

ADMINISTRATIVE SERVICES, PRESIDENT'S CLUSTER, AND STUDENT SUCCESS AND SUPPORT PROGRAMS, COLLEGE CENTERS ANNUAL PROGRAM PLANNING WORKSHEET FOR 2021

Program: Community Programs

Planning Year: 21-22

Last Year CPPR Completed: 2018

Unit: Community Programs

Cluster: Research, Grants, and Community Engagement

Please complete the following information. Please note that responses are not required for all elements of this document.

I. GENERAL PROGRAM INFORMATION

A. Describe changes to program mission, if applicable.

None

B. Describe any changes in primary relationships, internal and external, to the District.

None

C. List any changes to program service, including changes and improvements, since last year, if applicable.

None

D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

None

II. ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES

A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.

- Community Programs strives to provide a comprehensive source for lifelong learning, vocational education, recreational opportunities and cultural development where community members may pursue their potential in an inviting, accessible environment. We work with local community members and organizations to stay on top of trends and the needs of San Luis Obispo County residents while providing programming to students of all ages.

B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

1. **Institutional Goal 1: Completion** - Increase the rates of completion for degrees, certificates, and transfer-readiness overall for all students
 - Community Programs offerings, both on-site and online, indirectly support Cuesta College students by providing access to educational and recreational opportunities that complement the offerings available through credit and non-credit academic programs.
 - Use of Cuesta's pool is generally limited to Kinesiology classes & Athletics teams. Access to Cuesta College's Aquatics Center outside of official sanctioned events is provided by Community Programs, at half the cost of the general public - directly supporting the health and wellness of Cuesta's student body.
2. **Institutional Goal 2: Access** - Increase student access to higher education.
 - By appealing to SLO County residents of all ages, Community Programs facilitates the establishment of life-long connections with the college, beginning in childhood with swim lessons and College for Kids and extending through older adults with aqua-fitness and enrichment offerings. In our advisory committee meetings, seasonal brochures, monthly newsletters to program participants, and evaluation forms, we ask for feedback on the educational and recreational needs of the community. Community Programs strives to meet these needs by working with local and traveling instructors to develop offerings that fulfill the requests of the local service area.
 - Through attending conferences and building relationships with other state-wide community services programs, Community Programs staff stays on top of current trends, opportunities, resources, solutions to challenges, and new ventures for the department to seek.
3. **Institutional Goal 3: Partnerships** - Develop and sustain collaborative projects and partnerships with the community's educational institutions, civic organizations, businesses, and industries.
 - Community Programs was developed and is sustained with the involvement of numerous community partners, including, but not limited to, the local school districts, city and county Parks and Recreation Departments, Blackfriar's School of Fence, Cabaret 805, SLO Wind Orchestra, Ed2Go, Institute of Reading Development, Career Training Solutions, Sleeping Tiger Fitness, GH Sports, Funtastic Workshops, and Camp Fire. Many special events and projects involve extensive outreach and community involvement.
 - The Writers Conference is a premier Community Programs event that involves collaborations with the writing community (SLO Nightwriters, CA Writers Club, SLO County Library, Sisters in Crime), local city and county governments, and businesses such as SoCreate, Tolosa Press, Simply Clear Marketing and Media, the Inn at Morro Bay, First Solar, Sunpower, Chevron, and PG&E. Planning for the 2021 conference is underway with extensive involvement from the Cuesta College English department.

- Through involvement with the Workforce Investment Board, the County Planning and Building, the Human Resources Director Association, the State Compensation Insurance Fund, and similar groups, the department responds to local training needs and requests.
4. **Institutional Goal 4: Facilities and Technology** - Integrate and improve facilities and technology to support student learning and the innovations needed to serve its diverse communities.
- Our Aquatics Lead and Program Coordinator continue to work with Facilities Services and Kitchell CEM to ensure all safety measures are in place at the 1600 aquatics facility. These safety measures help us to meet the needs of the diverse community we serve in our aquatics programming.
 - Community Programs is working with Facilities Services regarding potential upgrades to the 4700 building and classrooms including new flooring options and painting.
5. **Institutional Goal 5: Fiscal** - Build a sustainable and stable fiscal base.
- Through attendance and networking at statewide conferences, staff stays on top of the trends in Community Education and Recreation programs, which allows staff to make educated programming decisions. Community Programs has expanded our summer youth programs as well as year-round swim lessons and aqua fitness in response to community demand.

III. ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

A. Data Summary:

- Describe data collection tool(s) used.
 - The data for Community Programs is maintained in the ActiveNet fee-based registration system.
- Include updates to program data results from the previous year, if any.

