

I have reviewed the 2019-2021 CAEP Three-Year Plan and 2020-2021 Annual Plan and attest that this proposal is in alignment with Consortium's current goals and objectives. *

Yes

No

Are you an existing 2018/19, 2019/20 CAEP funding awardee? *

Yes

No

Program Name *

SBCC STUDENT SUPPORT SERVICES

Primary Contact Name *

JOSE C MARTINEZ

Primary Contact Email *

MARTINEZJ@SBCC.EDU

Primary Contact Phone *

8052808973

Applicable Noncredit Program Area *

- Adult Education (ABE, ASE, Basic Skills)
- English as a Second Language/Citizenship
- Entry or Reentry into the Workforce
- Adults with Disabilities
- Short-Term CTE/Programs in Pre-Apprenticeship
- Literacy

1. Executive Summary: Please provide an executive summary of your proposed plan (to include overarching goals and outcomes) to create new programs or expand existing programs in one of the areas identified above. *

1. EXECUTIVE SUMMARY

The Noncredit Student Support Services (SSS) Office provides assistance to students wanting to achieve their education and career goals. Services include:

- Academic advising
- Career testing and advising
- Job and career counseling
- Assistance with application and registration
- Information about Adult High School / GED / Bilingual GED programs
- Orientation to all Extended Learning Programs
- How to read the Schedule of Classes
- How to plan classes
- How to create an academic plan
- How to move from one ESL level to the next.

Effective March 2020 our office had to immediately adjust to a new service mode as all the schools went into "shot down". Our office had to improvise and was directed by the SBCC SEL Vice-President to focus on student registration support by telephone and by email. Computers and hotpots were almost immediately hand delivered to all the staff in order to continue working in supporting our student population.

The SSS team currently includes two full-time Student Program Advisers (SPAs), a part time adjunct career counselor, and three part-time hourlies. The SPAs' responsibilities include advising students, making appointments, answering the phone, keeping track of statistics, compiling student packets, ordering supplies, filing documents, and providing outreach to the community, high school and college community on line whenever possible. One part time hourly serves as a student adviser. The other hourly performs front desk and office duties (on line and by telephone) for 19.5 hours per week. We have one part time Outreach Worker, 12 hours a week, which also supports our office staff, and also works in promoting ESL and assists with our web page.

We have an excellent team at this point and would like to keep it the same at this time.

From January 2020 to August 2020 SSSP has provided approximately 1,100 direct and indirect services to our student population. Many of the services included assistance with registration, which continuous to be a challenge in SBCC SEL, and also technical support with Chromebooks and hotpots.

The Student Services staff has distributed more than 200 chrome books and more than 120 hotpots since April of 2020, which also includes receiving and disinfecting the equipment, and maintain inventory control.

In addition to the services described above, in 2018 - 2019 a new CAEP-funded School to Work program was piloted. The pilot program provided students with services from a Career Coach with the following results:

We continue explicit in-reach and outreach in order to inform community members about the careers assistance program at SSS. We continue to work very closely with the One Stop (American Job Center), and the Career Skills Institute. This is done with the understanding that employment is a big problem due to the pandemic, but we offer educational alternatives and support, which includes lending Chromebooks and hotpots to those who need them. This is in collaboration with our SBCC Library and IT.

In order to continue moving forward during these very difficult time we hereby request funding to maintain the same level of services we have been providing. This includes the following existing and CAEP supported positions:

1) Inreach and Outreach 2) Project Assistance 3) Career Coaching 4) Non-instructional Supplies and Duplicating 5) Marketing

These areas tie to the CAEP Consortium's 2019-2021 goals and objectives and key performance indicators as follows:

Programs in allowable program areas: #1, 2, 3, 4, 5, 6,7

Overarching 3-year plan goals: #2, 3, 4, 5, 6

Primary goals for upcoming year #1, 4, 5, 6

Data collection for all CAEP programs and partners # II

1) Part-time Noncredit Student Support Services Outreach Coordinator:

NC SSS Outreach Coordinator continues to be responsible for discovering and executing inreach and outreach. The overall goal will be to promote the advising opportunities offered at Noncredit Student Support Services and significantly increase the number of students served in the SSS office (or online/phone). The inreach / outreach plan will be developed in conjunction with the NC SSS Student Program Advisers, School of Extended Learning administration, and the School of Extended Learning marketing consultant.

