

STUDENT SERVICES PROGRAM REVIEW

YEAR FIVE UPDATE ELUMEN INSTRUCTIONS

MATERIALS TO GATHER

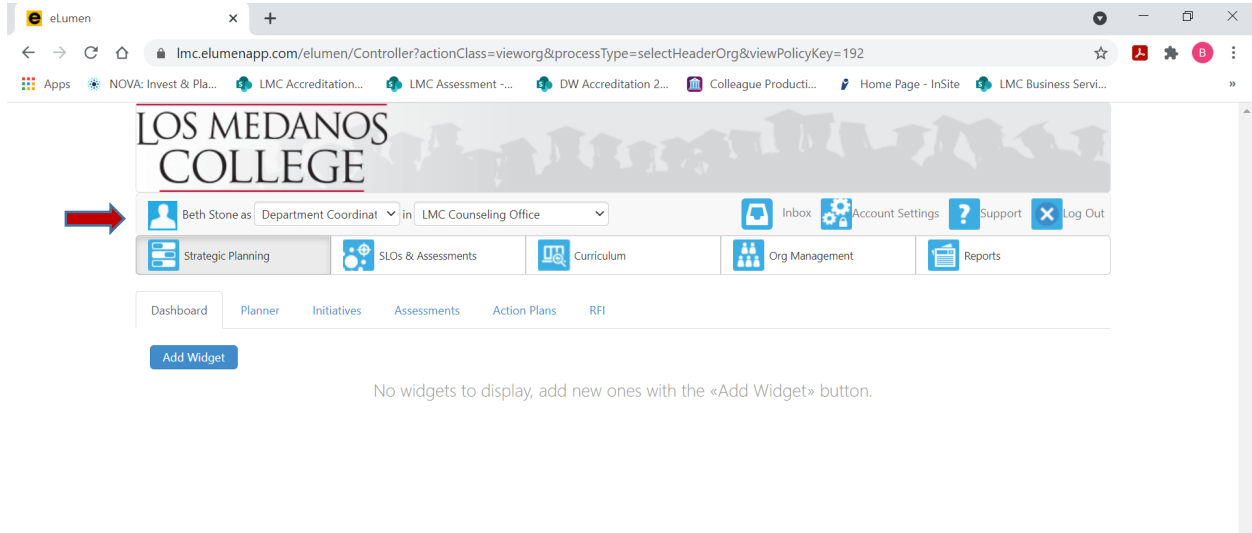
You will need to have downloaded and access to the following materials in order to successfully complete your Program Review Year Five Update:

- The Program Review Year Three Update for your program/unit. You can download a PDF copy of this report via the Program Review Year Three Update Reports Website - <https://www.losmedanos.edu/planning/programreview-reports-2020.aspx>.
- If your unit includes courses, there is an Instructional Units PR Year Five Template also assigned in eLumen. You will need to complete *Section #3- Assessment Update and CSLO Effectiveness* and *Section #4-Course Outline of Record (COOR) Update*. There are instructions at the end of this guide pertaining to those sections of the template.

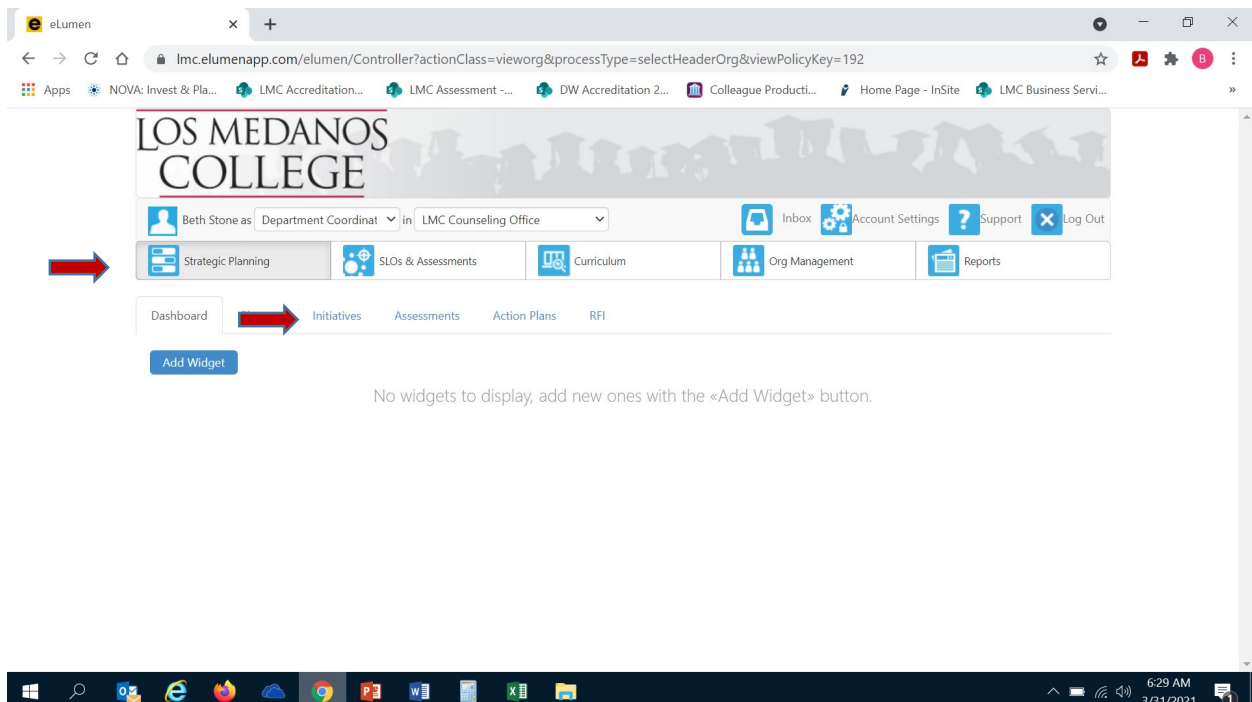
To begin your Student Services Program Review Year Five Update in eLumen, you will first need to connect to eLumen utilizing the following link – lmc.elumenapp.com. Please note, the application will prompt you to login to the 4CD InSite portal. Once you have successfully logged in and connected to eLumen you will see the following screen:

The screenshot displays the eLumen application interface. At the top, the browser address bar shows the URL: lmc.elumenapp.com/elumen/Controller?actionClass=vieworg&processType=selectHeaderOrg&viewPolicyKey=192. The page header features the Los Medanos College logo and navigation links for 'Inbox', 'Account Settings', 'Support', and 'Log Out'. Below the header, a user profile section identifies 'Beth Stone' as a 'Department Coordinator' in the 'LMC Counseling Office'. A horizontal menu contains icons for 'Strategic Planning', 'SLOs & Assessments', 'Curriculum', 'Org Management', and 'Reports'. A secondary menu lists 'Dashboard', 'Planner', 'Initiatives', 'Assessments', 'Action Plans', and 'RFI'. A blue 'Add Widget' button is positioned above a message that reads: 'No widgets to display, add new ones with the «Add Widget» button.' The Windows taskbar at the bottom shows the system clock as 6:29 AM on 3/31/2021.

You will note at the top of the screen your name and role. For the purpose of completing your Program Review please ensure your role is that of Department Coordinator. You will also note the program/unit you are logged in with. If you are responsible for completing program review for more than one program/unit, please ensure that the program/unit you are completing the Year Five Update for is correct. Once you have confirmed you are logged in under the appropriate role and correct program/unit, you are ready to proceed to the next step.



Next you will click on the tab labeled "Strategic Planning", and the link titled "Initiatives".



After you click on “Initiatives” you will see the screen below. Please be sure you click on the drop-down box self-populated with “Accreditation Self-Study” and select “Program Review”.

LOS MEDANOS COLLEGE

Beth Stone as Department Coordinat in LMC Counseling Office

Strategic Planning SLOs & Assessments Curriculum Org Management Reports

Dashboard Planner Initiatives Assessments Action Plans RFI

Cycles Budgets

Accreditation Self-Study

Spring 2021 Fall 2020 Summer 2020 Spring 2020 Fall 2019 Summer 2019

No Parent Cycles found

Organization: LMC Counseling Office Type: None selected Included in this term: None selected

Add Cycle

Name	Description
Student Services Units Program Review Year Five Update - Counseling Office	This cycle is for Student Services Units to complete the Year Five Update of the Program Review cycle.

LOS MEDANOS COLLEGE

Beth Stone as Department Coordinat in LMC Counseling Office

Strategic Planning SLOs & Assessments Curriculum Org Management Reports

Dashboard Planner Initiatives Assessments Action Plans RFI

Cycles Budgets

Accreditation Self-Study

- Accreditation Self-Study
- College Plan
- General
- Program Review

LMC Counseling Office

Summer 2020 Spring 2020 Fall 2019 Summer 2019

No Parent Cycles found

Type: None selected Included in this term: None selected

Add Cycle

Name	Description
Student Services Units Program Review Year Five Update - Counseling Office	This cycle is for Student Services Units to complete the Year Five Update of the Program Review cycle.

