



# PROGRAM REVIEW Student Services Program Review Template

Year : 2020-2021 ▾      Program : Multi-Cultural Center ▾      Save My Work

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- Program Information
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## 4.1 Program Plans

**Based on data analysis, student learning outcomes and program indicators, assessment and review, and your critical reflections, describe the actions to be taken for the next academic year in order of importance (from #1 at the top = highest priority and down from there).**

**Please be specific. This section and section 6 should include a detailed justification so that the resource prioritization committees understand your needs and their importance. Plans should be actionable, measurable and not just resource requests.**

[List related institutional planning goals.](#)

#	Program Plans	Related Institutional Planning Goals	Relationship to Previous Assessment	Expected Impact on Program/Student Learning	Resources Needed	
1	Reestablish the districts previous intention of a full time assistant director of the MCDC along with a full time AOC position.	This plan is aligned with the following institutional goals: (SP.1.4)Enhance Student Support and Engagement, (EP.1.2.) Improve Support for Students	The center when operating in person serves 30-70 students daily based on sign in sheets. The hours of operation were 10-4 Monday through Friday in addition to the regularly scheduled nightly events. The provision of proper staffing allows for the Multicultural Center to continue to provide student support and engagement while also	Additional staffing would provide the necessary assistance to provide the full spectrum of cultural and equity services across three campuses. It would also provide the coverage to ensure community outreach and connection with educational, business community, and tribal communities in our region. In the	Yes	<div style="display: flex; gap: 5px;"> <span>Edit</span> <span>Delete</span> </div> <div style="display: flex; gap: 5px;"> <span>Raise Priority</span> <span>Lower Priority</span> </div>

		<p>providing student equity specific research and initiatives. When the campus moved to the online environment we provided 25.5 hours of student academic support, student engagement, and cultural engagement activities. Given the extensive services in person and now online additional staffing will enhance the centers services to reach district wide. Additional staffing will allow for the enhanced focus on student equity gaps district wide will address the Chancellors Office's Vision for Success goals and the districts commitment to the provision of services that increase persistence for underrepresented students. We will continue to keep this as a goal to fulfill the needs of the program.</p>	<p>Spring 2020 the Assistant Director position increased the provision of services considerably. Due to COVID-19 potential budgetary restrictions the position demoted back to an AOA-II.</p>		
<p>2 Enhancement of the MCDC Ambassador Program</p>	<p>This plan is aligned with the following institutional goals: (SP.1.4)Enhance Student Support and Engagement, (EP.1.2.) Improve Support for Students</p>	<p>This program is twofold: outreach for underrepresented student awareness of MCDC activities and offerings and service as cultural ambassadors sharing their life experiences in the classroom. The students will be equipped to provide knowledge of campus resources and the range of services provided by the MCDC. Student Ambassadors support the CR's mission by direct student outreach, honoring diversity, and advocacy for student success and access to campus resources. Instructors can request a student ambassador cultural presentation to increase intercultural communication and awareness in the classroom. Previous assessment data through surveys has indicated that students feel disconnected from the campus experience and they don't have the resources necessary to be successful. 30.3% of our students</p>	<p>Moving to the online environment has enhanced the range of the services to all three CR Campuses. While this has required additional training for ambassadors to understand the unique experiences of students it has enhanced the development of the program and student growth. Enhancement of the number of student ambassadors increases the academic support, student engagement, and cultural engagement activities. We have specific training for mentorship specifically focused on retention and persistence activates and support. We have partnered with the high school trio and gear up program to create a welcome program and directly connect students to mentors at the beginning of their academic journey.</p>	<p>Yes</p>	<p>Edit Delete Raise Priority Lower Priority</p>

		<p>are 1st generation College students. Other colleges that have implemented the ambassador programs have shown an improvement in campus connection, retention, and persistence. In the spring of 2019 we maintained 7 ambassadors after moving to remote services. Those ambassadors provided 25.5 hours of weekly academic support, student engagement, and cultural engagement activities. In the fall of 2020 we have 6 paid ambassadors and 2 volunteers providing the same type of activities in an effort to student retention and persistence in the online environment.</p>			
				<input type="button" value="No"/>	<input type="button" value="Add"/>

**The vision for success goals are institutional planning priorities for the next several years. You can find the full Vision for success document at this link ([Vision for Success Goals](#)). Please comment on how your area is planning to address the following during this academic year:**

- 1. Increase the number of completers (including AA-T degrees, AA/AS degrees, and certificates)**
- 2. Decrease the number of average total units a student must take to complete (For example, a discussion of Guided Pathways work in your area might be appropriate here, or larger efforts your area is undertaking to decrease total units to completion)**
- 3. Equity (What is your area doing to promote equity across student groups?)**
- 4. Increase the number of students finding living-wage work in a related field of study (CE areas only need to complete this section)**

Goal 2A: Increase All Students Who Earned an Associate Degree for Transfer

Goal 4C: Increase All Students with a Job Closely Related to Their Field of Study

MCC provides equal access to students across the district through programs and services, leading to increased retention. This is address by a variety of cultural events and outreach, club support, internships and mentor: workshops, MCDC Graduation Celebration, First Gen Celebration and acknowledgement, partnerships with HSU, SCDI Governments.

The MCC Ambassador program provides direct experience related to communications, outreach, and student support disconnected from the campus experience and they don't have the resources necessary to be successful. 30.3% of generation College students. other colleges that have implemented the ambassador programs have shown an impro: connection retention, and persistence. This program provides outreach for underrepresented student awareness ( offerings and service as cultural ambassadors sharing their life experiences in the classroom. The students w: knowledge of campus resources and the range of services provided by the MCDC. Student Ambassadors support the student outreach, honoring diversity, and advocacy for student success and access to campus resources. The sk: ambassador are transferable for work related skills.