EASE Assessment

PROVISION OF CORE SERVICES AT CITY COLLEGE CENTE
AY 2020-21 TO AY 20-21

EASE Workgroup

May 10, 2022

What is the purpose of this assessment?

- Understand the provision of core services during the COVID-19 pandemic (AY 2020-21 and AY 2021-22):
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How did we determine assessment criteria?

- EASE workgroup:
  - Completed questionnaires (Fall 2020 and Fall 2021) describing provision of services at the Centers during the COVID-19 pandemic
  - At Fall 2021 EASE workgroup meetings, Center Deans and core service leads identified priorities to emphasize when considering provision of services at the Centers
- Research and Planning:
  - Developed conceptual framework that addresses Accreditation Standard II.C.3 and operationally assesses provision of core services
  - Using conceptual framework, reviewed questionnaires and meeting notes to develop assessment criteria that addresses identified priorities of EASE workgroup

How did we determine if criteria were met

Dimension	Description	Options
Time period	Point in pandemic service is evaluated	‡ Pandemic Transition (Spring 2020 • Fall 2020) ‡ During Pandemic (Spring 2021 • Spring 2022)
Modality	How core service is delivered to students	‡ In-Person (includes any in-person interaction) ‡ Virtual (includes phone, email, chat, Zoom) ‡ In-Person/Virtual (both at any point)
Implementation	Extent to which service is implemented during time period	‡ In Development ‡ Ready to Implement ‡ Partially Implemented ‡ Fully Implemented

How do assessment criteria connect to accreditation?

EASE Workgroup
Key Assessment Points

- Information
- Access
- Use

ORP
Rubric

Criteria

- How to access or use (1)
- Scheduled to accommodate (2)
- Contact staff (3)
- All services available (4)
- Be completed (5)

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Dimensions

- Time period (T)
- Modality (M)
- Implementation (I)

Accreditation
Standard II.C.3

- Appropriate (1-5, M)
  - Service is accessible in multiple languages/modalities
- Comprehensive (3-5, I)
  - All components of service can be accessed and used
- Reliable (1-2, T)
  - Scheduled accessibly, consistently available through pandemic

Findings

Overall Summary

How are we describing what we found?

- For each Center and core service, we summarized the availability of each core service
  - If a service was not completely available via any combination of virtual or in -person provision, it is highlighted in yellow
- Our assessment is based on the questionnaire completed by Center Deans and core service leads in Fall 2020 and Fall 2021
- Center Deans and core service leads were able to respond to the draft findings in April 2022, and their feedback was incorporated into this final report

Overall Summary

- Virtual services were available early in the pandemic, while in-person services were gradually added at some Centers
- Core services requiring access to physical resources, like the library building, were not able to offer all services, transitioning to virtual services when possible
- Reinstatement of in-person services is tied to campus-wide re-opening policies and resources and sometimes is not in the Center and/or core
  W I V Z M G I T V S Z M H I V … W G S R X V S P

Findings

Core Services

What are the EASE core services?

Core Service: Admissions and Enrollment

Center	Service Modality
Chinatown/North Beach	In-Person/Virtual
Downtown	In-Person/Virtual
Evans	In-Person/Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	Virtual

‡ Consistently provided in-person registration events across the Centers, ranging from a

Highlight : Targeted engagement with local communities and media to increase enrollments

Core Service: Counseling

Core Service: DSPS

Center	Service Modality
Chinatown/North Beach	In-Person/Virtual
Downtown	In-Person/Virtual
Evans	In-Person/Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	

Core Service: Financial Aid

Center	Service Modality
Chinatown/North Beach	In-Pe[redacted]
Downtown	In-Person/Virtual
Evans	Virtual
John Adams	In-Person/Virtual
Mission	In-Person/Virtual
Southeast	Virtual

‡ Services were primarily available to credit students, with support generally available in multiple languages

‡

Highlight: New technology solutions allowing students to complete all financial aid processes remotely, including processing secure documents

Core Service: Library and Learning Resou

Core Service: Bookstore

Center	Service Modality
Chinatown/North Beach	Virtual
Downtown	Virtual
Evans	Virtual
John Adams	Virtual
Mission	Virtual
Southeast	Virtual

- Bookstore services at the college are provided by an external vendor
- All students can order books or materials through the bookstore website
- Bookstore orders can be picked up from the main campus (Ocean)

Highlight : CCSF is currently in conversations with the external vendor regarding bookstore services

Findings

Centers

What are the CCSF Centers identified in E

- Chinatown/North Beach
- Downtown
- Evans
- John Adams
- Mission
- Southeast

Center: Evans

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	Virtual
Library Services	In-Person/Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

‡ Services were available to credit and noncredit students, with support sometimes available in multiple languages

‡ Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

‡ Limited in-person textbook distribution was available through the library early in the pandemic, while in-person registration events were available later

Highlight: High collaboration and communication between Virtual Counters supported by Evans and Southeast

Center: John Adams

Center: Mission

Core Service	Modality
Admissions and Enrollment	In-Person/Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	In-Person/Virtual
Library Services	In-Person/Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

‡ Services were available to credit and noncredit students, with support generally available in multiple languages

‡ Virtual services were available by Zoom/phone appointment and in drop-in hours via the Virtual Counters

‡ In-person services were available later in the pandemic as on-site classes resumed, and included registration events, Financial Aid workshops, and contact-free library pickup

Highlight: High engagement with local Spanish-language media and community based organizations to outreach to new and continuing students

Center: Southeast

Core Service	Modality
Admissions and Enrollment	Virtual
Bookstore	Virtual
Counseling	Virtual
DSPS	In-Person/Virtual
Financial Aid	Virtual
Library Services	Virtual
Student Conduct/Discipline	Virtual
Student Government	Virtual

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Highlight: High collaboration and communication between Virtual Counters supported by Evans and Southeast

Questions?

Thank you!

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