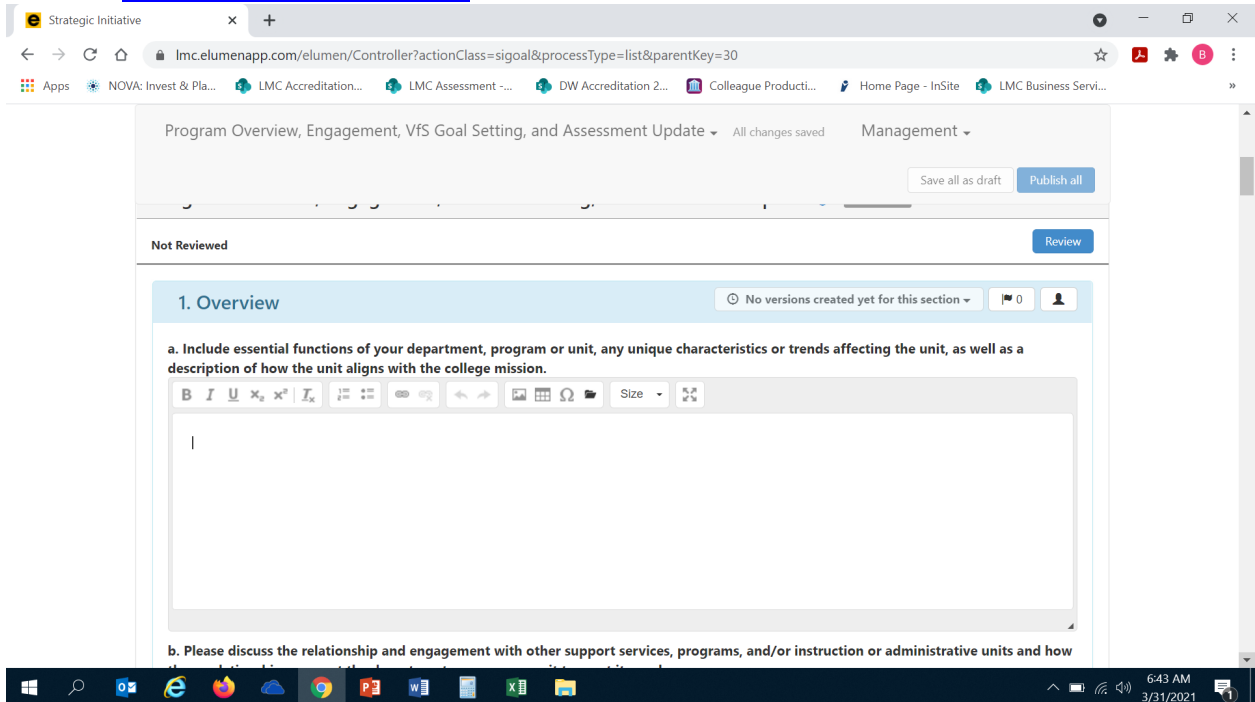
Once you have selected “Program Review” from the drop-down box you will see the screen below. You are now ready to start your Program Review Year Five Update. You will note at the bottom of the screen a link titled “Student Services Program Review Year Five Update...” with a hyphen and the name of your program/unit. For example, in the screenshot below you see “Student Services Program Review Year Five Update-Counseling Office”. Click on the link to access the template to begin and complete your Program Review. Please be sure to click on the link and not the check box.

After you click on the link for your template, you will see the screen below and you are now ready to begin your program review update with "1. Overview".

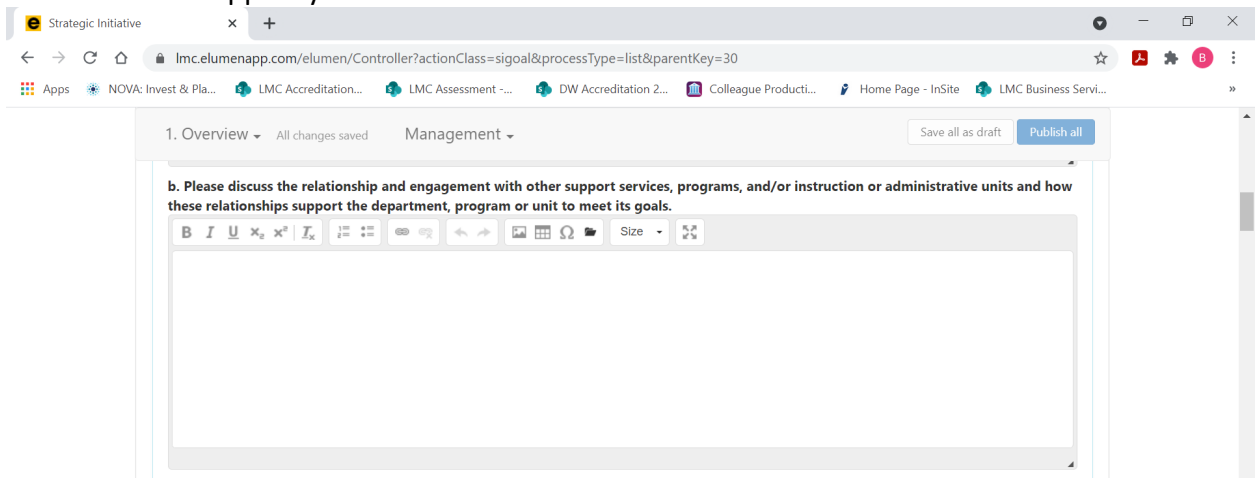
After you click on the link for your template, you will see the screen below and you are now ready to begin your program review update with "1. Overview".

1. OVERVIEW

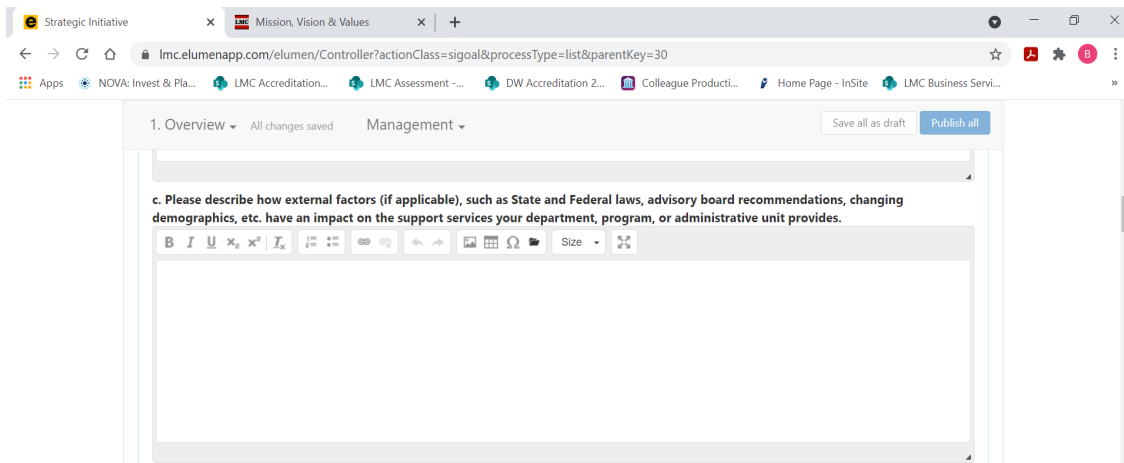
a. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question. This prompt is directing the user to provide a brief overview of the program/unit, any trends affecting the unit and a description of how the unit aligns with the [College Mission Statement](#).



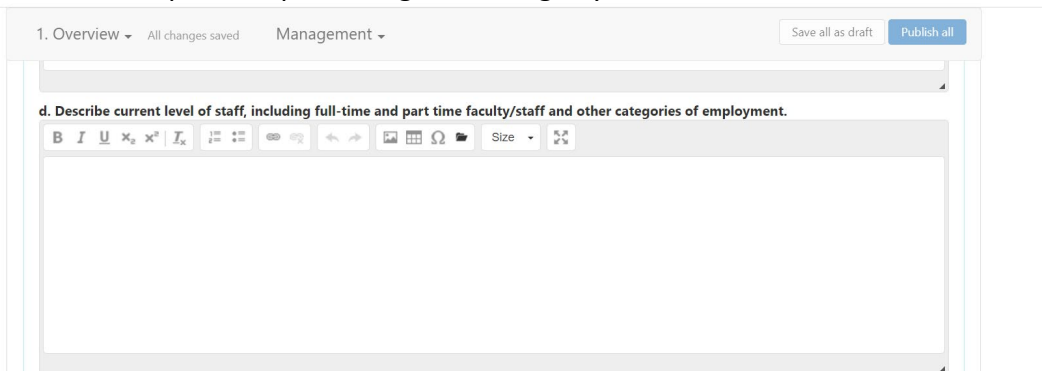
b. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question. You will want to include any collaborations, relationships and/or engagement you have had with any other services, programs or units and how these collaborations support your unit.



