

Q1.

Dear Deans/VPs,

This is where you enter the data from your Deans PAR template. Please plan to enter your data all at once! We do not have control over the Qualtrics server and do not want you to lose your work.

Please reach out to the PAR Tri-Chairs if you have any questions:

Brian Goo bgoo@chabotcollege.edu, Na Liu nliu@chabotcollege.edu, and Simon Abramowitsch sabramowitsch@chabotcollege.edu.

Q2.

Name of Your Area/Division:

Office of Academic Services

Q3. Your Name:

Safiyah Forbes, Ph.D.

Q4.

Campus-Wide Issues

Q32. Programs in your division/area were asked to rank the [seven recommendations](#) PRAC put forward. Please review your [Division/Area Summary Data Report](#) (these reports aggregate all responses from programs in your division/area). Based on their responses and your own experiences, in ranked order, what do you believe are the top 3-5 campus-wide issues that deserve immediate attention?

Issue # 1

Student Registration/Application Process: the registration and application process for students continues to be a deterrent and with the return to more face-to-face instruction it is vital as a college and district for us to work on a more streamline process for our students to register for courses.

Issue # 2

Staffing/hiring: To continue to be successful and productivity in servicing our students we need a number of critical positions ranging from more faculty, classified professionals (lab techs, outreach specialist), mid-level administrators.

Issue # 3

Marketing and Program Visibility: The college currently have so many high-quality programs and we need to a better job in marketing in promoting these programs to our community. This would increase our enrollment and ensure that we continue to the college that service the community. For example, our Dental Hygiene program offers free tooth cleaning to the community but it's not well promoted to the community.

Issue # 4 (optional)

Technology & Training: We need to invest in the latest technology to ensure that our classroom is update and provide ongoing training to faculty with new technology as they enter the classroom. The college/district also needs to invest in ongoing culturally responsive pedagogy for our faculty, and student-centered training for our classified professors and administrators.

Issue # 5 (optional)

Resources: With the different legislative mandates coming down the pipeline AB1111, AB928, the college needs to intentional allocate resources to support the work around implementation.

Q33.

Service Area Outcomes

Q5. 1. Are there any programs/services/areas with service area outcomes in your division/area?

Yes No

Q6.

Please refer to your [Division/Area Summary Data Report](#) from Qualtrics. Service areas were asked the status of their SAO assessments. Have all service areas within your division/area assessed two SAOs in the past five years, *in which assessments included plans for continuous improvement*?

Note: To directly look up a service area's SAO assessment results, use this [SAO 2022 Assessment Update SPREADSHEET](#).

Yes No N/A

Q7.

If not, by when do you believe you can support the service areas in your division/area with filling out the [SAO 2023 Assessment Updates Survey](#) in Qualtrics?

The ECD Lab school has not assessed SAOs in the past five years. I will work with the area Dean and Manager to access SAO in spring of 2024.

Q8.

Learning Outcomes Assessment Results

Please refer to your [Division/Area Summary Data Report](#) from Qualtrics and the [SLO Assessment Report](#) to answer the following questions.

Q29. Are there any programs/services/areas with **student learning outcomes (SLOs)** in your division/area?

Yes No

Q25. Is assessment for all SLOs in your division/area up to date?

Yes No N/A

Q9.

If not, by when do you anticipate being able to support faculty in your division/area with completing this process? (Or for VPs, how will you support the Deans to get this task completed?) Do you have concerns you would like to share?

OAC is currently training faculty on how to complete SLO, the two areas that have not completed all SLOs I will work with the Dean and provide training and support to area faculty to ensure SLOs are completed by end of Spring 2024 semester.

Q27. Please refer to your [Division/Area Summary Data Report](#) from Qualtrics and the [PLO Assessment Completion Report](#) to see how many Certificate and Degree Programs in your division assessed PLOs in the 5-year cycle. Programs who did not submit a complete PLO assessment are highlighted in pink.

Q28. Is assessment for all PLOs in your division/area up to date?

Yes No N/A

Q29.

If not, by when do you anticipate being able to support faculty in your division/area with completing this process? (Or for VPs, how will you support the Deans to get this task completed?) Do you have concerns you would like to share?

Areas that have not completed PLOs I will work with the Deans to develop strategies to support faculty in completing all PLOs in the 2024 academic year.

Q11.