The inreach / outreach plan will include the following components:

A. (Once face-to face) Visits to classrooms of ongoing noncredit classes, especially ESL and AHS/GED/Bilingual GED. B Ensuring that every CAEP student has access to SSS and receives an abbreviated educational plan from the SSS team. C. Bilingual presentations and information packets for noncredit ESL students, high school students, and community members in other settings. D. Bilingual fliers and information sheets. E. Visiting and posting information in our community in locations that include churches, swap meets, and local employers such as hospitals and nurseries.

The In-reach/Outreach Coordinator will continue to promote our programs on line, and any other means necessary to insure student participation.

This role will serve to meet the following key performance indicators: #1, 2, 3, 4, 5, 6, 7

2) Temporary Hourly Project Assistant The project assistant will help with in-reach, outreach, and support with telephone and email answering, and with chrome-books and hotpots distribution.

This role will serve to meet the following key performance indicators: #1, 2, 3, 4, 5, 6, 7

3) Career Coach The Career Coach will continue helping students develop basic employment skills with the ultimate goal of employment or career advancement. Students will build their confidence as student and employee. Students will be better informed of the resources that SBCC School of Extended Learning have for free, and receive guidance leading to an easy transition to credit campus based on individual goals. Students will also be referred to our partners in CSI, One Stop, and Career Counseling. This role will serve to meet the following key performance indicators: #1, 2, 3, 4, 5, 6, 7

4) - As SBCC plans to slowly moving ahead with partial face-to-face instruction, NEEDS - Non-instructional Supplies and Duplicating for In-reach and Outreach* In order to support the the in-reach and outreach efforts, students will need to be provided with folders, maps, orientation packets, graduation programs, and certificates. Costs associated with providing the duplicated and collated materials will include photocopying, copy paper, folders and office supplies These supplies will serve to meet the following key performance indicators: #1, 2, 3, 4, 5, 6, 7

2. Integration: Please explain how your proposed program integrates adult education programs at SBCC and creates a transition to credit/transfer educational programs or creates a transition to the workforce (including, but not limited to, internships, jobs, pre-apprenticeships, and self-employment). *

INTEGRATION The SSS team offers advising and counselling to all noncredit students. This proposal integrates all adult education programs at SBCC by: a) providing support and outreach to the SSS team b) adding a new pilot program (employment assistance) c) collaborating with and providing referrals to CSI, One Stop, and Career Counselling d) promoting transition to credit programs and workforce by introducing students to the staff who will assist with the development of short and long term educational plans and also job/career plans. 3. Justification * Please justify the need of your proposed program and include research, labor market information, employer feedback, student surveys, or other relevant information and describe how funding will further your objectives. For programs that have previously received funding, please justify the need and provide a status report on your existing award(s) and remaining balance(s).

3. Justification: Please justify the need of your proposed program and include research, labor market information, employer feedback, student surveys, or other relevant information and describe how funding will further your objectives. For programs that have previously received funding, please justify the need, include students served, and provide a status report on your existing award(s) and remaining balance(s). *

JUSTIFICATION An excellent model of in-reach and outreach is provided between 2006 and 2009. At that time, Noncredit SSS (then called STEP) had 14 staff members, and paid a part-time SPA to develop and execute in-reach and outreach efforts. In addition, the program had 1.0 FTE of project assistance. This extra assistance allowed STEP to process over 4,500 student appointments per year with 170 - 200 students visiting the office per week. In addition, a video was produced by the staff which was posted on the website, made available to local employers, churches, schools etc, and projected at presentations.