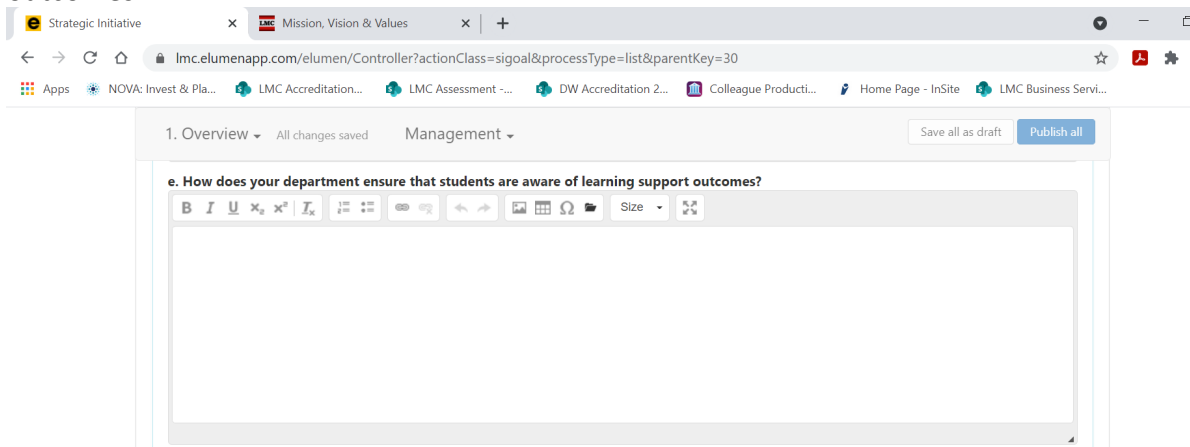
c. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question. The user will describe how external factors (i.e. State and Federal laws, advisory board recommendations, changing demographics, etc.) on the services your unit provides.



d. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question pertaining to staffing in your unit.



e. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question regarding student awareness of your unit's learning support outcomes.



2. ENGAGEMENT

- a. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question pertaining to faculty and staff engagement.

The screenshot shows a web browser window with the URL lmc.elumenapp.com/elumen/Controller?actionClass=sigal&processType=list&parentKey=30. The page title is "2. Engagement" and it shows "All changes saved" and "Management" dropdown menus. A "Save all as draft" button and a "Publish all" button are visible. The main content area is titled "2. Engagement" and contains a question: "a. Discuss how faculty and staff have engaged in institutional efforts, such as committees, presentations, and departmental activities." Below the question is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, link, unlink, and size. The text box is currently empty.

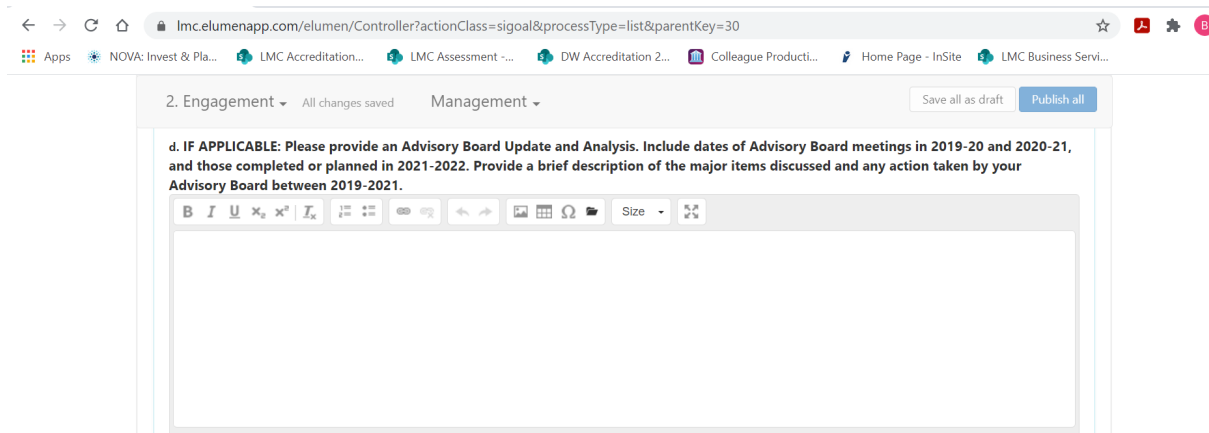
- b. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question pertaining to faculty and staff engagement or collaborations with external partners.

The screenshot shows the same web browser window as above, but the question is: "b. Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations." The rich text editor toolbar and the empty text box are visible below the question.

- c. Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question pertaining to part-time/temporary employees.


The screenshot shows the same web browser window as above, but the question is: "c. Discuss how part-time/temporary employees (students, classified professionals, and adjunct faculty) are included in departmental training, discussions, and decision-making." The rich text editor toolbar and the empty text box are visible below the question.

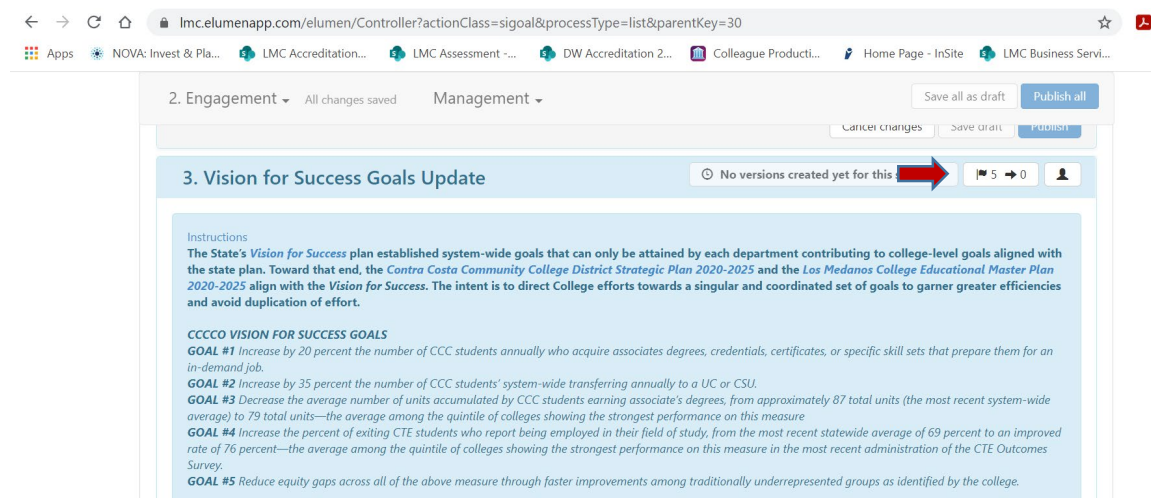
- d. **Applicable only to programs with Advisory Boards.** Click on the open text box so your cursor will now appear in the box and you can enter in your response to this question providing information and an update on your Advisory Board.