Reflections on Goals & Future Planning

Context: In their Fall 2021 PARs, programs in your division/area established goals to support continuous improvement in SLOs, PLOs, SAOs, meeting the college mission, or mission critical priorities in the Educational Master Plan. Please review the [Division/Area Summary Data Report](#) to see how programs in

your division/area responded to the question: what is going well and what are some challenges regarding completing your programs/area's goals?

Q31. What trends in their accomplishments stand out regarding completing your division'/area's goals?

As a college we have continued to make many notable accomplishments. We've seen an increased in success rates in our Dual Enrollment courses and in our RISE courses. We continue to see high NCLEX pass rates within our nursing program. We have seen significant increase in OER/ZTC course adoption.

Q13.

What trends regarding challenges stand out regarding completing your division'/area's goals?

As a college some of the challenges we need to tackle includes marketing our programs to the community, strengthen our K-12 partnerships, providing continued professional development to increase cultural competence within curriculum, student engagement and pedagogy. Additionally, the college has also been challenged with the slow implementation and/or update in technology which are extremely important in successful implementation of student success teams, ease of registration for students.

Q17.

Program Maps

Q18. 1. Have all program maps been updated in your division/area?

Yes No N/A

Q20. 2. If not, by when do you believe you can support the programs in your division/area in completing their maps? Please share the [Review Your Program Map](#) document and [Program Map Review Feedback form](#) with faculty in your area to provide updates for maps. If faculty members need support to update program maps, they can reach out to Heather Oshiro hoshiro@chabotcollege.edu.

VP office will work with all area Deans to support faculty in completion of program maps.

Q21.

Summary Analysis

Q34.

Please provide a summary of your division's/area's **key contributions/ major achievements** since the Fall 2022 Update Year PAR. (300 words)

The Office of Academic Services (OAS) has made major achievements to support the work of the college. We continue to create a wide variety of programs and courses for degrees and certificates, expanding our pre-apprenticeship and apprenticeship programs, increasing OER/ZTC course materials, increased Dual enrollment and RISE course offerings. Furthermore, the Deans have made significant impact in working with faculty to support the different state legislative, ensuring course offering are student-centered. The OAS team continues to support the deans in managing course scheduling, acquiring resources to support faculty growth that will positively impact teaching and learning. Additionally, the OAS supports deans to manage faculty and classified professional evaluations are completed in by the deadlines, working to meet the variety of state legislative such as AB928, AB705/1705.

Q22. Please provide a summary of your division's/area's **greatest challenges** since the last Fall 2022 Update Year PAR. (300 words)

The Office of Academic Services has experienced challenges in streamlining the colleges practices and processes in particular to student access. We still struggle in providing a seamless process for students to register for classes, obtaining supplemental services to support their retention, persistence and success. We still struggle in providing ongoing professional development on campus to support culturally responsive teaching and learning inside and outside the classroom to both faculty and classified professionals.

Q23.

Goals and Resource Requests for Your Dean's/VP's Office

Context: Your office also established goals, please look at [this sheet](#) to see the goals that you first established in Fall 2021 and updated or confirmed in Fall 2022.

Q35. So far, what is going well regarding completing your office's goals? Please include reflections on achievement of outputs or outcomes.

Goal 1: The OAS continues to work with OAC chair and co-chair to improve the process of assessing SLO, PLO, SAO & ILO within the assessment period. OAC is making progress in supporting and training faculty to complete assessment on an ongoing basis. Goal 2: This is currently ongoing Goal 3: The OAS continues to offer courses in a variety of modalities, some areas have returned to majority F2F courses offers, whereas other areas have seen online, synchronous, Asynchronous and hybrid been more advantageous to students. We continue to increase our non-credit offerings and working on training faculty in developing and teaching these courses.

Q24. What are some challenges regarding completing your office's goals? Please include reflections on challenges with producing outputs or outcomes so far.

One of the major challenges has been the turn-over rate in staff, while we were able to hire new deans the turn-over has resulted in lost of institutional knowledge and delay in project completion. We are exploring ways to maximize staff morale, support professional growth in order to maintain the talented team of administrators and staff.

Q39. *Note: if you need to amend one of your office's PAR goals, please email the adapted goals to Na Liu nliu@chabotcollege.edu

Q36. How do these requests support the goals in your division/area?

Request will continue to support needed professional development for full-time and part-time faculty and classified professionals, which will allow us to better support our students in retention, persistence and completion.

Location Data

Location: [\(37.6736, -122.0944\)](#)

Source: GeoIP Estimation

