1:1 tutoring. Manually edited

### Analyses

Shoreline 101, Spring 2018;

annual ASG proposal, January 2018 & January 2019

### Plans

### Identifying Students

USE TMS for 1:1, what about other modes of tutoring?

### Next Steps

-CA will send ASG reports

Lisa will finish ASG

## SES Assessment INventory

### Area

Community Employment Program (CEP), formerly CIP

### Contacts

Sue Anne Lemkin; Maria Lynn Olsson; John Edward

### Outcomes

All students sustain paid employment (since becoming CEP); Have strategic plan per CARF (Commission on Accreditation of Rehabilitation Facilities) - increase program size, increase employment outcomes, maintain staffing, etc.

### Interventions/Activities

### Data Sources

CARF accreditation every 3 years (3/2019 most recent visit); DDA reviews every 2 years; Case Notes (newly computerized); Annual employments plan/reviewed every 6 months (contain small goals); monthly invoices to DDA (King County)- excel spreadsheets with

### Analyses

Shoreline 101 January 2018; accreditation reports (CARF and DDA/king county)

### Plans

### Identifying Students

How find students? Not FTE. 6601 = EPC; two ways to enter employment training program 050; DDA/DVR contract or private route (sign up for course); some students do take classes; was ABE 084 special topics course before coding EPC. What is EPC for transiti

### Next Steps

CIP was a community access program- field trips- (2 options for Adults with special needs); Issues to address: Want reliable and automated sign-in for support staff. Currently using paper; Case notes has phase I-get to know, II-job skill, III; hours of

## SES Assessment INventory

### Area

Assessment Testing Center: Placement

### Contacts

Dannica Totten; Marissa Robertson

### Outcomes

Directed Self Placement; Alexs for math placement

### Interventions/Activities

### Data Sources

Daily tally of what tests given; GED can pull from webiste, pulls in Spring for LCN,CEO, ABE, C&M, Sarah for commencement (about 100); get scores into HP for GED

### Analyses

Shoreline 101, DSP & Ale in report server

### Plans

How are we doing, exit survey?

### Identifying Students

accommodated students, make-up exam, have name/SID, manual process, ALEX thorugh SID,

### Next Steps

wish list = accutrack (register blast?); excel spreadsheet to sign up people; Make registering easier; walk-in; serve faculty; FormStack for accomodated students reserving room; testing accomadation and testing room request form; Ability to Benefit (Accuplacer)

## SES Assessment INventory

### Area

Honors

### Contacts

Mari Kosin; Terry & Brooke; Audry fischer is advisor

### Outcomes

Learning Outcomes in handbook; in MCOs. Honors council reviews and revises; honors has student clubs; Looks at budget to understand target enrollment

### Interventions/Activities

Mirror CEO - progress report; Use academic succes plan; Warning Status- exception; 4 week check-ins; Annual themes (e.g., wellness winter) for engagment to coordinate college, council, and student council

### Data Sources

HNRS report; Mari has spreadsheet inquries; advisor keeps info on advisory/interactions/progress plans; Application process

### Analyses

Shoreline 101

### Plans

Want to fundraise and get grants for scholarships; getting testimnials; where have students gone to college

### Identifying Students

FeePayCodes tracked and added by Mari: Domestic Z051; International Z052; RunningStart Z053; F16?; honors seminar before

### Next Steps

Case manager tool needed (using google docs); would like to look at SAI; targeting RS - Recruitment strategies (GPA from HS - August); Works with Enrollment Services gets list of deans list; Which high school coming from; 3.9 or higher; 3.5, 3.25 (scholarships…