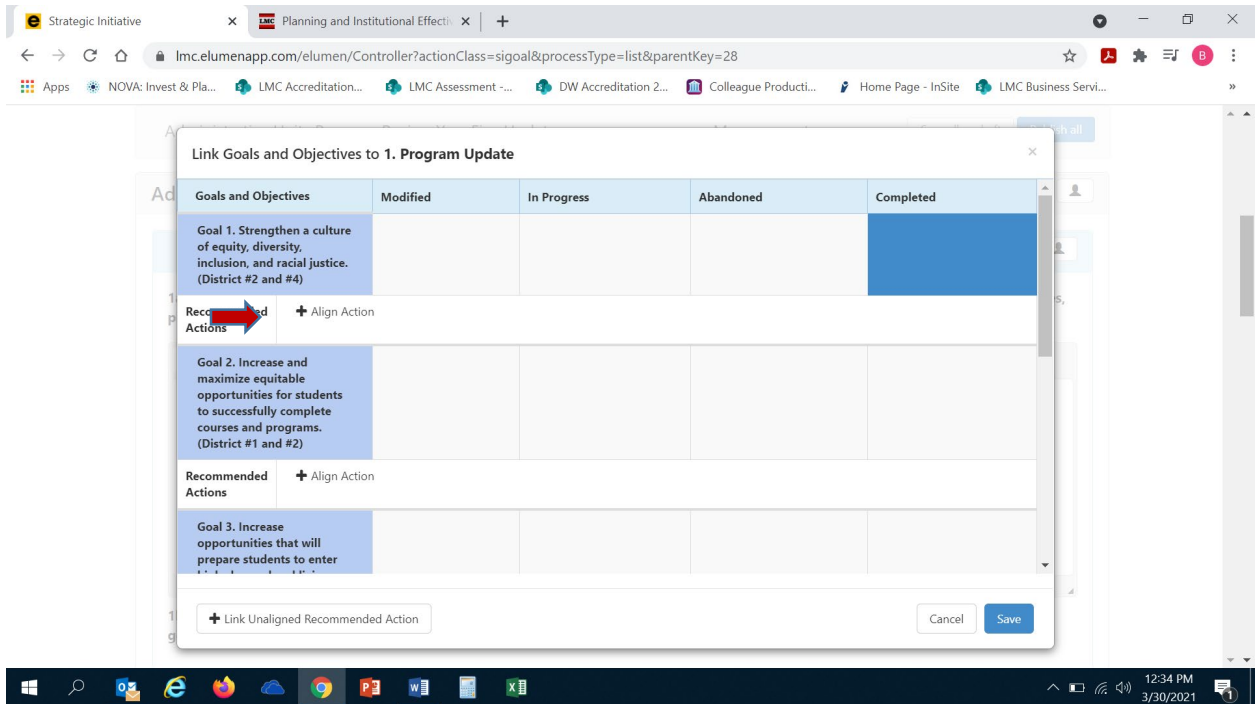
3. VISION FOR SUCCESS GOALS UPDATE

In this section you will be reporting on your Program Review Year Three Update goals and aligning them with the LMC Educational Master Plan 2020-2025 goals. Additionally, you will provide an update on those goals and alignment with Vision for Success and Student Services Guiding Principles.

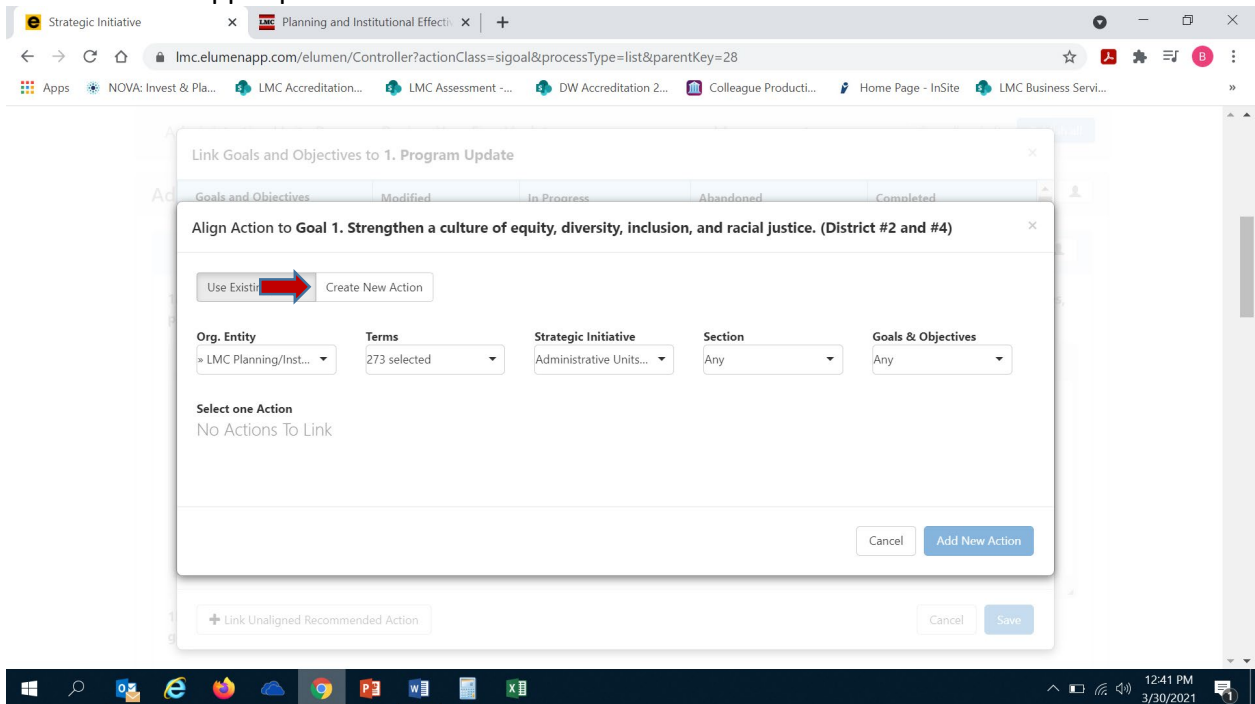
First, you will click on  5 in the box in the upper right corner of the “Vision for Success Goals Update” title.



This is where you are going to enter in your program/unit goals as outlined in your Program Review Year Three Update and align each goal with an *LMC Educational Master Plan 2020-2025* goal. The EMP goals are in blue in the left hand side of the screen. Review each of the five (5) EMP goals and determine which goal closely aligns with your program/unit goal. You will repeat this step for each of your program/unit goals as noted in your Program Review Year Three Update. Once you have identified which EMP goal aligns with your first program/unit goal, you will click on the “+ Align Action” box to enter in your program/unit goal.

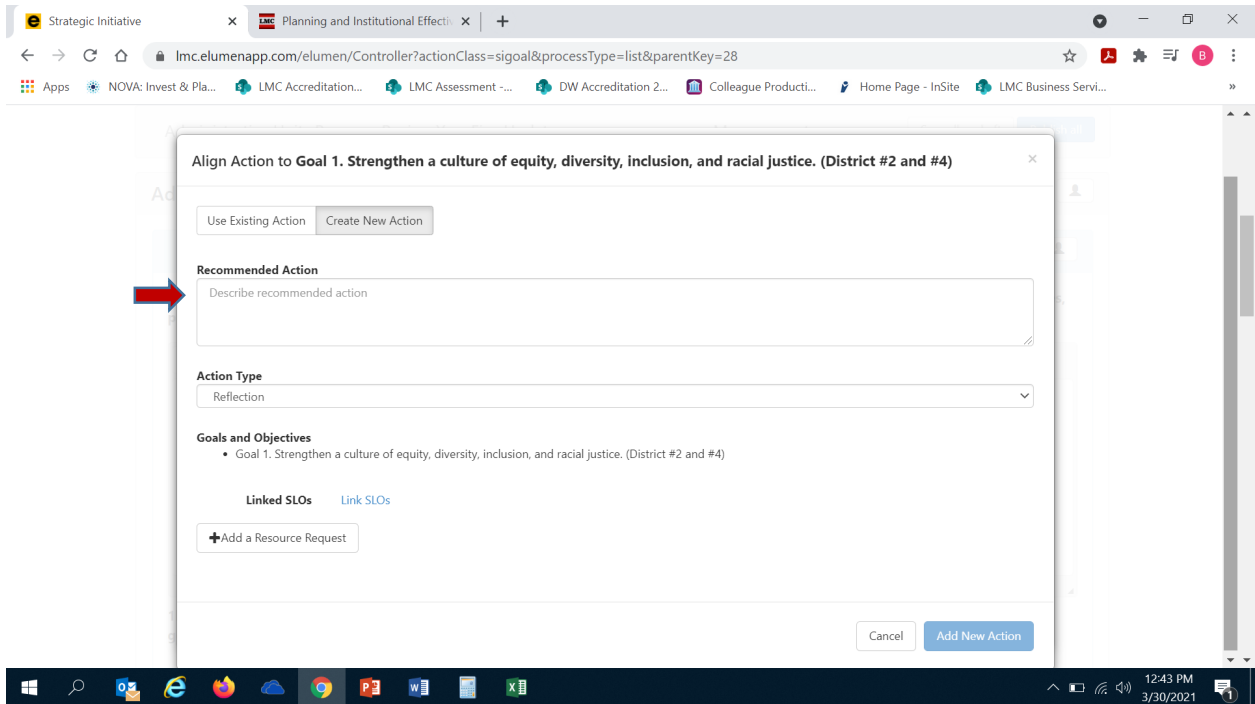


Once you click on “+ Align Action” the following screen will appear. You next want to click on the box in the upper part of the new screen titled “Create New Action”.

