Scaling student support services for a multi-site community-based noncredit program

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CURRENT GAVILAN NONCREDIT PROGRAM AREAS

○ ESL (e.g. ESL 784 *Lifeskills Fundamentals 1A*)

○ High School Equivalency Preparation and Basic Skills (e.g. ENGL 756, *GED Preparation*)

○ Career Preparation (e.g. AH 793, *Career and Personal Development*)

○ Basic skills support classes (e.g. LIB736, *Developing Research Topics*)

○ Prior areas also included Parent Education, and Older Adult courses.

○ [16 sites in the community (www.gavilan.edu/noncredit)](www.gavilan.edu/noncredit)

FTES CREDIT/NONCREDIT
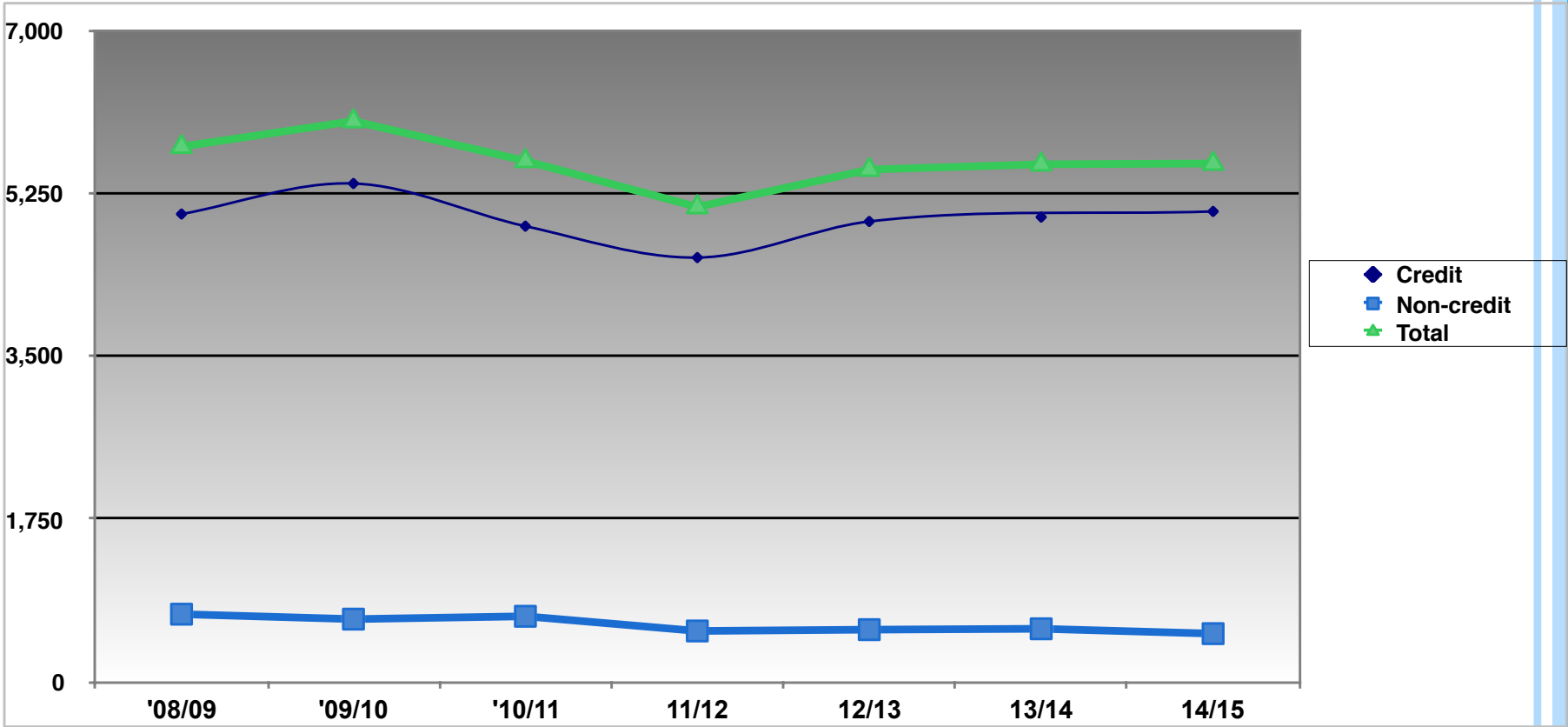
DATA BY AREA

Enrollment 14/15

Program	Enrollment	FTES	Sections	Enrollment/ Section
ESL (Noncredit)	1,830	86.58	50	37
GED Preparation/ Basic Skills (ENGL)	586	21.08	8	73
Job Preparation (AH, GUID)	2,898	70.70	136	21
Library Support classes (LIB)	8,827	17.43	39	226
Total	14,141	195.79	233	61

***Noncredit students are proportionally more female, more Hispanic, older, and lower income than credit student population.

GROUND SHIFTING

- Ongoing community need;
- Increase in apportionment for enhanced noncredit;
- Greater curriculum scrutiny from CCCCO;
- Greater course progress, assessment and accountability from CCCCO as a part of scorecard metrics;
- AB86/104 Adult Education funding and charge expansion.
- SSSP Noncredit;

EXPANDING AND STRENGTHENING SUPPORT SERVICES

◦ <u>Orientations</u>: Offered a series of orientations across our regions prior to the term, monthly, and in some cases individually.

◦ <u>Assessment and placement</u>: Assessment specialist administers CASAS to all new students in ESL and GED following the orientation. Students are placed using multiple measures.

◦ <u>Counseling</u>: Students individually meet with a counselor to develop their educational plans.

◦ <u>Follow-up services</u>: Services are provided to students on site on an as-needed basis.

WHAT HAS WORKED WELL

○ Orientations: Reached nearly all students, good foundation for the program, also helps market the program.

○ Assessment and placement: Now comprehensive, gets students placed in the correct class and moving through the course sequence. Fantastic assessment specialist. Mobile assessment and mobile hub has worked well.

○ Counseling: Mobil hub, **going** to all students where they are.

○ Follow up services: Getting on a regular visitation schedule, letting instructors know you are coming to inform students.

WHAT NEEDS WORK

- Orientations: Market better, having a better record system for participation and linkages to our data system.

- Assessment and placement: Better assessment tool, score sharing with collaborative partners, and jail students.

- Counseling: Educational planning software (EAB)

- Follow up services: Being able to reach all students, more services, data-tracking and eventual reporting. Mileage costs.

ACTIVITY

◦ At each table, discuss and list what has worked well for your programs and what needs improvement for each of the support service areas.

◦ If time, we can share.

QUESTIONS AND FOLLOW UP

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