**Standard II: Student Learning Programs and Support Services**

**C. Student Support Services**

**1.** The institution regularly evaluates the quality of student support services and demonstrates that these services, regardless of location or means of delivery, including distance education and correspondence education, support student learning, and enhance accomplishment of the mission of the institution.

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| **How does MJC meet the Standard?** | **Evidence** |
| By what means does the institution assure the quality of its student support services? How does the institution demonstrate that these services support student learning? | CCSEE (every 2 years?)Institutional Effectiveness reportSLOs, SSLOs and SAOsMinutes from Special Programs annual retreats and department meetings TRIO annual performance reports(Need library input)Program Review for Student Services, DE and Library areas |
| How does the institution identify the needs for support services related to DE/CE programs, and how does it ensure that these needs are addressed? By what means does the institution assure the quality of its student support? (Federal Regulation) | DE Sub change report (Page 5) <http://www.mjc.edu/general/accreditation/de_sub_change_2016_js_updated.pdf>Narrative about how the DE Plan identifies the need to provide the same support to those DE.DE Committee meeting minutes (most recently in March 2016 (will be approved and posted 4/11) identified the need for Student Success Coaching2012-2017 DE Plan Goal 1 <http://www.mjc.edu/general/accreditation/documents/mjc_de_plan_revised_dec_2013.pdf>Quality addressed in same way other stu support modalities are measured |
| How does the college prepare and monitor DE/CE students to be successful? | Prepare: Online Readiness Quiz <http://mjc.edu/instruction/online/readinessquiz.php>Monitor effectiveness of Online Readiness Certificatehttp://www.mjc.edu/general/accreditation/student\_readiness\_statistics\_spring\_2015.pdf |
| Are counseling and other student support services available for DE/CE students? | <http://mjc.edu/studentservices/counseling/online.php><http://mjc.edu/studentservices/><http://libguides.mjc.edu/deservices> |

**2.** The institution identifies and assesses learning support outcomes for its student population and provides appropriate student support services and programs to achieve those outcomes. The institution uses assessment data to continuously improve student support programs and services.

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| **How does MJC meet the Standard?** | **Evidence** |
| What assessment methods are used to ascertain the effectiveness of student support services? | Surveys, pre and post tests (e.g., CurricUnet, PRNet—all instruments are described and loaded)ASK MJC (has analytics)CCSEEInstitutional Effectiveness reportOnline Orientation (asks questions of students to measure learning)Focus groups for EOPS, CARE, Bridge, CALWorks |
| How are evaluation results used to improve student services? | Program ReviewSLO/SSLO reflection questions include planning to address gapsMinutes from Counseling Annual Planning meeting (Martha)Special Programs retreat minutes/notesStudent Equity/SSSP Plans |
| Does the college know where its DE/CE students come from? Are there state authorization requirements if there are out-of-state students? | Crystal ReportDE Sub Change Evidence: http://www.mjc.edu/general/accreditation/documents/2014mfadeheadcountbycityandcounty\_081915.pdf |
| How does the institution determine that students admitted to its DE/CE programs are able to benefit from these programs? How is this information taken into consideration in admissions policies and procedures? | DE Sub Change Online Readiness Quiz, and Certificate |
| What improvements have been made to the effectiveness of these services? Do the student support services expand as the growth of DE/CE expands? | Saturday and evening counseling servicesFinancial Aid and Counseling on both campusesStudent Success Specialists (face-to-face, email and on the phone)Online Counseling http://mjc.edu/studentservices/counseling/online.phpDSPS services on both campusesOff-site services for matriculation/outreachStudent Services Representative reorganizationGuidance classes at the high schoolDE Sub Change  |

**3.** The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery method.

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| **How does MJC meet the Standard?** | **Evidence** |
| How does the institution demonstrate that the IT assesses student needs for services regardless of location or mode of delivery, and provides for them? | See work done on Standard 3 templateDE Committee meeting minutes (IT representation)Online Readiness CertificateRemote captioning/remote video interpretingASK MJC analytics (time of day, questions asked, etc.)Help DeskOnline Orientation construction/deliveryOnline forms/application |
| How are online and off-site location services evaluated? How well are services meeting the needs of students? | New Student Day surveysHigh School Counselor Day surveyJudith Martinez will do Spring 2016 survey for online counseling (and continue each semester) |
| How does the institution assure access to appropriate, comprehensive, and reliable services, such as but not limited to orientation, tutoring, counseling, and delivery of materials to students with remote access to information? (Federal Regulation) | Online OrientationDE Sub Change lists all in detail page 21-23 Services on both campuses (Student Success Centers, Student Services Representatives, Student Success Specialists)Online FormsMatriculation services at high schools |

**Effective Practices**

Increase students’ understanding of admission requirements, application, and financial aid processes.