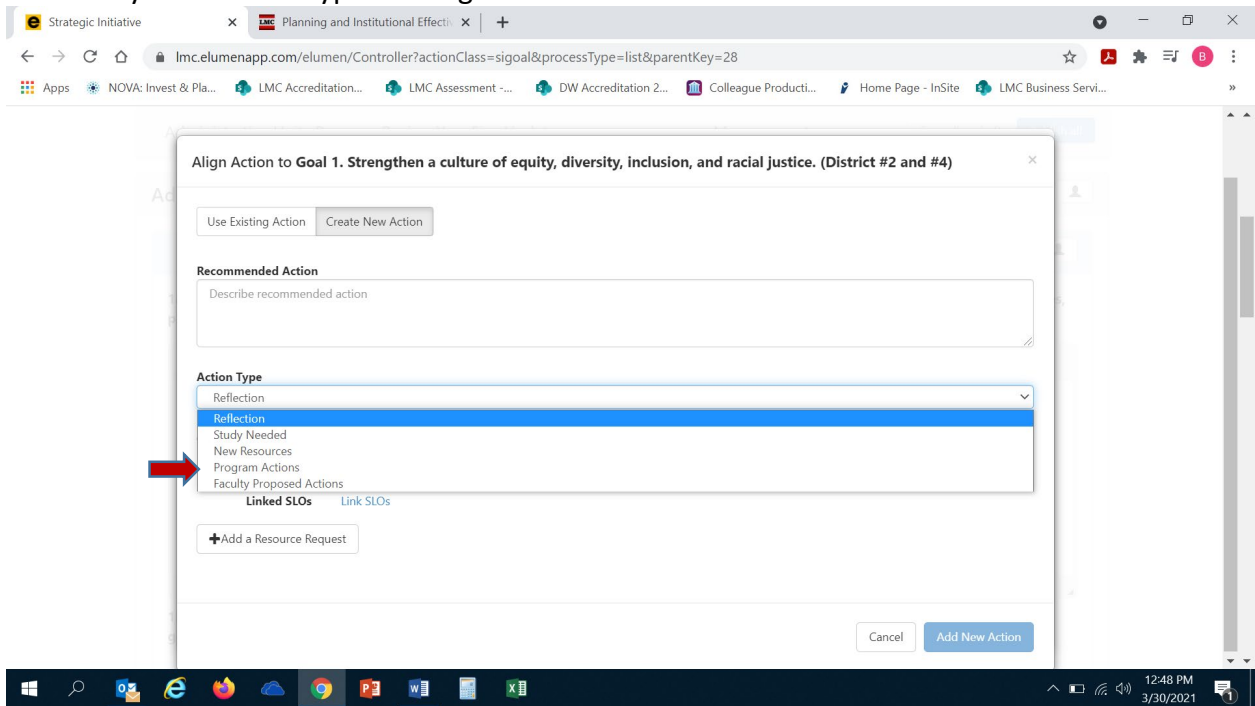


Once you click on “Create New Action” the following screen will appear for you to enter your program/unit goal that aligns with the EMP Goal you identified in the previous step. Click your mouse to position your cursor in the “Recommended Action” textbox. Enter in your program/unit goal in this textbox and be sure to include the following information:

- Your program/unit goal
- Anticipated timeline for achieving this goal
- Responsible parties assigned to this goal
- Anticipated outcome (i.e. increase enrollment, increase course success rates, etc.)

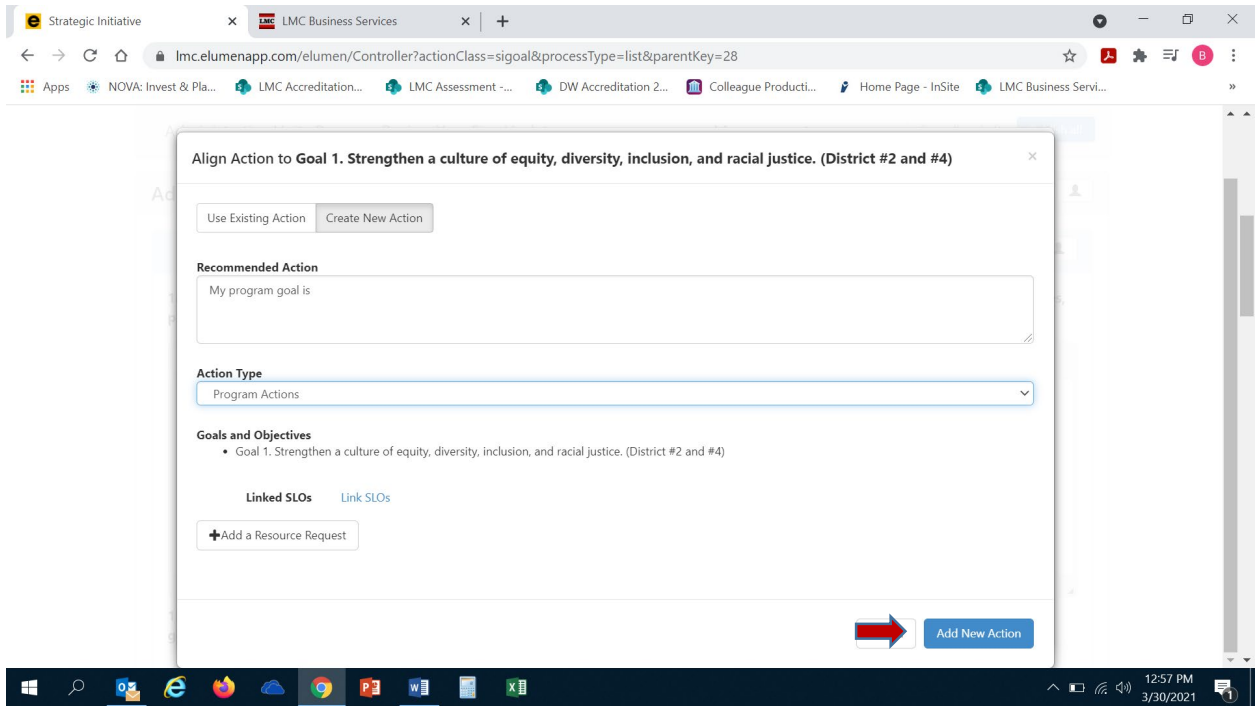


After you enter in your program/unit goal, you are ready to select “Action Type”. The most commonly used action type is “Program Actions”.

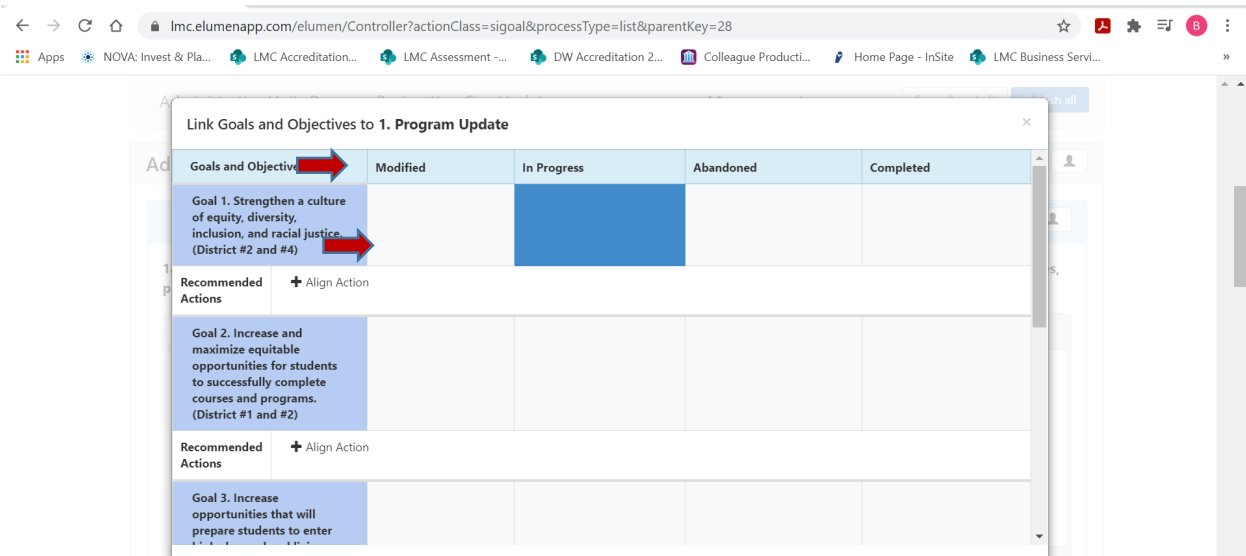


After you have selected your goal’s action type, you are now ready to click on “Add New Action”. **DO NOT CLICK ON OR USE “+ ADD A RESOURCE REQUEST”. TO SUBMIT A RESOURCE REQUEST FOLLOW THE RESOURCE ALLOCATION PROCESS. UTILIZE THE FORM(S) AND PROCEDURE OUTLINED BY SGC AND COORDINATED THROUGH THE BUSINESS SERVICES OFFICE. YOU CAN ACCESS THE APPROPRIATE FORM(S) AND VIEW THE PROCESS BY VISITING THE FOLLOWING RESOURCE ALLOCATION WEBSITE:**