Community Education Offerings

Enrollments (from March to March)

Institutional Measurement	'10-'15 (average)	'15-'16	'16-'17	'17-'18	'18-'19	'19-'20	'20-'21
College for Kids	1510	1844	1617	1843	2071	2208	351
Education Offerings (Classes/Activities)	1119	1179	1234	1331	2188	2480	434
Writers Conference	252	239	325	303	372	392	126
Online w/ Ed2Go	184	107	99	114	202	225	592

Community Recreation Offerings

Enrollments (from March to March)

Institutional Measurement	'10-'15 Average	'15-'16	'16-'17	'17-'18	'18-'19	'19-'20	'20-'21
Aquatics	2314	939	2934	3026	1040	3416	3867
Recreation Offerings (Classes/Activities)	466	89	86	279	765	587	6
Camps/Clinics	170	677	547	560	1079	486	0

B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.
 - Working closely with Education2Go Enrollment Representatives to fulfill training needs for students with Vocational Rehab vouchers has boosted our responsiveness and significantly expanded our reach in the field of distance ed. Community Programs staff have implemented this program efficiently, which has led vendor partners to increase the volume of their interactions with Cuesta. This activity represents a significant revenue source for Community Programs.
- Identify areas if any that may need improvement for program quality and growth.
 - Community Aquatics
 - Community Recreation
 - Institute for Professional Development
 - Central Coast Writers Conference
- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the [Resource Plan](#) Worksheets.
 - With the addition of a Supervisor of Community Programs, Community Programs staff and activities would receive more immediate and focused direction and support. The operations of Community Programs involve complex and time-sensitive decision-making which require the attention of a dedicated Supervisor.
 With the addition of a Supervisor of Community Programs, Community Programs and IPD would also be better served and be able to expand, especially in contract education. A primary mission of the California Community Colleges is “to advance California’s economic growth and global competitiveness through education, training, and services that contribute to continuous workforce improvement.” To help realize that mission, Community Programs is looking to expand its contract education

unit, the Institute for Professional Development (IPD), to provide customized workplace education and employee training services to local businesses that seek to increase the skills and productivity of their workers. With the oversight and direction of the Community Programs Supervisor we plan to expand our role in understanding the training needs of local business and developing long-term relationships with business and industry.

- The Recreation and Aquatics programs of Community Programs would be best served by a full-time Aquatics Lead. As aquatics activities are expanded as well as enhanced, the operations at the pool will require a full-time Aquatics Lead. The classes and activities of the pool are demanding of the Aquatics Lead position and thus will overload the 0.75 FTE position. A focus on building these two programs over the coming years will help generate the funding necessary to make the conversion from 0.75 to 1.0 with a long-term goal of transitioning the position to 1.0 Community Recreation and Aquatics Coordinator.
- With the resignation of the Writer's Conference (on good terms to dedicate time to writing), Community Programs is evaluating options in terms of structure, format, organization of the annual conference. Discussion is underway with Cuesta English Department faculty to collaborate to bring a community college focus to the event. The intention is the draw on the resources and interest of Cuesta faculty and to reduce the cost of the conference in order to make it more fiscally viable. Community Programs is committed to continuing the conference and recognizes that only through collaborating will this be possible.
- With the Measure L bond project having completed renovation of the Aquatics Center, we would like to increase student access to the pool by hosting one or more low- or no- cost student events in partnership with other College organizations, such as Athletics, Kinesiology, Foundation, and ASCC.

IV. ANNUAL PROGRAM OUTCOMES (ASOS AND SSOS), ASSESSMENT AND IMPROVEMENTS

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

SSO 1: Community Programs will contribute to meeting the educational and recreational needs of San Luis County residents through a self-funded program structure.

- Through surveys, course evaluations, and advisory meetings we have identified

areas of need and expansion within our programming. Community Programs has developed a response time to local needs that cannot be matched by credit or non-credit programs on campus. As a result, we have expanded our programming in an effort to quickly and completely satisfy the needs of our ever-changing community.

- By working with our Cuesta College academic departments, attending statewide and local conferences, and closely monitoring student feedback on course evaluation forms for new recommended course offerings, we continue to expand and adjust our course schedule to meet the needs of county residents.
- The new hiring process instituted by Human Resources has given our Workshop Facilitator positions greater exposure which has helped us connect with new instructors and improve the diversity of our offerings.
- To offset the costs of necessary equipment upgrades for our programs, Community Programs staff has worked with Janet Shephard, Director of Grant Development, to acquire grant funding in support of College for Kids, Central Coast Writers Conference, and Community Education programs.

SSO 2: As a result of participating in Community Programs activities, a patron will be satisfied with the content and delivery of the activity.