From July 2018 - June 2019, our current team provided advising and counseling for 889 unduplicated students. This included the following numbers of students shown in the categories below. Please note that this table shows duplicated visits, i.e. some students had more than one meeting.

• AHS/GED 901 • Vocational 525 • Transfer to credit 117 • Community Referrals 30 • ESL 255 • DSPS 103 • Improve Job Skills 59

• Counseling Advising/Other 1,756

The goal is for all CAEP students, including noncredit ESL and Adult High School students to receive advising, coaching and counseling from Student Support Services.

In 2018 - 2019, 901 meetings took place with Adult High School / GED / Bilingual GED students out of 526 unduplicated students in these programs. This means that on average each student visited SSS 1.71 times.

In the same twelve-month period only 255 meetings took place with ESL students out of 1,118 ESL unduplicated students. This means that on average only 0.22 ESL students visited SSS

This is clearly an unsatisfactory situation, particularly regarding ESL students. Ideally we would want all ESL and all AHS/GED students to make appointments with SSS.

The Outreach Consultant and temporary assistant, together with the non-instructional supplies requested in this grant proposal will help Extended Learning attain the goals stated.

4. Outreach & Marketing: Please describe your plans to conduct outreach and marketing to reach your target population and increase enrollments. *

OUTREACH AND MARKETING For this fiscal year, it's very different. Outreach and Marketing is very different when it comes to delivery and intake. We need to adapt, and we don't have the answer. Email, text messaging, radio, TV, Etc.. The intake process will be vital in order to achieve success. However, we will recommend to strongly invest no less than \$30,000 this year.

5. Partnerships: Please provide 2-3 prospective CAEP Programs or Partners you plan to work with to maximize student and client participation and describe your prospective collaborative efforts; either with current CAEP programs and/or other external community entities. *

PARTNERSHIPS With the proposed additions to staff and supplies, the Noncredit SSS team will be able to partner to great effect with the following: • Noncredit classes whose students need to find out about the services that SSS can offer, i.e. ESL and Adult High School / GED / Bilingual GED • Local high schools • SBCC Academic Counseling • Local churches • Local employers such as Cottage Hospital • Career Skills Institute (CSI) • One Stop • Career Counselling. We are also in partnership with the Consulate of Mexico.

6. SBCC Noncredit Student Support Services: Provide your plans to integrate SBCC Noncredit Student Support Services in order to assist students in obtaining abbreviated educational plans. *

The proposal is submitted on behalf of SBCC Noncredit Student Support Services

7. Alignment: Please describe how your program is in alignment and furthers the Consortium's goals and objectives as stated above. *

This grant proposal aligns with the seven Program Areas and Key Performance Indicators #1, 2, 3, 4, 5, 6, 7

Students from all seven program areas will benefit from exposure to and services provided by the Noncredit SSS program.

8. Leveraging Funds : Please describe what other funding sources, and the percentage of those funding sources, will be used to support your CAEP proposed program. *

There are no other funding sources that can be used to support this proposal as any available funds are already being tapped. Please see below for details.

At present in Noncredit SSS there are two full time SPAs and two hourlies funded by the Student Equity and Achievement fund for a total cost of about \$238,000. The part-time Career Counselor is currently funded by CAEP to the tune of \$15,000 per year. The total for salary and benefits is approximately \$253,000.

In 2018 - 2019 \$45,000 in funding was also made available through CAEP to allow Noncredit SSS for staff Chrome books, new furniture, carpeting, and repainting the SSS office space. There is also SBCC general fund money available 2019 - 2020 for: Commencement: \$5,000 Non-instructional supplies: \$2,400 Mileage: \$250 However, there is no funding available from other sources for outreach or project assistance, and the non-instructional supplies budget is not sufficient. Our SPAs are expected to provide outreach and office duties on top of their advising, and this is not cost-efficient. They are currently unable to recruit enough students to meet the target of 100 per week because they are busy advising students with appointments, and they cannot advise as many students as they could potentially advise because they also have to provide outreach, welcome and set up appointments etc with walk-in students, order supplies, and do their own copying and folders etc

9. Diversity, Inclusion, and Equity: Please describe how your program will create a diverse, inclusive, and equitable educational experience for adult learners. Please identify strategies in which your program plans to address racial inequality and professional development support for instructors and staff. *

Noncredit Student Support Services is part of the School of Extended Learning which offers educational and community programs that serve our diverse adult population. All of Extended Learning programs advance career and life skills and build a bridge to credit.