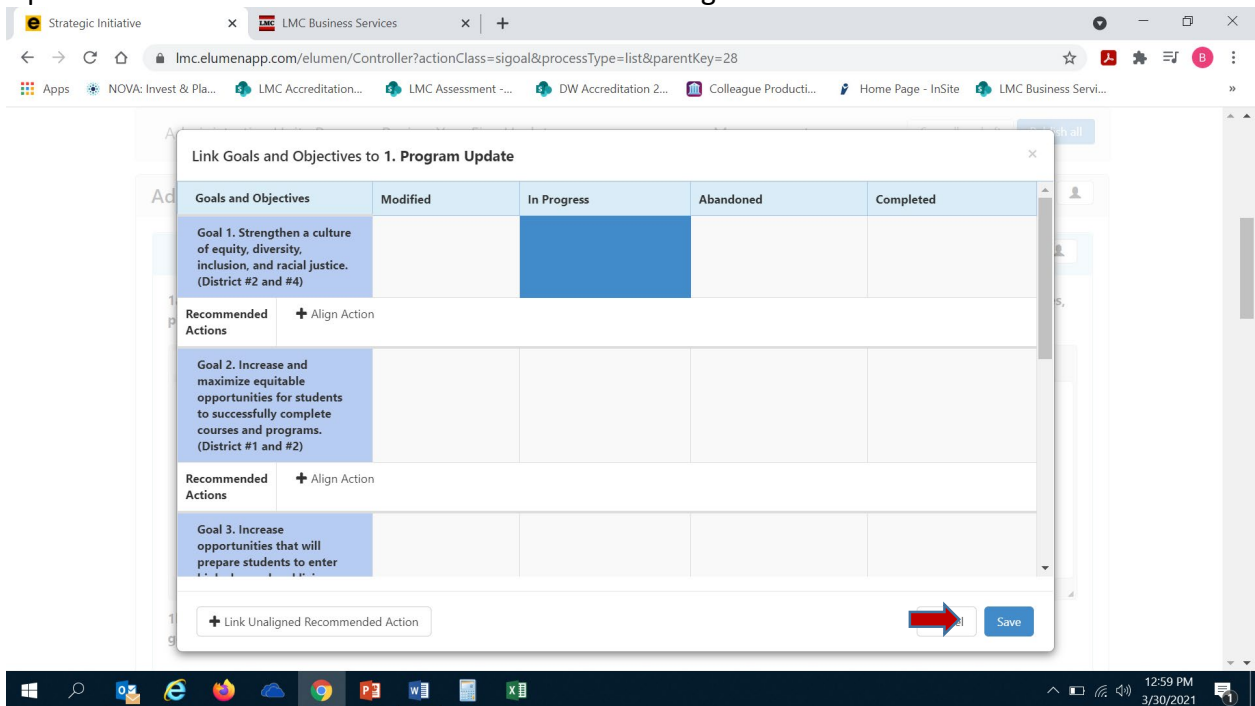
<https://www.losmedanos.edu/businessoffice/resourceallocation.aspx>



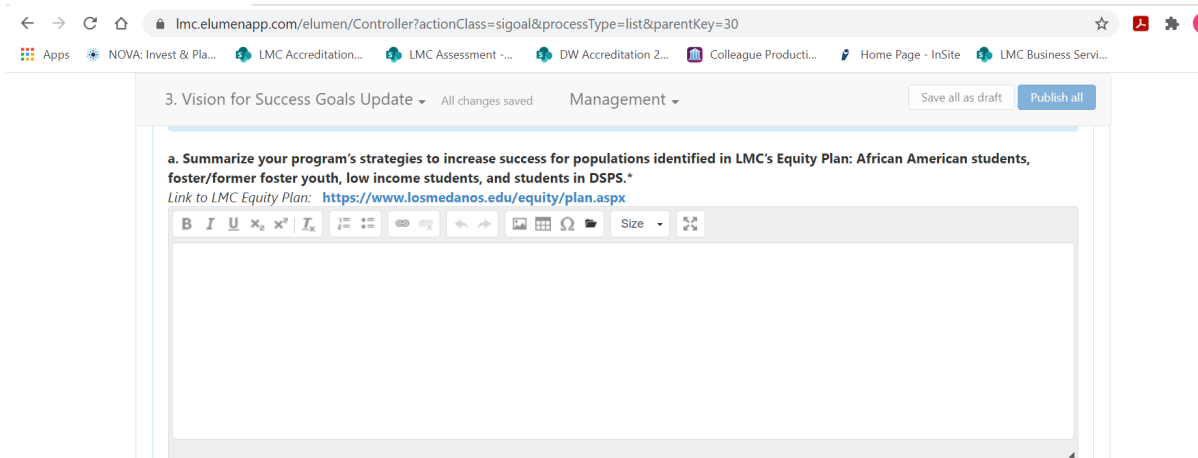
Once you have clicked on “Add New Action” you will see the screen below and are now ready to identify the current status of your entered program/unit goal. Utilizing your mouse click on the box under the appropriate column that accurately reflects the status of your goal.



Repeat the aforementioned steps to enter in additional goals for your program/unit. Once you have entered in all your program/unit goals from your Program Review Year Three Update click on the blue “Save” button in the lower right hand corner of the screen.



- a. Position your cursor in the open text box below the question to enter your response pertaining to strategies to increase success in DI populations identified in the [LMC Student Equity Plan](#).



b. The [State’s Vision for Success](#) plan established system-wide goals that can only be attained by each department contributing to college-level goals aligned with the state plan. Toward that end, the [Contra Costa Community College District Strategic Plan 2020-2025](#) and the [Los Medanos College Educational Master Plan 2020-2025](#) align with the Vision for Success. The intent is to direct College efforts towards a singular and coordinated set of goals to garner greater efficiencies and avoid duplication of effort.

CCCCO VISION FOR SUCCESS GOALS

GOAL #1 Increase by 20 percent the number of CCC students annually who acquire associates degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.

GOAL #2 Increase by 35 percent the number of CCC students’ system-wide transferring annually to a UC or CSU.

GOAL #3 Decrease the average number of units accumulated by CCC students earning associate’s degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure

GOAL #4 Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.

GOAL #5 Reduce equity gaps across all of the above measure through faster improvements among traditionally underrepresented groups as identified by the college.

Please note – you will need to copy and paste the table in the eLumen template (also included below) into the textbox for your response, then enter the information accordingly. Please be sure to address all areas in the table for alignment of your program set goals that you included in your Program Review Year Three Update.

INDICATOR	PROGRAM REVIEW YEAR THREE GOALS	ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	MEASURE	STATUS <i>(Please enter Abandoned, In Progress, Completed or New Goal to indicate the status for each goal)</i>	ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
<i>Accreditation: Course Success</i>							
<i>VFS1: Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or</i>							

<p>specific skill sets that prepare them for an in-demand job.</p>							
<p>VFS2: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</p>							
<p>VSF3: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</p>							
<p>VSF4: Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.</p>							
<p>VFS5: Reduce equity gaps across all of the</p>							

above measures through faster improvements among traditionally underrepresented groups as identified by the college.							
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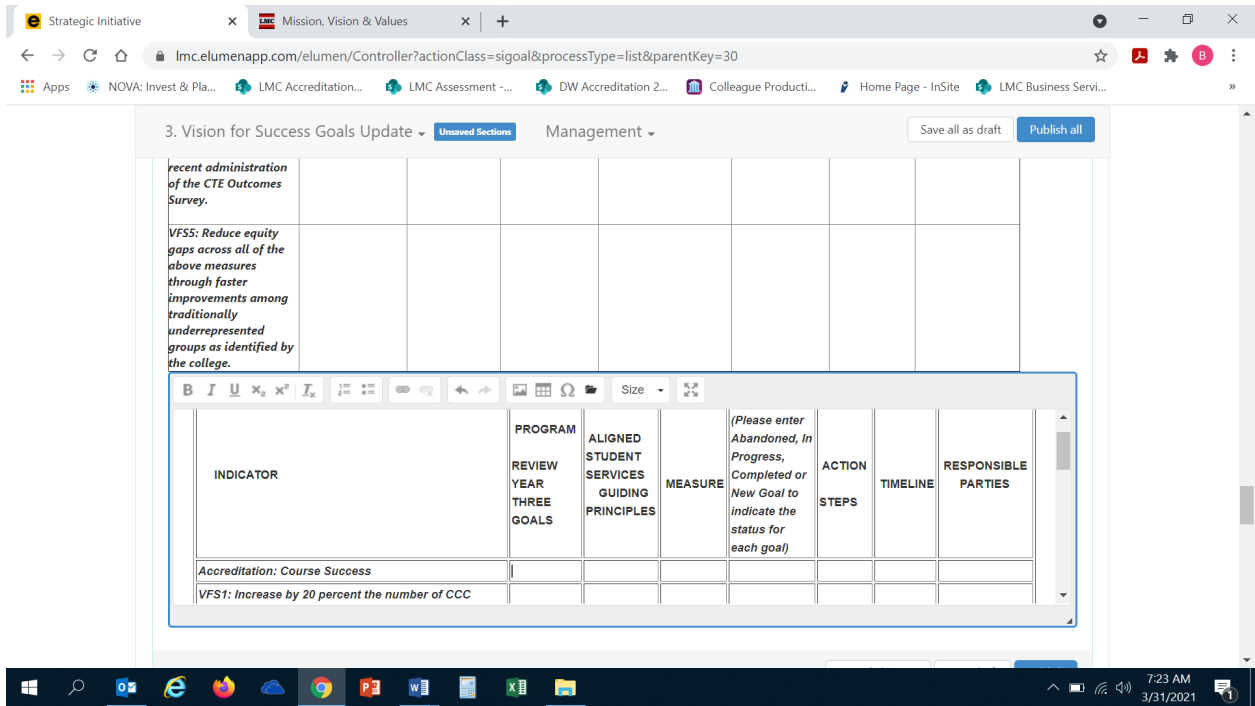
3. Vision for Success Goals Update | All changes saved | Management | Save all as draft | Publish all

b. Please align your goals from Program Review Year Three with the accreditation and Vision for Success indicators below.

