Overview

EASE Workgroup purpose and membership
EASE Framework
Evaluation approach
Main findings
Next steps

EASE Workgroup members

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- Upcoming addition: Associate Dean of the Completion Center

^EASE Tri-chair, ^^EASE resource, ^^^EASE retiree/on sabbatical

Evaluation 2023- core services status & plans

Fall 2022 Centers self-reflection questionnaire

2023 Centers site visit reports

- Fall 2022 Centers self-reflection questionnaire
- 2023 site visit and data collection instrument

2023 Evaluation Synthesis

- 2023 Centers site visit reports
- Workgroup activity

Evaluation 2023- site visits

Site visit protocol:

- Workgroup activity – develop data collection instrument/template
- On the instrument, site visit members were prompted to:
  - Record observations of the seven core services, including signage, staffing, service hours, space, technology, and completeness.
  - Reflect on what's working well, what can be improved, and what would support sustainability and continuous improvement in the provision of the seven core services at each center.

Center site visits:

- Five centers visited Spring 2023 and Fall 2023.
- Each visit included 1-hour site visit and 1-hour Q&A session and group reflection.
- Following each site visit, members were encouraged to input their observations and reflections into the data collection instrument.

Evaluation 2023 synthesis

- Center reports
  - Based on input via the site visit combined with the Fall 2022 Center self reflection responses.
  - Prepared by Center Dean & EASE member
- Workgroup activity organized by research analyst
  - Focus on enhancing understanding of the report findings and fostering connections across the five reports.
  - Members discussed in small groups and then came together as a large group to categorize excerpts from the findings based on commonalities and differences, followed by group reflection.

Overall observations

- Staffing shortages have had major impacts on provision of services at the centers.
- With the transition out of the pandemic, most centers have had to adjust services to meet the needs of students returning to in-person classes, including evenings or weekends.
- While the culture and identity of each Center is unique, collaboration among Center administrators, faculty and classified professionals was observed at all sites. The concept of the Center as a "family" was brought up in several site visit conversations.
- Ability to improve service levels and hours for students is limited by staffing and budget constraints.
- The site visits provided an opportunity for visitors and hosts to learn from each other and identify promising practices to emulate. A more systematic way to share practices across centers could be helpful.

EASE Evaluation 2023 main findings
Financial Aid

- Success
  - Centers staff (mostly 1490s) provide financial aid information and support to students as part of their overall responsibilities.
  - Use of financial aid among students

EASE Evaluation 2023 main findings
Counseling (academic and DSPS)

- Success
  - Counselors at every center are committed to serving students and supporting their success
  - Counselors work in collaboration with other services to meet students' needs
- Challenges
  - All centers, except John Adams, experienced staffing challenges or a desire for expanded counseling services
  - Career counseling is available on a limited basis at most centers.
  - For Chinatown center, having more counselors speaking Chinese, specifically Cantonese is desired for DSPS and academic counseling.
  - DSPS has no on-site presence at Downtown, students access services via Ocean or virtually.

EASE Evaluation 2023 main findings
Library and Learning Assistance

- Success
  - Library faculty and staff strive to provide excellent services to students although they face staffing, technology, and other resource challenges.
  - Learning assistance services and spaces were cited as important at several centers. At Mission, students spoke about the importance of Learning Assistance to their sense of belonging and ability to succeed. At John Adams, some faculty conduct office hours in the space to support student needs.
- Challenges
  - Staff vacancies have significantly reduced library hours at the centers. This situation continues to worsen.
  - Updated equipment and IT support were identified as a need.
  - While online tutoring services are available to all students, availability of in-person tutoring is limited or non-existent at some centers.
  - Library faculty and staff handle a diverse range of questions and frequently serve as the central source of

EASE Evaluation 2023 main findings
Course materials / bookstore

- Success
  - Students primarily purchase textbooks online or at the Ocean campus bookstore
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EASE Evaluation 2023 main findings
Student conduct and grievances

- Success
  - At all 5 centers, the Center Deans make themselves accessible for student conduct issues through various means.
  - They follow standard protocol to deal with student conduct and grievances.
- No challenges were noted

Other observations from workgroup activity

- Multilingual staff, and use of Language Line for other languages. Strong c

Next steps

- Bookstore scheduling for January includes on-site book sales at the Centers
  - Will look atfunds that have been set aside since 2018 for students at the Centers
- Collaborative events at the Centers:

  Financial Aid Awareness events are being held at the Centers in conjunction with Flu shots, and SparkPoint (week of 11/13)

- EASE Planning:

  EASE Workgroup will review ACCJC 2024 accreditation standards and consider updating EASE purpose and description in Spring 2024

EASE 2023 Center evaluation reports

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EASE Workgroup activity

- EASE Site visit discussion Google Jamboard