This proposal speaks directly to open access for our students. We are leaving hundreds of students behind every year without the benefit of the resources and educational/career planning that our SSS team offers. This proposal seeks to address this equity gap, with a goal of providing every CAEP student enrolled in Extended Learning with an abbreviated educational plan.

Santa Barbara City College students enrolled in the School of Extended Learning have access to free assistance with their education and career goals. Services are also available in Spanish. The programs served include Adult High School/GED/Bilingual GED, Noncredit ESL, noncredit computer courses, Green Gardener, Medical Assistant Training, Personal Care Attendant, Restorative Nurse Aide and ServSafe.

The proposed consultant, temporary assistant, and non-instructional supplies will help Noncredit SSS to reach a wider diverse population in the community, and to attract more of our current non-native speaker students especially in the ESL and Adult High School / GED / and Bilingual GED programs.

10. Potential Budget Reductions: Please describe what specific programming needs and/or services your program would reduce or eliminate should the CAEP grant budget be reduced (range 10-25% at any point during the grant cycle). Please note that final budget reductions would be determined by the Santa Barbara Adult Education Consortium based on the Consortium's priorities and goals. *

Career counseling services would have to go away and ask our credit campus to support on that department.

6. Activity Chart *

Please use the Activity Chart provided in the link under the instructions and email to sbaebg@gmail.com. The Activity Chart should outline your program's specific objectives and activities, along with a timeline for completion, the person/agency responsible, outcomes and data capture methods. Please attach additional pages if necessary.



I certify that the Activity Chart has been completed and emailed to sbaebg@gmail.com

Total Budget Requested *

97,400.00

1000 (Instructional Salaries) *

Total dollars requesting for INSTRUCTIONAL PERSONNEL (include 25% for BENEFITS in 3000 section below)

0

1000 Detail *

Please provide a detailed budget for this category.

\$00000

2000 (Noninstructional Salaries) *

Total dollars requesting for PERSONNEL (include 25% for BENEFITS in 3000 section below)

\$64,040

2000 Detail *

Please provide a detailed budget for this category.

Hourlies \$51,440

Career Counselor: \$21,120

Front Office Support: 19,200

Outreach Coordinator: \$11,520

3000 (Benefits from 1000 and 2000 categories) *

Total dollars requesting for BENEFITS . The average benefit rate is 25%.

\$12,960

4000 *

Total dollars requesting for INSTRUCTIONAL SUPPLIES and NON-INSTRUCTIONAL SUPPLIES and Computer Software (not Hardware).

Printing and duplicating

4000 Detail *

Please provide a detailed budget for this category.

Marketing \$30,000

5000 *

Total dollars requesting for CONSULTANTS, MEETINGS, PROFESSIONAL DEVELOPMENT

00000

5000 Detail *

Please provide a detailed budget for this category.

Supplies: \$3000

6000 *

Total dollars requesting for CAPITAL OUTLAY (Computer Hardware)

0000

6000 Detail *

Please provide a detailed budget for this category.

0000

Do you currently receive other NON-CAEP funding that supports the proposed activity? If yes, please describe how additional funding expands or supports that activity. *

Equity funding is provided SEA, we need to expand and request additional funding

What is your sustainability plan for this activity when funding is no longer available? *

Continue to look look into alternative funding

Total number of adult students served in 2018-2019 and 2019-2020 (for CAEP awardees). *

1100

Target number of adult students you plan to serve from 2020-2022. *

3000

This form was created inside of Santa Barbara City College.

Google Forms