**Please copy the table below into your response and complete accordingly*

INDICATOR	PROGRAM REVIEW YEAR THREE GOALS	ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	MEASURE	STATUS <i>(Please enter Abandoned, In Progress, Completed or New Goal to indicate the status for each goal)</i>	ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
Accreditation: Course Success							
VFS1: Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.							
VFS2: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average).							

Windows taskbar: 7:22 AM 3/31/2021



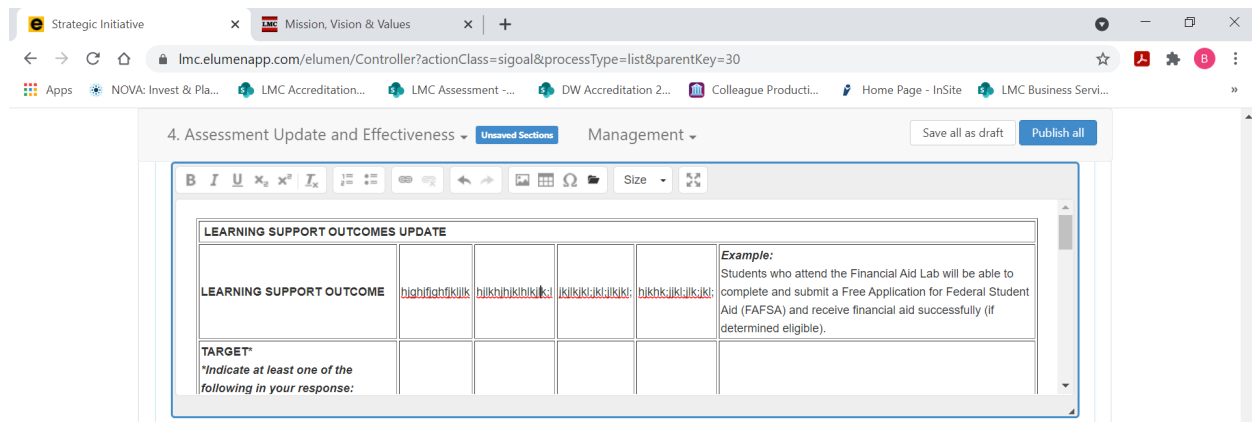
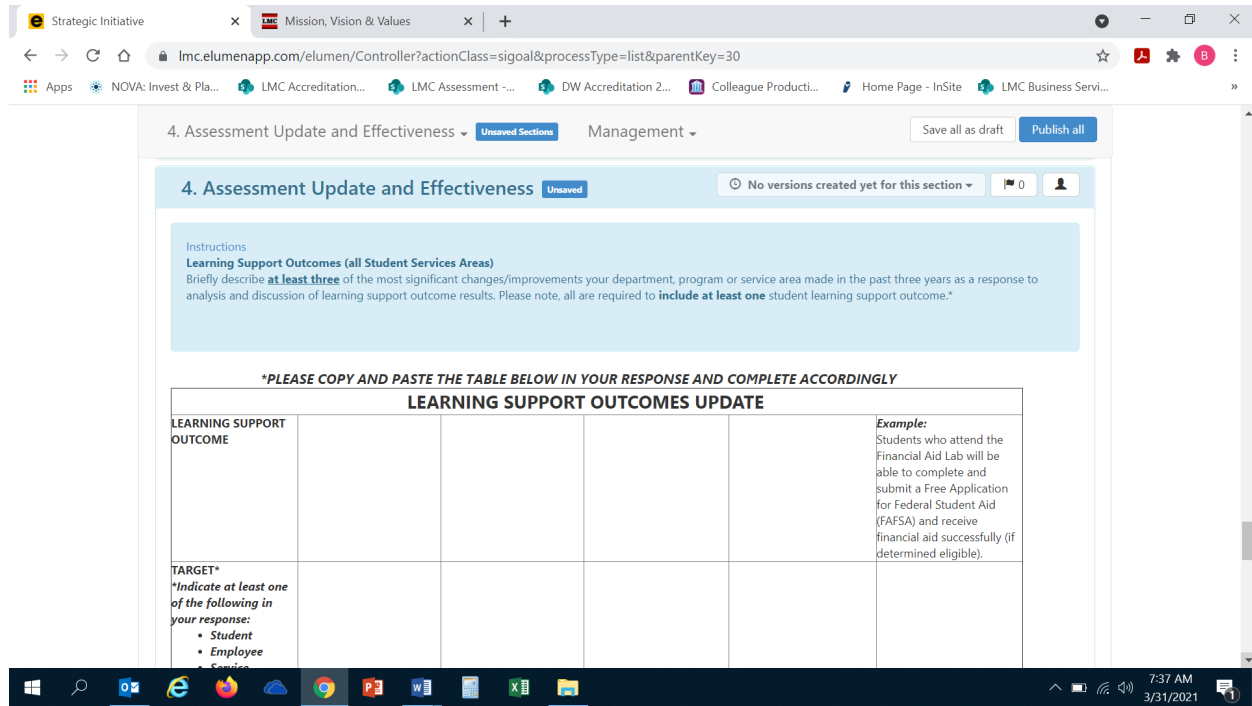
4. ASSESSMENT UPDATE AND EFFECTIVENESS

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of learning support outcome results. Please note, all are required to include at least one student learning support outcome.

Please note – you will need to copy and paste the table in the eLumen template (also included below) into the textbox for your response, then enter the information accordingly. Please be sure to address all areas in the table, examples have been provided in the last column. The columns will also expand as you enter in information.

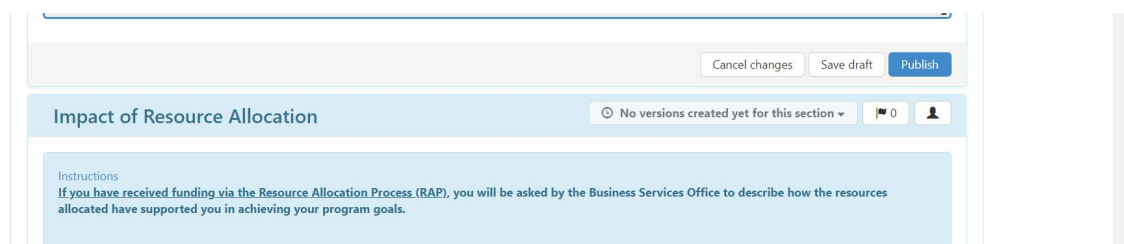
LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					Example: Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* *Indicate at least one of the following in your response: <ul style="list-style-type: none"> • Student • Employee • Service 					

MEASURE					Example: Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* <i>*Please indicate a status from the following options:</i> <ul style="list-style-type: none"> • <i>Abandoned</i> • <i>In Progress</i> • <i>Completed</i> • <i>New Outcome</i> 					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
RESPONSIBLE PARTIES					Example: Jennifer Ma, Financial Aid Office
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					Example: SS Theme #1: Demonstrate proficiency in the use of college online services.
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					Example: Increase the FAFSA filing and completion rate for currently enrolled students.



5. IMPACT OF RESOURCE ALLOCATION

If you have received funding via the Resource Allocation Process (RAP), you will be sent an e-mail by the Business Services Office to describe how the resources allocated have supported you in achieving your program goals.



FINAL STEP: You are now ready to “Publish” or submit your Program Review Year Five Update for review and validation by the responsible administrator. Scroll up to the top of the screen and click the blue “Publish All” button. **Please note – if you have courses in your unit you will need to complete Sections #3 and #4 of the Instructional Units Program Review Year Five Update Template assigned to your unit. After publishing your Student Services PR Year Five Update, locate your unit identified in the drop-down as Instructional and proceed to the next section.**

The screenshot shows a web browser window with the URL `lmc.elumenapp.com/elumen/Controller?actionClass=sigoal&processType=list&parentKey=30`. The page title is "Student Services Units Program Review Year Five Update - Counseling Office". Below the title, there is a "Download:" section with a PDF icon and the text "Strategic Initiative Report". A blue button labeled "To Design Mode" is visible. Below that, it says "Cycle Announcement" and "Cycle Announcement is not defined". At the bottom of the page, there is a navigation bar with "1. Overview" and "Unsaved Sections" tabs. A "Publish all" button is highlighted with a red arrow.

