

# 2024-2025 Student Services Program Review - UMOJA Latest Version

Self-study template for Student Services Program Review process. Review period: 2021-2022, 2022-2023, 2023-2024.

## Student Service Program Review Overview & Timeline

### Student Service Program Review Purpose

## Section 1: Service Area Overview

### A. Service Area Mission and Alignment : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

1. Briefly describe how your mission and purpose aligns with the Cerritos College mission and Students First Framework (<https://www.cerritos.edu/students-first-framework/default.htm>).

The Cerritos College Umoja Success Program is committed to enriching, fostering, and nurturing the educational experience of all students, especially African American and first-generation college students, ultimately preparing them for academic, personal, and professional success beyond Cerritos College.

The Cerritos College Umoja Success Program aligns with the Cerritos College mission by enriching the educational experience of the college students. It also aims at creating a safe space where all students, but particularly those who are from a disenfranchised community, can develop a sense of belonging, obtain resources, connect with faculty members and take courses that will lead them to complete their educational goal. As indicated in the student first framework, transferring or obtaining a career are vital parts of a student's journey and the Umoja program supports students on these goals.

### B. Service Area Description : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

Service	Description
Academic Counseling	Counselors provide an academic educational plan . Support students throughout the year with resources , career and transfer exploration.
Academic support	Tutoring is available for students in the Umoja program.
Workshops	Workshops , and community meetings are provided to the Umoja students highlighting the transfer process, career opportunities connected to majors, programming that centers community building and mental health importance.
Academic Courses	Courses are available to students that are tailored to the African American experience. These courses allow students to learn and celebrate the African American experience and also engage in community building.
Resource Assistance	The program provides connections to different resources students need to complete their educational goal. Some of the resources provided are connected to mental health, food and housing needs , academic support , internships and scholarships.

### B. Service Area Description Continued : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

2. Describe efforts to promote the availability of your services to current and prospective users.

a. Describe the key methods used to assist users in getting information about your service areas programs and service offerings (e.g., publicity, outreach, recruitment, etc.).  
Currently the program promotes their efforts through social media, strategic emailing, tabling, and the school website.

3. Does your service area overlap or duplicate any programs or service function with other Student Services or college units?

a. How and why do these services/programs duplicate one another?

b. How do they complement each other?

Academic counseling is a service that overlaps with general counseling. However, the students who are part of the Umoja program are able to connect with one or two specific counselors that help them throughout their academic years at Cerritos College. In general they are not able to form those connections since students see the counselor that is available during their LCP time. This format allows students to build a connection with one specific counselor and relieves some appointments in the general counseling area.

4. Discuss key, collaborative relationships with academic programs and other student service areas. How do these partnerships:

a. Advance achievement, learning, or completion.

b. Support the service area's mission, goals, and Service Area Outcomes (SAOs).

c. Enhance the quality of services and programs provided.

d. Create greater operational efficiencies for the service area.

e. Identify how your partnerships can or have mitigated equity gaps.

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

### C. Service Area Organizational Resources : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

1. Please describe your service area's organizational and personnel structure. Discuss:

a. Reporting relationships.

b. Distribution of responsibilities/authority.

c. Use of management or work teams.

d. Lines of communication (e.g., area meetings structure/frequency, staff-to-staff and staff-to-manager communication, etc.).

No Value

**2. How does your current staff profile facilitate or impede the service area's ability to fulfill its primary mission and functions?**

**a. If applicable, what strategies has the area adopted to address staffing-related impediments?**

The faculty working as the counselor coordinator is also a general counselor so her time is split between general counseling, coordinating and seeing Umoja students. There are also part time counselors that support the program but their hours are limited to what funding is provided. Additionally there is minimal clerical support. The department only has a Program Assistant for 10 hours a week. These staffing limitations prevent the program from providing holistic services to students, proper follow up and tracking of their progress.

**3. Describe any challenges the service area has encountered with respect to the recruitment and retention of qualified staff. What are the implications of these challenges?**

Funding is the biggest challenge. While the department works to provide a counselor coordinator, this position is a general counselor who was moved to Umoja. There was never an actual search for a position, nor was there a creation of a position to serve in this capacity.

**4. How does the service area facilitate appropriate career development and progression for staff?**

**a. Describe the service area's professional development resources, activities, and/or opportunities.**

**b. How does this engagement directly reflect on the direction of your service area.**

There is only one full time counselor that functions as the coordinator. She is supported by two adjuncts who provide some hours for appointments with students.

**5. Please describe the succession planning for your service area.**

**a. What steps are in place?**

**b. How does the service area plan to make changes to services (realignment, reorganization, or other strategies) to ensure continuous improvement in the face of staff turnover, retirement, and attrition?**

There is no plan at this time.

**6. What assessment methods and measures (either formal or informal) does the service area use to determine staff well-being, satisfaction, and motivation?**

**a. How does the department use the findings from these assessment efforts to improve the work environment?**

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**7. What significant projects, tasks, workgroups, and committee work are the staff of your service area engaged in?**

**a. How does this participation reflect on your service area's plans and integration with the college.**

The Umoja Coordinator is a part of the Enrollment Services Committee.