- All students who participate in our programs have the opportunity to evaluate the content and delivery of a class in person during the last meeting and/or online with a fillable form on the Community Programs website. The addition of the online option has increased the opportunity to get feedback on all of our programs and especially those that do not take place in the classroom. With an increase in the percentage of completed evaluations, Community Programs has been better able to ensure that our top instructors and activities are retained while those that do not get positive reviews can be reworked or removed from our schedule.
- In response to high demand, we have seen success over the past years in increasing the number of times we offer our most popular classes. The same instructors, in some instances, have added an intermediate or advanced version of the same class and/or created new classes on the same subject.

B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the [Resource Plan](#) Worksheets and review the Resource Allocation Rubric.

- In the coming years, we plan to expand on the evaluation process in two ways. First, we will be adding the specific course objectives to the course descriptions and evaluation forms so that we can get more constructive feedback on the learning outcomes we have established for each course. Secondly, we will be implementing an instructor self-evaluation to gauge their effectiveness in the classroom and ability to help students reach their learning outcomes. We would like to shift from primarily paper evaluations to online to cut cost of production and improve usefulness of results.

- While implementing these changes we will work with instructors to develop more detailed syllabuses that reflect a clear path toward achieving the learning outcomes established for each class.

V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

- A. Regulatory changes
 - Community Programs has provided input to the State Chancellor's Office in regards to their revision of the Community Services Guidelines, which will likely be released in '21-'22.
- B. Internal and external organizational changes
 - The return and continued growth of the Emeritus program have brought direct competition to our fee-based offerings. As the program continues to grow, we will require additional planning and marketing strategies to ensure the survival of our fee-based programs.
 - The department will be reviewing how best to handle the fiscal aspects of Community Programs which may result in shifting some duties and responsibilities between staff members.
- C. Student and staff demographic changes
- D. Community economic changes – workforce demands
- E. Role of technology for information, service delivery, and data retrieval
 - a. Statistics show that the number of people using smart devices continues to increase annually. In order to provide training and classes to the community, we will need access to wireless internet in our building.
- F. Providing service to multiple off-campus sites
 - a. Community Programs will look to increase programming on the North County Campus and South County Campus to further our reach in the community.
 - b. A fall wellness program is currently being planned for the North County Campus in coordination between, Community Programs, Kinesiology/Athletics, and Emeritus
- G. Anticipated staffing changes/retirements
 - a. As laid out in the Resource Plan Worksheet, the department will be submitting for a department reorganization with changes to the following positions: Community Programs Coordinator and Department Division Assistant. The proposed plan would convert the Community Programs Coordinator to Community Programs Supervisor and the Division Assistant to Division Assistant-Coordinator. The CP Supervisor position will help to formalize direct management of staff and activities that already naturally falls on the existing position. The position will add capacity to seize growth opportunities initiated at a supervisor level
 - b. Community Programs plans to strengthen and expand our Aquatics and Recreation programming over the coming years and build funding and capacity for the

reopening of the full-time Community Recreation and Aquatics Coordinator position, which would take place of the 0.75 Aquatics Lead position.

VI. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your [Resource Plan](#). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel

- As laid out in the Resource Plan Worksheet, the department proposed reorganization involves the following positions within Community Programs:
 - Supervisor of Community Programs- this position would be responsible for program and staff currently with CP as well as assume oversight of contract education (IPD-Institute for Professional Development, which has essentially been on hiatus for lack of resources), contracts (e.g. Los Alamitos-CA National Guard) and special projects (e.g. Sustainability Center)
 - Department Coordinator (converted from Community Programs Division Assistant). This position currently has responsibilities that integrate at least an equivalent level of responsibility and duties as the Fiscal Analyst position, which is at Range 36.
The additional costs of these proposed revised position would be covered in large part by non-District funds (e.g. CP revenue, Los Alamitos contracts, Sustainability Center grant)
 - A third proposal for personnel would be to convert the Aquatics Lead position from 0.75 FTE to full-time 1.0 FTE. As indicated in the data above, aquatics activities have been increasing and should continue to increase as regular operations resume.

B. Equipment/furniture (other than technology)

- Office furniture for the permanent lifeguard office that is being installed at the 1600 aquatics facility

C. Technology

- Wireless internet connectivity in Community Programs 4700 building. Students and instructors have no access to wireless internet for any classes within our building. Wireless internet would allow us to meet the demand for more technology-based courses. Cost unknown.
- A proper workstation in the lifeguard office will allow the Aquatics Lead to work more efficiently and productively, as well as be present on the pool deck to cover for required lifeguard breaks. A telephone and computer with network connectivity will finalize this location as a workstation which will be essential for daily operations.

D. Facilities

- Upgrade to elements of 4700 – redo the carpet/floor and repair and paint the walls throughout the building. The modular building will be in operation longer than

anticipated. The present poor aesthetic condition of the building negatively impacts the operations of the program.

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Success and Support Programs, College Centers and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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