Once you have “published” or submitted your program review update, you can return to this screen and click on the “Strategic Initiative Report” link under “Download” to download a PDF copy of your submitted program review update.

The screenshot shows the same web browser window as above. The "Download:" section is now highlighted with a red arrow pointing to the "Strategic Initiative Report" link. The "Publish all" button is no longer highlighted.

STUDENT SERVICES UNITS WITH COURSES

3. ASSESSMENT STATUS UPDATE AND CSLO ASSESSMENT EFFECTIVENESS

3a. Please review the data provided on the assessment status of courses in your discipline for Cycle Two (2017/18-2020/21). For any courses that were not assessed in Cycle Two please list them in the in your response including why they were not assessed, when you are going to assess them, and who is going to assess them. **Please note – you will need to copy and paste the table in the eLumen template (also included below) into the textbox for your response, then enter the information accordingly. You can add extra rows if needed.** To view the CSLO Assessment Cycle Two Tracking Spreadsheet click [here](#).

Course Name/ Number	Reason course was not assessed	When course will be assessed	Faculty Responsible for Course Assessment

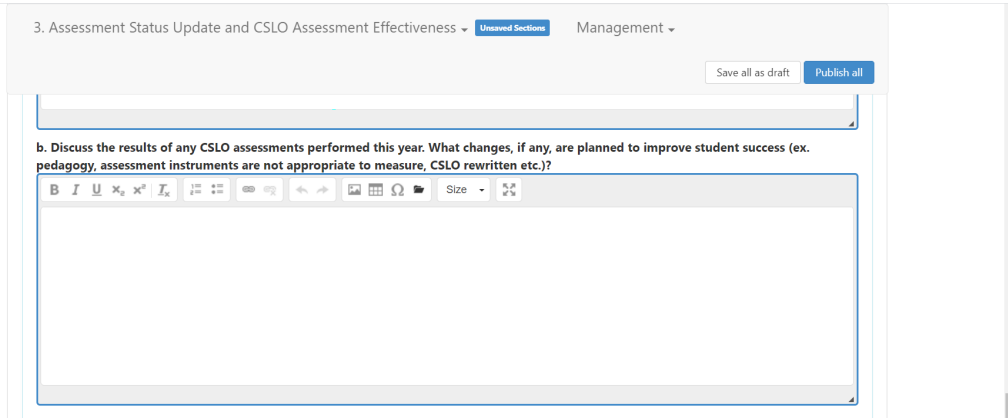
The screenshot shows the eLumen application interface. At the top, there is a browser window with the URL `lmc.elumenapp.com/elumen/Controller?actionClass=signal&processType=list&parentKey=29`. Below the browser, there are navigation tabs for "2. Vision for Success Goals Update" and "Management". The main content area is titled "3. Assessment Status Update and CSLO Assessment Effectiveness" and contains the following text:

a. Please review the data provided on the assessment status of courses in your discipline for Cycle Two (2017/18-2020/21). For any courses that were not assessed in Cycle Two please list them in the table below in your response including why they were not assessed, when you are going to assess them, and who is going to assess them.*

*NOTE - Please copy and paste the table below in your response and complete accordingly (add extra rows if needed).

The interface includes a table with the following columns: Course Name/ Number, Reason course was not assessed, When course will be assessed, and Faculty Responsible for Course Assessment. Below the table is a rich text editor with a toolbar containing various formatting options like bold, italic, underline, and list creation.

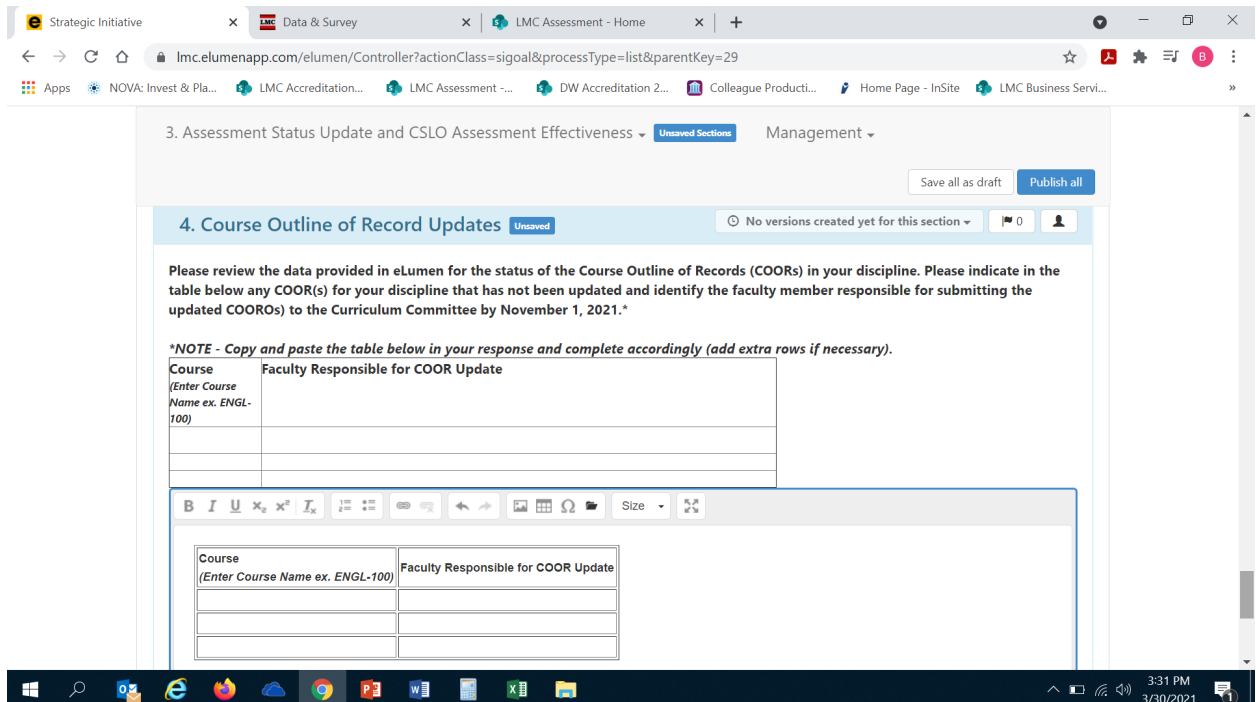
3b. For this question, you will need to briefly describe the results of any CSLO assessments performed this year. What changes, if any, are planned to improve student success (ex. pedagogy, assessment instruments are not appropriate to measure, CSLO rewritten etc.). To enter your response, position your cursor in the textbox below the question.



4. COURSE OUTLINE OF RECORD (COOR) UPDATES

For this question, you will need to access and review the data provided in eLumen for the status of the Course Outline of Records (COORs) in your program/unit. **Please note – you will need to copy and paste the table in the eLumen template (also included below) into the textbox for your response, then enter the information accordingly. You can add extra rows if needed.**

Course (Enter Course Name ex. ENGL-100)	Faculty Responsible for COOR Update



FINAL STEP: You are now ready to “Publish” or submit your Instructional Units Program Review Year Five Update for Sections #3 and #4 for review and validation by the responsible administrator. Scroll up to the top of the screen and click the blue “Publish All” button.

Strategic Initiative

lmc.elumenapp.com/elumen/Controller?actionClass=sigoal&processType=list&parentKey=110

LOS MEDANOS COLLEGE

Beth Stone as Data Steward in LMC Counseling

Strategic Planning SLOs & Assessments Curriculum Org Management Reports System Settings

Dashboard Planner Initiatives Assessments Action Plans RFI

Cycles Budgets

Instructional Units Program Review Year Five Update - Counseling Department (COUNS)

Program Review
This cycle is for Instructional Units to complete the Year Five Update of the Program Review Cycle.

Download:
Strategic Initiative Report
To Design Mode

Cycle Announcement
Cycle Announcement is not defined

Sections All changes saved Management Save Draft Publish all

7:48 AM 3/31/2021

Once you have “published” or submitted your program review update, you can return to this screen and click on the “Strategic Initiative Report” link under “Download” to download a PDF copy of your submitted program review update.

lmc.elumenapp.com/elumen/Controller?actionClass=sigoal&processType=list&parentKey=110

LOS MEDANOS COLLEGE

Beth Stone as Data Steward in LMC Counseling

Strategic Planning SLOs & Assessments Curriculum Org Management Reports System Settings

Dashboard Planner Initiatives Assessments Action Plans RFI

Cycles Budgets

Instructional Units Program Review Year Five Update - Counseling Department (COUNS)

Program Review
This cycle is for Instructional Units to complete the Year Five Update of the Program Review Cycle.

Download:
Strategic Initiative Report
To Design Mode

Cycle Announcement
Cycle Announcement is not defined

Should you have any questions, concerns and/or wish to schedule a virtual training session please contact BethAnn Stone at brobertson@losmedanos.edu.