

2020 Annual Program Review

Program Name: SMC Emeritus

Program Review Author: Scott Silverman

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

SMC Community Education meets the lifelong learning needs of the community by providing a choice of more than 450 classes each semester to individuals who wish to enhance their careers or explore their personal interests. Our fee-based professional certificate and continuing education programs and seminars — offered as SMC Extension courses — are designed to promote career development, professional training, and certification. Our low-cost, not-for-credit Community Education courses respond to the interests of the community, enriching lives through hands-on workshops and lively classes in art, writing, dance, and many other areas, with special classes for children and teens. Classes on a wide range of topics are also offered online. For more information, please call the SMC Community Education office or visit our website. *Please note: The staff intend to rewrite this description soon.

This program is, for over 13000 unduplicated students who completed a Community Education course from 2015-2020, either their first experience with SMC or an ongoing opportunity for them to engage with SMC.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Transition in leadership and office location	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	Click or tap here to enter text.
Identify opportunities to expand existing programs and develop new programs with high potential.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	There are several programs of interest (existing and new), but more work should be done from within existing students to identify relative interest. Some programs may be successful even without interest from current participants.
Generate sufficient revenue to operate as a self-sustaining department within the College.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	The goal to be self-sustaining is ongoing. Since the departure of the prior Director, the Associate Dean of Emeritus has worked with the Program Coordinator to troubleshoot several issues impacting the success of the program. The staff are also comparing SMC's Community Education offerings to similar programs at other institutions to determine the viability of potential new programs and best practices to implement.
Implement a more sustainable staffing model for Community Education	<input checked="" type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	This is increasingly more important now that the Director of Community and Contract Education was vacant, in that theoretically half of that position was dedicated to managing this program. The existing 1.5 FTE (Program Coordinator and PT Project Assistant) are not enough to take this program into the direction that it deserves and that our community desires.

Implement Best Practices and LERN recommendations whenever possible.	<input checked="" type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Since taking over management of this department, the Associate Dean of Emeritus has been to the Learning Resources Network (LRN) conference and learned many Best Practices and nuances to best support improved operations.
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III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

Community Education has achieved the following:

- Transitioned through a change in leadership of the program and relocated to the Emeritus campus. The impact felt by the absence of the former Director, and some areas within the department that had not been properly shared with the Program Coordinator or documented well have been huge hurdles to overcome.
- Successfully disentangled several complicated programs from Community Education that were not substantively contributing to the self-sustaining goal of the program.
- Identified several best practices in the Community Education industry to model our program after, though work to do so won't be able to resume in force until after COVID-19 becomes less impactful to operations.
- Participated in the Noncredit Equity Retreat, June 22 and 24, 2020

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

Community Education has recently struggled to be self-sustaining. Prior to Fall 2019, this could be tied to the fact that staff running this program were also affiliated with another program and ascribing expenses to different programmatic areas was not clearly delineated. In FY 2020 and 2021, the impact of COVID-19 related class cancellations, reschedules and in Spring 2020 – refunds, will make it tough to know the effects of any substantive changes at Community Education before the end of FY 2022.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Comm Ed needs more staff support in order to truly revitalize the program and make it self-sustaining, even if it is a short-term temp.	There is a great opportunity right now, in that the City and SMMUSD may be scaling back what they offer for kids, and Comm Ed could fill a gap – if we had the opportunity to experiment.
Facilities (info inputted here will be given to DPAC Facilitates Comm.)	Click or tap here to enter text.	Click or tap here to enter text.

Equipment, Technology, Supplies <i>(tech inputted here will be given to Technology Planning Committee)</i>	Click or tap here to enter text.	Click or tap here to enter text.
Professional Development	Click or tap here to enter text.	Click or tap here to enter text.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

Community Education was able to convert many classes to a remote learning environment. Those that could not were either rescheduled to a later date, or cancelled and refunded. Normally, there is a low refund rate with Community Education, however, due to COVID-19, program staff have been forced to be more liberal with the refund policy, plus, of course, doing so for all of the cancelled sections, and hence had an excess of refund requests in Spring.

We have been judicious about not scheduling class sections that could not be taught online for the time being as a result of the Spring experience. One example would be glass blowing. With luck, we can resume that class by Spring 2021.

An additional challenge is that Comm Ed instructors do not have SMC email accounts, and thus were not provided with Zoom access. Comm Ed identified alternate solutions and really let each instructor do what worked best for them. It might be that there was a better way, perhaps procuring our own Zoom account for everyone to use, but the Comm Ed team does not have the bandwidth to administer and manage that for the instructors at this time.

- Identified a means for remote learning for Community Education classes, as most instructors do not have access to ConferZoom or Canvas.
- Converted registration protocols and communication.
- Successfully managed a surge of refunds, requests and those processed without requests totally over 20x the normal amount in any month.
- Successfully managed a 25% increase in student inquiries.
- Supported both students and instructors when there were miscommunications between them through the conversion to remote learning.



VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement • Other 	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!