Develop dual/concurrent enrollment opportunities for high school students.

Permit students to take college placement assessments, including assessment preparation activities, while in high school.

Permit students to enroll in college directly from high school.

End late application and registration before classes begin.

**4.** Co-curricular programs and athletics programs are suited to the institution’s mission and contribute to the social and cultural dimensions of the educational experience of its students. If the institution offers co-curricular or athletic programs, they are conducted with sound educational policy and standards of integrity. The institution has responsibility for the control of these programs, including their finances.

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| **How does MJC meet the Standard?** | **Evidence** |
| How does the institution determine what co-curricular programs are appropriate to its mission and students? | AthleticsVeterans GrantStudent Development/Campus LifeTRIO |
| How does the institution evaluate the quality and effectiveness of its cocurricular programs? | Program Review (completion, success, enrollment, retention)AssessmentAttendanceCCSEESurveys/Evaluation of Services |

**5.** The institution provides counseling and/or academic advising programs to support student development and success and prepares faculty and other personnel responsible for the advising function. Counseling and advising programs orient students to ensure they understand the requirements related to their programs of study and receive timely, useful, and accurate information about relevant academic requirements, including graduation and transfer policies.

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| **How does MJC meet the Standard?** | **Evidence** |
| Does the institution develop, implement, and evaluate counseling and/or academic advising? | SARS Data (MIS reports, services tracking, etc.)OnBaseCCSEEFaculty evaluationsSurveysAssessment (CLOs for guidance courses)Program ReviewMinutes from Counselor MeetingsProfessional development (Pathways discussions, Faculty Retreat, SSSP/Equity initiatives)SSSP  |
| Does the evaluation of counseling and/or academic advising include how it enhances student development and success? | Faculty evaluations for counseling include course observationStudent surveys in class, counseling sessions and workshopsProgram review includes how counseling impacts student successAnnual planning meetingHigh School Counselor Day |
| Are these or comparable services available to online students and students attending other locations? | Guidance classes in the community and onlineOnline counselingExtended hours on evenings and weekendsOnline orientation |
| How does the institution develop, implement, and evaluate counseling and/or academic advising and how do these initiatives ensure that the needs of DE/CE students are effectively addressed? | Students complete evaluations to evaluate online course and faculty teaching the online courseFaculty evaluations include in-person and online observationOnline advising |
| Does the evaluation of counseling and/or academic advising include how it enhances DE/CE student development and success? | Faculty evaluations for counseling include course observationStudent surveys in class, counseling sessions and workshopsProgram review includes how counseling impacts student success |

**Effective Practices**

Mandate orientation to college and ongoing advising for students, including a course on success in college.

Engage faculty and staff across typical silos to map pathways and design integrated support for students.

Monitor student progress, providing frequent feedback and support.

**6.** The institution has adopted and adheres to admission policies consistent with its mission that specify the qualifications of students appropriate for its programs. The institution defines and advises students on clear pathways5 to complete degrees, certificate and transfer goals.

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| **How does MJC meet the Standard?** | **Evidence** |
| How does the institution meet the standard as to the baccalaureate degree, and how is this demonstrated in evidence? |  |
| How are the prerequisites and other qualifications for the baccalaureate degree communicated and applied to students? |  |
| Does the advising of students related to the baccalaureate degree appropriately identify course sequencing and pathways? |  |

**Effective Practices**

Construct coherent, structured pathways to certificate and degree completion and transfer.

Simplify choices for students, using defaults that give students a recommended program of study that can be customized.

Structure the first-year experience to help students who are undecided about a major to choose a field of study.

Develop learning communities (cohort learning groups) around developmental education courses and a course on student success in college.

**7.** The institution regularly evaluates admissions and placement instruments and practices to validate their effectiveness while minimizing biases.

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| **How does MJC meet the Standard?** | **Evidence** |
| What processes are used to evaluate the effectiveness of practices and tools of admissions and placement? What evaluations of placement processes are used to ensure their consistency and effectiveness? | Validation of assessment tool every 3 yearsMultiple Measures and Common Assessment Workgroup Meeting notes (Laura Yager)Central Valley Regional Conference on Equity and Success (at MJC)Literature and Language Arts division meetingsPrereq challenge processCLEP acceptance (Academic Senate, College Council)Curriculum Pre and Co-requisite review |
| What processes are used to evaluate the effectiveness of practices and tools of admissions for DE/CE programs? Are they different from the tools and practices used for traditional programs? What is the rationale? | Online readiness surveyOnline readiness certificateDE Committee Meeting notesAccept placement scores from other schools (remote assessment) |

**8.** The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

* See catalog
* Board policies for student records
* Online forms for release of information and notice to deny disclosure
* Subpoena process
* Online orientation includes information on records
* OnBase