## Section 2: Service Area Trends

### A. Service Area User Demographics : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

**1. Whom do you serve?**

**a. Describe your primary and secondary user groups that the service area attracts and serves.**

**b. Describe the demographics and representativeness of the populations served (e.g., race/ethnicity, gender, age range, foster youth, formally incarcerated, and first-generation status).**

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**2. How do the demographics of your users compare with the college as a whole?**

**a. Are the trends within your program in alignment with the broader, collegewide trends?**

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### B. Service Area Service Trends : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

**1. Describe the usage trend for your service area in the last three years.**

**a. Has it remained steady, increased, or decreased?**

**b. Are there different patterns of usage for different demographic groups (e.g., race/ethnicity, gender, age range, foster youth formally incarcerated, and first-generation status)?**

**c. Draw clear connections between your data trends and attempts to identify and mitigate equity gaps.**

**d. Describe any factors that contributed to any change.**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**2. Describe your pattern of service. Include:**

**a. Standard hours of operations.**

**b. Alternative modes (e.g., online, hybrid, etc.).**

**c. Schedules of delivery (e.g., early morning, evening services, etc.).**

**d. How your services meet the needs of the users.**

Hours of operation are 8am-5pm.

Courses within the Umoja cohort are provided on Tuesday and Thursday in a hybrid and in person modality. Academic counseling is provided in both in person and virtual modality to best serve the needs of students.

Services are delivered from Monday-Friday 8am-5pm.

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information on how services meet the needs of the users.

**3. What are the differences in service usage based on modality? If you do not offer varying modalities, explain why not.**

**a. How does this help inform future practices?**

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## Section 3: Service Area Performance and Effectiveness

### A. Service Area Outcomes Assessment Process : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

**1. What methods are used to assess your service area outcomes (SAOs)? If these are not in place, what do you plan to do in the future to collect this evidence?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**2. How are user needs assessed and considered in the development and delivery of programs and services?**

**a. What methods does the service area use to remain current with respect to understanding user needs, interests, and experiences?**

**b. What are the sources of information your service area uses to understand current needs?**

**c. How have the needs changed over time?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**3. How does the service area track program/service usage patterns and determine users' satisfaction and dissatisfaction with the service area's performance? If these are not in place, what do you plan to do in the future to collect this data?**

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**4. To what extent does the service area obtain and use comparative/benchmark data to stay current with peers and/or competitors that deliver similar programs and services (both those that are on and off campus)?**

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**5. How does the service area monitor compliance with the laws/other regulatory requirements that apply to the service areas program and service responsibilities?**

The Dean of Counseling has regular meetings with the Coordinator and reviews the MOU with the state to ensure regulations are being followed. Additionally, over the past year a plan of action was provided to the state and this will provide items both Dean of Counseling and Coordinator will utilize to monitor compliance and program requirements.

## B. Service Area Outcomes Assessment : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

**1. What does the data say about the success of your service area with respect to the achievement of your service area outcomes? Identify and describe the data sources.**

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**2. What areas for improvement are suggested by the data?**

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**3. How is assessment data used to inform organizational decisions, management practices, and program/service delivery strategies?**

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**4. How has the assessment of the service area outcomes contributed to your service area's improvements?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**5. How does the service area make needed data and information available to area stakeholders?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

## Section 4: Previous Three-Year Service Area Program Plan Reflection

### A. Service Area Three-Year Reflection : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

**1. What are the primary strengths of the service area?**

**a. How have these changed over time?**

**b. What innovative programs/services/practices has the department instituted that puts it out in front with respect to "best practices" in the field?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**2. Please comment on the progress toward achieving your previous service area goals and SAOs. Discuss what has/is/will happen and the status of each goal and SAO.**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**3. Please provide a financial overview of the service area.**

**a. How are resources allocated to support the mission, goals, and outcomes of the service area?**

**b. How are budget allocation/reallocation decisions made in your service area?**

**c. What factors influence the use of service area resources?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**4. Describe resource changes the service area has encountered over the past three years and future anticipated changes.**

**a. Explain what circumstances prompted these changes.**

**b. How these changes have/will affect the service area operations and services.**

**c. How the service area plans to address these changes.**

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**5. How effectively do the service area's current facilities, space, and equipment support area operations?**

**a. To what extent must these organizational resources change to keep pace with the future needs and expectations of the service area users?**

**b. What strategies have been adopted or will be adopted to institute these changes?**

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**6. How has technology been integrated into the programs, services, and operating functions of the service area?**

**a. In what ways have technological applications been used to promote innovation, responsiveness, and continuous improvement in the service area?**

**b. How has the service area kept pace with the development of hardware, software, maintenance, and training support?**

**c. What are the service area's projected technology needs for the future?**

**d. What strategies have been adopted or will be adopted to address these needs?**

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**7. What major challenges face the service area?**

**a. What needs to occur, primarily within existing resources, to successfully make improvements in these areas?**

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**8. Where would you like your service area to be three years from now? Dream big while considering any upcoming changes (e.g., new buildings, growth, changes in the services, etc.). Consider the following in your response:**

**a. Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.**

**b. What specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?**

**c. What long-term impact would you like your service area to have on the College and the community?**

**d. What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?**

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## Section 5: Service Area Three-Year Action Plan

### A. Service Area Goals, SAOs, Objectives, Action Plans, and Resource Requests

## Section 6: Service Area Program Review Process Reflection

### A. Service Area Program Review Process Reflection : Version by Hoyes-Vences, Eliza on 02/21/2025 17:28

**1. In what capacity were your service area staff, and/or users involved in the program review process?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.

**2. How did you ensure all members of your service area were involved in the outcome assessment discussions, evaluation of area data, and contributed to the area goals, SAO, objectives, and action plan discussions and development?**

This is the first year the program is going through Program Review. We will be using this year to gather the baseline data. There is no data at this time to provide the detailed information.